



# November 2024

## M.E.S.H. Monthly Report: Board of Directors

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*WhiteStone*  
A MASONIC & EASTERN STAR  
COMMUNITY  EST. 1912

Founded on fellowship. Inspired by you.

WhiteStone A Masonic & Eastern Star Community | 700 S. Holden Road | Greensboro, NC 27407

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## VISIBILITY NOVEMBER 2024

### WHITESTONE COMMUNITY VISIBILITY – LEADERSHIP:

DATE(S):	MEETING(S)/EVENT(S)
<b>Weekly:</b>	<i>Women’s Coffee – Fellowship Hall 9am-10:30am, Wednesdays</i>
<b>Weekly:</b>	<i>Men’s Coffee – Fellowship Hall 9am-10:30am, Fridays</i>
<b>Weekly:</b>	<i>Wine Down – Fellowship Hall 3:30pm-5pm, Fridays</i>
<b>Monthly:</b>	<i>Masonic Luncheon [1<sup>st</sup> Tuesday] Main Dining Room</i>
<b>Monthly:</b>	<i>Resident Council Meeting [Last Thursday] Fellowship Hall</i>
<b>Monthly:</b>	<i>New Resident Orientation &amp; Lunch [3<sup>rd</sup> Wednesday]</i>
<b>November 9<sup>th</sup></b>	<i>Quarterly Board Meeting</i>
<b>November 11<sup>th</sup></b>	<i>Veterans Day Program</i>
<b>November 12<sup>th</sup></b>	<i>Town Hall Meeting</i>
<b>November 13<sup>th</sup></b>	<i>Quarterly Diamond Dining Marketing Event</i>
<b>November 21<sup>st</sup></b>	<i>Assisted Living Thanksgiving</i>
<b>November 26<sup>th</sup></b>	<i>Staff Thanksgiving Lunch – served by Leadership</i>

### WHITESTONE FRATERNAL VISIBILITY - LEADERSHIP

DATE(S):	MEETING(S)/EVENT(S)
<b>Monthly:</b>	<i>Masonic Luncheon [1<sup>st</sup> Tuesday] Main Dining Room</i>
<b>Monthly:</b>	<i>MESH Chapter #379 Meeting [1<sup>st</sup> Saturday] Fellowship Hall</i>
<b>Monthly:</b>	<i>MESH Lodge #771 Meeting [2<sup>nd</sup> Saturday] Fellowship Hall</i>
<b>November 12<sup>th</sup></b>	<i>OES Finance Committee Meeting</i>

### WHITESTONE RESIDENTS: COMMITTEES, SERVICES & SUPPORT

DATE(S):	MEETING(S)/EVENT(S)
<b>Weekly:</b>	<i>Women’s Coffee - Fellowship Hall 9am-10:30am, Wednesdays</i>
<b>Weekly:</b>	<i>Men’s Coffee - Fellowship Hall 9am-10:30am, Fridays</i>
<b>Weekly:</b>	<i>Caregiver Support Group - Woodbury Game Room 1p-2p, Thursdays</i>
<b>Weekly:</b>	<i>Worship Service – Streamed on Channel 1390 &amp; Chapel 10am-11am, Sundays</i>

DATE(S):	MEETING(S)/EVENT(S)
<b>Monthly:</b>	<i>WhiteStone Resident Committee: Marketing [1<sup>st</sup> Wednesday]</i>
<b>Monthly:</b>	<i>WhiteStone Resident Committee: Spiritual [1<sup>st</sup> Wednesday]</i>
<b>Monthly:</b>	<i>WhiteStone Resident Committee: Activities [2<sup>nd</sup> Thursday]</i>
<b>Monthly:</b>	<i>WhiteStone Resident Committee: Food &amp; Beverage [2<sup>nd</sup> Thursday]</i>
<b>Monthly:</b>	<i>WhiteStone Resident Committee: Buildings &amp; Grounds [2<sup>nd</sup> Monday]</i>
<b>Monthly:</b>	<i>WhiteStone Resident Committee: Campus Care Alliance [3<sup>rd</sup> Tuesday]</i>
<b>Monthly:</b>	<i>WhiteStone Resident Committee: Auxiliary [3<sup>rd</sup> Wednesday]</i>
<b>Monthly:</b>	<i>WhiteStone Employee Gratitude Initiative Committee</i>
<b>Monthly:</b>	<i>Resident Council Meeting [Last Thursday] Fellowship Hall</i>
<b>As Needed:</b>	<i>WhiteStone COVID Task Force</i>
<b>November 11<sup>th</sup></b>	<i>Veterans Day Program</i>
<b>November 12<sup>th</sup></b>	<i>Town Hall Meeting</i>
<b>November 21<sup>st</sup></b>	<i>Assisted Living Family Thanksgiving</i>

