

Whitestone Resident Council Agenda

March 27, 2025 9:30 A.M.

Fellowship Hall

LIVE STREAMED ON 1390

WELCOME

Donna Newton

PRAYER - Chaplain Misty McAden

EMPLOYEE RECOGNITION AND AWARDS – Tracy

CARE Awards - JoAnn

EXECUTIVE DIRECTOR'S REPORT – Nikki and Mark

Last Meeting's Minutes are in the Library

Please give copies of reports to:

Secretary-Barbara

TREASURER'S REPORT – Anita

COMMITTEE REPORTS:

Residential Services - Stuart

Environmental-Robert

Campus Care & Alliance-JoAnn

Auxillary-Don

Spiritual Support-Ray

Activity- Bob

Marketing - Bob

Food and Beverage-Gorge

Officer Elections-Donna

NEXT RESIDENT COUNCIL MEETING: April 24, 2025

(FELLOWSHIP HALL)

ADJOURNMENT

WhiteStone Masonic and Eastern Star Home

Resident Council

March 27th, 2025

- I. Financial Performance
 - Net Operating Income
 - February NOI variance to budget 115,463
 - YTD NOI variance to budget 504,136
 - Operating Revenue
 - February revenue under budget by (12,087)
 - YTD revenue over budget by 218,794
 - IL 28,871
 - AL / MC 102,409
 - Health Center 127,817
 - Operating Expenses
 - February expenses under budget 127,550
 - TYD expenses under budget 285,341
- II. Occupancy Update (Current)
 - 204 occupied at 97% & 205 sold at 98% of 210 total IL units available:
 - IL Buildings x 0 / Villas: x 0 / Cottages: x 0 / Residential: x 4
 - AL / Memory Care 30 out of 36 occupied (83%)
 - Health Center 78 out of 86 occupied (91%).
- III. Other
 - Front Gate Update
 - Bus Repair Update
 - CWC Generator Installation – Coming Soon
- IV. Question and Answer

Super Star Awards

| Employee Name | Department | Star | Award |
|--------------------------|------------------------|--------------|-------------------------|
| Aisha Abubakar | Nursing | 1 | Keychain |
| Rachel Atencio | AL Manager | 1 | Keychain |
| Amber Benford | Nursing | 1 | Keychain |
| Jessica Brewer | Food and Beverage | 1 | Keychain |
| Candice Brown | Nursing | 1 | Keychain |
| Ishaya Campbell | Environmental Services | 1 | Keychain |
| Kaila Handford | Nursing | 1 | Keychain |
| Pia Headen | Nursing | 1 | Keychain |
| Josh Hillegass | Nursing | 1 | Keychain |
| Zequoya Little | Nursing | 1 | Keychain |
| Shannon Losardo | Nursing | 1 | Keychain |
| McKayla Perry | Nursing | 1 | Keychain |
| Brenda Smith | Food and Beverage | 1 | Keychain |
| Patricia Willoughby | Nursing | 1 | Keychain |
| Farah Ahmed | Food and Beverage | 10 | Peanut M&M |
| Kayli Boscia | Food and Beverage | 10 | Reese |
| Veronica Engram | Food and Beverage | 10 | Hershey's Bar |
| Brittany Rucker | Environmental Services | 10 | Peach Rings or Snickers |
| Tiffany Allison | Human Resources | 25 | Tumblers |
| Jeanne Perkins | Food and Beverage | 25 | Tumblers |
| Shannon Thompson | Nursing | 25 | Tumblers |
| Denver Whatley | Food and Beverage | 100 | Day off w/ Pay |

Service Anniversaries

| Employee Name | Department | Year |
|---------------|-------------------|------|
| Venissa Adams | Nursing | 3 |
| David Clapp | Food and Beverage | 3 |
| Willie Foggie | Assisted Living | 3 |
| Hayley House | AL Clerical | 3 |
| | | |

Treasurer Report

Feb. donations: 392.10

March donations: 225 + (417.10) (108.00) = 522.10
- 120.45

Total : - 120.45

401.65

voted for microphones. was approved. applied 120.45

Resident Services

March 10, 2025

IT – Mark reported that Ryan has resigned for health reason and WhiteStone is interviewing replacements. Until then submit requests to Alexiss at the front desk.

Randolph Clinic Visits -Dr Admin has addressed confidentially concerns with staff He has hired a Nurse Practitioner and is looking to hire another. One will be dedicated to CWC and Assisted Living One dedicated to Independent Living

Speakers and Sound System in Fellowship Hall –

Bob DellOrfano reported that we purchased a new speaker and a couple of microphones, and they worked well. If you want to use these see Alexiss to check them out.