**WHITESTONE BOARD OF DIRECTORS: COMMITTEES, SERVICES & SUPPORT**

DATE(S):	MEETING(S)/EVENT(S)
<b>November 8<sup>th</sup></b>	<i>Resident Advisory Committee Meeting</i>
<b>November 9<sup>th</sup></b>	<i>Quarterly Board Meeting</i>
<b>November 9<sup>th</sup></b>	<i>Masonic DDGL Training Meeting</i>

**LIFECARE SERVICES [LCS]: SERVICES & SUPPORT**

DATE(S):	MEETING(S)/EVENT(S)
<b>November 22<sup>nd</sup></b>	<i>WS/LCS BluePrint Follow Up Call</i>

**WHITESTONE EXPANSION: PROJECT(S) & REPORTING**

DATE(S):	MEETING(S)/EVENT(S)
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**WHITESTONE TECHNOLOGY INFRASTRUCTURE: PROJECT(S) & REPORTING**

DATE(S):	MEETING(S)/EVENT(S)
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## WHITESTONE NEW RESIDENT: PROSPECTING EVENT(S):

DATE(S):	MEETING(S)/EVENT(S)
<b>Monthly:</b>	<i>New Resident Orientation &amp; Lunch [3<sup>rd</sup> Wednesday]</i>
<b>November 13<sup>th</sup></b>	<i>Quarterly Diamond Dining Marketing Event</i>

## WHITESTONE EMPLOYEE: RECOGNITION, RECRUITMENT, & RETAINMENT:

DATE(S):	MEETING(S)/EVENT(S)
<b>Bi-Weekly</b>	<i>New Hire and General Orientation</i>
<b>October 21<sup>st</sup> – November 4<sup>th</sup></b>	<i>Employee Engagement Survey</i>
<b>October 28<sup>th</sup> – November 1<sup>st</sup></b>	<i>Maintenance Week</i>
<b>November 18<sup>th</sup></b>	<i>Open Enrollment Meeting</i>
<b>November 26<sup>th</sup></b>	<i>Staff Thanksgiving Lunch – served by Leadership</i>

## WHITESTONE EMPLOYEE: NOVEMBER ANNIVERSARIES

EMPLOYEE NAME:	YEARS OF SERVICE:	DEPARTMENT:	SERVICE DATE:
<i>Tiffany Allison</i>	<i>3 yrs</i>	<i>Human Resources</i>	<i>11/18</i>
<i>Candice Bennett</i>	<i>1 yr</i>	<i>Environmental Services</i>	<i>11/16</i>
<i>Amanda Cameron</i>	<i>1 yr</i>	<i>Nursing</i>	<i>11/16</i>
<i>Kaiya Chambers</i>	<i>3 yrs</i>	<i>Nursing</i>	<i>11/11</i>
<i>Floyd Gant</i>	<i>3 yrs</i>	<i>Security</i>	<i>11/11</i>
<i>Thomasine Herrod</i>	<i>28 yrs</i>	<i>Nursing</i>	<i>11/05</i>
<i>Jaysmin Jahan</i>	<i>1 yr</i>	<i>Nursing</i>	<i>11/02</i>
<i>Rochelle Joyner</i>	<i>1 yr</i>	<i>Nursing</i>	<i>11/02</i>
<i>Jane Jusu</i>	<i>6 yrs</i>	<i>Nursing</i>	<i>11/27</i>
<i>Charmain Lane</i>	<i>3 yrs</i>	<i>Nursing</i>	<i>11/10</i>
<i>Toi Letterlough</i>	<i>1 yr</i>	<i>Food &amp; Beverage</i>	<i>11/02</i>
<i>William Mack-Mckenzie</i>	<i>3 yrs</i>	<i>Food &amp; Beverage</i>	<i>11/18</i>
<i>Tina Myers</i>	<i>1 r</i>	<i>Nursing</i>	<i>11/02</i>
<i>Georgina Ofori</i>	<i>14 yrs</i>	<i>Nursing</i>	<i>11/08</i>
<i>Jacob Patton</i>	<i>5 yrs</i>	<i>Food &amp; Beverage</i>	<i>11/26</i>
<i>Shadequa Pierce</i>	<i>1 yr</i>	<i>Assisted Living</i>	<i>11/30</i>
<i>Alisa Shell</i>	<i>3 yrs</i>	<i>Human Resources</i>	<i>11/18</i>
<i>Wynola Smith</i>	<i>1 yr</i>	<i>Nursing</i>	<i>11/16</i>