The problem in the chapel has been corrected, as a faulty plug has been replaced.

Attendance at Wine Down due to Space. It was discussed if attendance would increase if held in Fellowship Hall. Suggested we do a survey. Which has been done and at this time the preference is the Rotunda – with that said these issues remain..

- A. Draperys-Mark asked for suggestions for a drapery vendor as he has had no response from the previous vendor.
- B. We also need to address the brightness problems – there are lots of seats that get direct sun and there are no blinds on the top windows
- C. And of course –seating.

Recycling- Stuart reminded everyone to attend the meeting this afternoon on Recycling as there are many questions.

A questionnaire on Care need and offers to volunteer would be going out to all the residents. The question on transportation to Dr. appointments brought up that WhiteStone has transportation and Karla advised that residents should call the Transportation Department, and she went over the schedule and costs (where applicable)

Other Business- Ted let everyone know that "a deep cleaning" is available once a year and asked that we come up a way to advertise that.

Linda Christianson asked if a service could be provided so that walkers and wheelchairs can be checked and repaired. Due to liability Mark felt it prudent to pass that to the Therapy Team.

Mark also asked us to contact him if we had any questions as rumors that have been and continue to be spread regarding the CWC are/were incorrect and it affects all -- employees and well as patients and their visitors and residents

Archana advised that there will be fire extinguisher training for residents on 3/28 from 1PM-4PM behind the care center.

Building & Grounds Committee Meeting March 10, 2025

Minutes

The meeting was opened with prayer at 2:00 PM

There was some mis-leading information on the new sign package and Mark is supposed to be working on that. Joel will be painting traffic arrows on the pavement for better visibility.

At last count there were 85 open work orders.

Repairs have been completed on the fence behind 4-B Fraternity Dr.

One more tripping hazard on the front circle walk has been identified and will be repaired.

Pressure washing of the curbs and gutters has been started and should be completed with warm weather.

The damaged curb going into the parking lot at the end of Fraternity Dr. has not yet been repaired but Joel is working on this issue to get it resolved.

The trees along the Spring Garden Rd. fence is proposed for the 2026 budget year.

Nothing new on the wood working shop except that memberships are available at the Forge in downtown Greensboro.

The Gazebo idea is supposed to be on the 2025 wish list. Has the BOD been informed of this?

The new CWC generator is scheduled to be installed between April and July of 2025. Brightview has addressed the overgrowth of vegetation along the fence line in the Hiram Lane dog park.

Has anyone put in a work order for carpet cleaning or window cleaning? This is available.

The Rotunda now has an automatic door opener installed. There will also be one installed on the Wellness Center doors.

There are 6 golf cart parking spots in front of the Wellness Center.

Parking spots have been designated for residents and visitors in front of the CWC 600 entrance.

The meeting was adjourned at 2:50 PM.

Respectfully submitted

Robert P. Vinroot, Chairman

“Save the Dates”

Future Activities brought to you by Community Life Services (CLS) and Activity Committee

April:

- 4-1 – Masonic BBQ (Order by 4-1 – Pickup on 4-4 from 12:00-2:00 p.m. – Rotunda
 - Flyer was delivered earlier
- 4-2 – Passover Seder – 4:30 p.m. – (FSH)
- 4-4 - Greensboro Symphony Orchestra – here – Music at Midday 12:30 p.m. (FSH)
- 4-7 – Autism Acceptance Month Presentation and Panel with Lark Pena – “Transcending Autism” – 6:30 p.m. – (FSH)
- **4-10 – Activity Committee Meeting – Hollis Presson will present what her job entails as part of the Community Life Services (CLS) Department – 11:00 a.m. Linville Arts & Crafts**
- 4-14 – “Do Plants Have Minds?” – UNCG School Moore Humanities & Research Administration Building – must sign up before attending. Cost is \$25.00 – 12:00 p.m.
- 4-14 “Photography: Art from Reality” – 6:30 p.m. (FSH)

May:

- 5-2 – American Red Cross Blood Drive – 1:30 – 6:00 p.m. (FSH). Call Gina for more information
- 5-3 - Kentucky Derby Watch Party - Look for flyer for details
- **5-8 – Activity Committee Meeting – Lora Mize to speak about her job as part of the Community Life Services (CLS) Department – 11:00 a.m. – Linville Arts & Crafts**
- 5-10 - WhiteStone Board Meeting 9:00 a.m. – (FSH)
- 5-10 - Family Day – 10:00 – 2:00 p.m. – Details coming
- 5-11 – Mother’s Day!

June:

- 6-9 – “When the Diagnosis is Dementia: Three Action Steps to Take Right Now” – ElderLaw – 3:00 p.m. (FSH)
- **6-12 – Activity Committee Meeting – Mandy Cottrell will present to discuss her job as part of the Community Life Services (CLS) Department – 11:00 a.m. – Linville Arts & Crafts**
- 6-15 – Father’s Day

Activity Committee Meeting Report to Resident Council on Thursday, March 27, 2025

The following is a brief report regarding the Activity Committee

- Good morning
 - I'm Annette Cuzzo, the newly elected chairperson for this committee
- Each month, at our monthly meeting, we are featuring a member of the Community Life Services Department to give an overview of what they do in their department
 - Allison LeTourneau spoke on what her job responsibilities are
- Homestead Market will be back in April
 - Look for a flyer will provide the details
- On April 2 Passover Seder dinner 4:30 pm in (FSH)
 - Call Alexis at the front desk to reserve your spot.
- April 7 Larkin Peña will host a panel on Transcending Autism 6:30 p.m. (FSH)
- April 14 Photography: Art from Reality with IL resident Bob Kelly
- 6:30 p.m. (FSH)
- April 21 Evening of Dance with Randy Grant 6:30 p.m. (FSH)

Uniguest:

- Continually update Uniguest
 - Removal of references to staff that are no longer here (DONE)
 - Requested to move the WorxHub Work Orders icon next to Forms (DONE)
 - Encourage all to submit requests to Gina and Larkin for corrections and updates to Uniguest
- Presenter Guidelines – Finalized with committee suggestions and ready to for use

Respectfully submitted: Annette Cuzzo, Chair

**Next Activity Meeting is Thursday, April 10, 2025, at 11:00 a.m. in the Linville Arts &
Crafts Room**

CAMPUS CARE ALLIANCE

Minutes - March 18, 2025

On March 18, the Campus Care Alliance convened at 10:30AM in the AL Education Center. Jo Ann Cox, chairman, presided. Others in attendance were:

MANAGEMENT - Mark Lewis, Executive Director, Jenna Grant, Director of Fraternal Friendship Program. **PROFESSIONAL HEALTH CARE TEAM** - Josh Hillegass, Health Care Administrator, Crystal Condy, Director of Clinical Services, Rachel Atencio, Manager for Assisted Living, and Karla Stapleton, Navigator. **MEMBERS** - Sarah Hester, Evelyn Russell, Terry Nottage, Anita Greenstein, John Proudfit, Cathy Long, Ted Fritz, and Alicia Sharp. **GUESTS** - Donna Ferguson, Joyce Hibshman

A printed agenda was distributed and contained pertinent statistics related to staff reports, including call light response, resident falls, and SARA alerts. The verbal presentation of these reports was curtailed in order to allow maximum time for the special speaker, Tracy Armwood, Director of Human Resources.

DEFINING "CULTURE" - Tracy Armwood

Tracy Armwood, Director of Human Resources, directed a guided workshop designed to help in deriving a mutual understanding of the term "culture" as it is defined for WhiteStone. Using a flip chart, she led a discussion of those characteristics believed to be an inherent part of the corporate culture. There was general agreement that the more positive characteristics include: the ability to talk to leadership, adherence to the Masonic principles, respect for each other, diversity, opportunities to serve and participate, long term employees, and resident engagement.

Areas for improvement were identified: accountability, trust, having employees buy into willingness to change, communication, i.e. telephone response, failure to follow up on suggestions, finding common ground, and defining the role of management vs. the role of residents.

Although the specific culture for the CWC remains undefined at this time, the conclusion for the workshop is that resident centered care should remain a primary goal and that establishing the environment where that can be achieved will be an ongoing endeavor. We adjourned with a better understanding of the term "culture".

NEXT MEETING will be held on April 15, 2025

Respectfully,

Sarah Hester, Secretary

Auxiliary Committee Meeting Minutes 3/17/2025

Attendance: Don McCrickard, Jill Jones, Paula Dille, Tabbie Nance, Shirley Berthold, Peggy Butler, Terry Nottage, Alicia Sharp, Judy Young

Staff Attendance: Allison LeTourneau, Sara Rameriz, Jenna Grant, Archana Patel, Crystal Condry, Andrew Howard

Jill read a devotional poem.

Don thanked the committee for their dedication and hard work with visiting CWC and AL residents.

Josh Hillegass greeted the committee. Josh updated the committee by informing them of the lift on the mask mandate in both CWC and AL. Josh thanked the committee for showing up for the welcome reception for the new AL manager. Josh informed the committee that Rachel will be in attendance for these meetings moving forward.

Sara Rameriz, the recreational therapy intern introduced herself to the committee.

Crystal Condry thanked the committee for their volunteering and covering the front desk.

Don passed around the April sign up sheet for front desk coverage. Don thanked the committee for their time in volunteering the front desk. Don stated that Mark suggested adding more time to their front desk staffing time. Jill voiced an alternative that the volunteers could extend the time as they please, but we are not making it an expectation at this time. Josh informed the committee that if the volunteers extend their hours, the manager on duty could free up time to be present on the floor. Bob questioned if they need to note the extra hours, Josh voiced that there was no need to make note of a time change. Don stated if members are willing and able to provide extra time, the staff will be appreciative of that action. We will monitor how this goes over the next month. (April)

Don informed the committee of the openings in the visitation list. Don encouraged the committee members to review the list of residents in CWC and AL to make sure everyone has visits.

Jill informed the committee that working in pairs when working the front desk works well and has many benefits.

Don thanked the committee for their work and time spent helping residents in CWC and AL.

*Respectfully submitted by,
Allison LeTourneau, LRT,CTRS
Recreational Therapist
Community Life Services*

Ray Hall <secy76@gmail.com>

Spiritual Support Committee Report

message

Ray Hall <secy76@gmail.com>

Tue, Mar 25, 2025 at 11:15 AM

To: Ray Hall <secy76@gmail.com>

The Spiritual Support Committee met March 5, 2025

Gene Lewellyn, chairman of the Chapel Committee and Joel King met with us to discuss the HVAC system which had recently failed. Joel reported that the system was 30 years old and that parts were hard to find. He said that it needed to be replaced. Gene Lewellyn said that the chapel fund had sufficient resources to be able to cover the cost. It was decided to recommend to the congregation that we replace the system ASAP. It was approved to do so.

The care chain has distributed questionnaires to all IL residents for those needing assistance and those willing to assist.

Elaine Germain gave a report on last year's Seder dinner and plans for this year's dinner which will be held April 2.

Please sign up with Alexiss at the front desk if you wish to attend. Space is limited so please make reservations no later than Friday March 28.

We discussed the possibility of providing financial support for residents having a one-time need.

Misty will be going on a mission trip August 2-9. She has to pay her own expenses for this trip. Anyone wishing to assist with this can make a donation with Alexiss.

The next meeting will be held April 2 at 2:00 PM.

Respectfully submitted,

Ray Hall

Chairman

OCCUPANCY REPORT

96% occupied / Sold to 98%

Cottages Available - 0
Villa Homes Available - 0
Apartments Available - 0
Residential - 4

MARCH EVENTS

3/13 Rescheduled February
 Marketing Event: Heart Health
 Lunch 11:00am

3/19 New Resident Orientation
 Fellowship Hall 11:30am

APRIL EVENTS

4/16 New Resident Orientation
 Fellowship Hall 11:30am

4/26 Marketing Event: Open
 House 1:00pm

FEBURARY 2025 MOVE INS:

2/11 Glenna & Allan Ohaver

FUTURE 2025 MOVE INS:

| | | |
|-------|------------------------|---------|
| 3/19 | Glen & Mary Lou Strohl | 701 RL |
| 3/31 | Alexis Rotella | ILW 228 |
| April | Dick & Bjorg Matthews | 701 FMD |
| May | Steve & Demi Dumford | 707 FMD |



Congratulations to our Chair Volleyball Team, who will be competing in the Championship game on Wednesday, March 19th! Go Team WhiteStone!

Our February Marketing Event was postponed due to the snow event, and we're looking forward to welcoming 36 guests to the rescheduled event on Thursday, March 13th.

The Future WhiteStone Resident waitlist has now grown to over 130 depositors, and 4 of them will hold the title of WhiteStone Resident in the coming months! Our Waitlist Dining Diamond Luncheon had 30 prospective residents in attendance last month.

Thank you for continuing to extend a warm welcome to our guests and newest Residents on campus!





WhiteStone

A MASONIC & EASTERN STAR
COMMUNITY  EST. 1912

Founded on fellowship. Inspired by you.

MARCH 2025

MARKETING MINUTE

March Marketing Event:



THURSDAY, MARCH 13 | 11 A.M.

RSVP by calling 336-920-7412
or visiting liveatwhitestone.org/events.

WhiteStone
A MASONIC & EASTERN STAR
COMMUNITY  EST. 1912
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MARKETING COMMITTEE:

Chair: Bob Dell'Orfano
Secretary: Nancy Howard

MARKETING TEAM

If you have any questions or comments,
please feel free to reach out to the Marketing Team:

Debi Bryant, Director of Sales & Marketing dbryant@LiveatWhiteStone.org

Monica Hurd, Residency Counselor mhurd@LiveatWhiteStone.org

Meredith Cooper, Marketing Coordinator mcooper@LiveatWhiteStone.org



Resident Referral Program:

We would love your help with spreading the word about WhiteStone. Each prospective resident that you refer to us (that results in a move-in), you (current resident) will get a \$1500 credit on your monthly service fee once they move in.



NEXT MARKETING COMMITTEE MEETING:

Meetings are held 1st Wednesday of each month

APRIL 2, 2025 AT 11:15AM

Marketing Committee Resident Council Presentation
March 27, 2025

Bob Dellorfano, Chair

There were 23 in attendance including the Marketing Sales Team

| | | | |
|------------------|------------------|-----------------|---------------|
| Bob Kelly | Alan Atwell | Betty Atwell | Helen Ulrich |
| Robert Vinroot | Stuart Brownlee | Pat Vinroot | Archana Patel |
| John Proudfit | Phylis Jones | Ted Dresie | Debi Bryant |
| Don McCrickard | Charlie Jones | Ellen Levin | Monica Hurd |
| Anita Greenstein | Allen Greenstein | Bob Levin | |
| Ed Phelps | Beverly Cato | Meredith Cooper | |

Marketing and Sales team: Debi Bryant, Meredith Cooper, Monica Hurd

Opening

The meeting commenced with a brief invocation, and the reading of the February 15, 2025 minutes was waived.

Old Business:

Reports on the February Move-ins:

| | | | |
|--------------------------|----|----------|----------------|
| 1. Allan & Glenna Ohaver | 6J | 02/11/25 | Bob Dellorfano |
|--------------------------|----|----------|----------------|

I met with them several times during the past two weeks and they are busy moving in and making cottage improvements.

New Business:

A. Marketing Minute – Overview:

| | |
|----------------------------------|----------------------------|
| B. Total IL units at WhiteStone: | 210 (Retired 1 Latham Apt) |
| Occupied: | 201 (96%) |
| Sold: | 205 (98%) |
| Available places | 4 apartments in Bennette |

Villa on 707 Freemasons Drive became available and was quickly resold. Steve & Demi Dumford purchased the unit.

C. March Marketing Events

1. Take Your Wellness to Heart – 3/13 Rescheduled from last Month.
35 people attended –New Resident Orientation – 3/19
Greensteins & Atwells and myself are the Ambassadors asked to attend.

D. Future move-ins and Mentors

| | | | |
|----------------------------|---------|--------|--------------------------|
| a. Glenn & Mary Lou Strohl | 701 RL | April | Betty & Allen Atwell |
| b. Alexis Rotella | ILW 228 | Mar 31 | Anita & Allen Greenstein |
| c. Dick & Bjorg Matthews | 701 FMD | April | Betty & Allen Atwell |
| d. Steve & Deni Dumford | 707 FMD | May | John Proudfit |

E. April Events:

1. New resident Orientation April 16 at 11:30
2. Open house event on the 26th – some Ambassadors needed

- F. Congratulations to our volleyball team, winning the 1st round of the tournament but lost in round 2.
- G. Our wait list is at 130 plus with a few coming in next month so we are definitely working off the wait list.
- H. A question was raised about the available Bennette apartments and have they been renovated. They have and could be a temporary dwelling until one of the other preferences become available.
- I. Helen Ulrich raised a question about some of the Ambassadors visiting the finished Bennette apartments to see what they are like. The team can accommodate a few but not many.
- J. Beverly Cato asked about if a potential resident was offered one of their 3 choices but with a slight modification like a car port versus a garage, would they be moved to the bottom of the list. Short answer is no.

Closing:

Our next meeting is scheduled for Wednesday April 2, 2025 at 11:15 AM in the Fellowship Hall.
 Thank you again for all that you do.
 Bob