EMPLOYEE NAME:	YEARS OF SERVICE:	DEPARTMENT:	SERVICE DATE:
Danielle Steed	1 yr	Environmental Services	11/02
Lakesha Wilson	11 yrs	Assisted Living	11/08



## KEY PERFORMANCE INDICATORS – NOVEMBER 2024

### **GREEN** Light Key Performance Indicators [KPI's]: Summary of Findings –

YTD NOI	Actual of 708,303 on budget of (1,060,460), a positive variance of 1,768,764.
YTD IL Closings	Budget of 33 with actual closings of 63.
YTD Net Sales IL	Budget of 11 with actual net sales at 49.
IL MTD Occupancy	Average occupancy of 200.77 on budget of 174.5.
YTD REVPOR	REVPOR budget of 5,780 with actual 6,211 a 7.4% variance.
YTD EXPPOR	EXPPOR YTD budget at 6,672 with actual 6,547, a 1.9% variance.

### **YELLOW** Light Key Performance Indicators [KPI's]: Summary of Findings –

HC MTD Occupancy	Average occupancy for the month of 78.97 with budget of 83.29
Memory Care MTD Occupancy	Averaged 8.87 on budget of 10.
AL MTD Occupancy	Averaged 19.13 occupied for the month on a budget of 22.

### **RED** Light Key Performance Indicators [KPI's]: Summary of Findings –

AL MTD Occupancy	Averaged 19.13 occupied for the month on a budget of 22.
Days in AR	39% of total AR 90 days outstanding or 716,690. Benchmark is 15% negative variance of 438,430.



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## COVID-19 TASKFORCE & UPDATE(S) – NOVEMBER 2024

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For the month of November, we experienced a plateau in the number of covid cases compared to October. This included residents in both the Care and Wellness Center and Independent Living. Per regulation, visitation to the CWC continued as usual, with that added safety precautions protocols of wearing a mask, social distancing, and hand sanitizing. We continued to test our staff and residents, according to CDC and CMS guidelines, throughout the month.



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## WHITESTONE LEADERSHIP TEAM: DIRECTORS REPORT

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DIRECTOR NAME	DEPARTMENT
<i>Mr. Mark Lewis, LNHA</i>	<i>Executive Director</i>
<i>Mr. Josh Hillegass, LNHA</i>	<i>Health Services Administrator</i>
<i>Vacant</i>	<i>Assisted Living Manager</i>
<i>Mrs. Tracy Armwood, SPHR</i>	<i>Director, Human Resources</i>
<i>Ms. Debi Bryant</i>	<i>Director, Sales &amp; Marketing</i>
<i>Mr. Joel King</i>	<i>Director, Plant Operations</i>
<i>Mr. Robert Reese Sr.</i>	<i>Director, Environmental Services</i>
<i>Mrs. Jenna Grant</i>	<i>Director, Fraternal Friendship Program</i>
<i>Ms. Nikki Stafford</i>	<i>Director, Finance</i>
<i>Mr. Jonathan Szarke</i>	<i>Director, Food &amp; Beverage</i>
<i>Mrs. Gina Prevost, LRT/CTRS</i>	<i>Director, Community Life Services</i>
<i>Mrs. Misty McAden</i>	<i>Director, Spiritual Services &amp; Chaplain</i>
<i>Ms. Archana Patel</i>	<i>Executive Assistant</i>
<i>Ms. Crystal Condy</i>	<i>Director, Clinical Services</i>

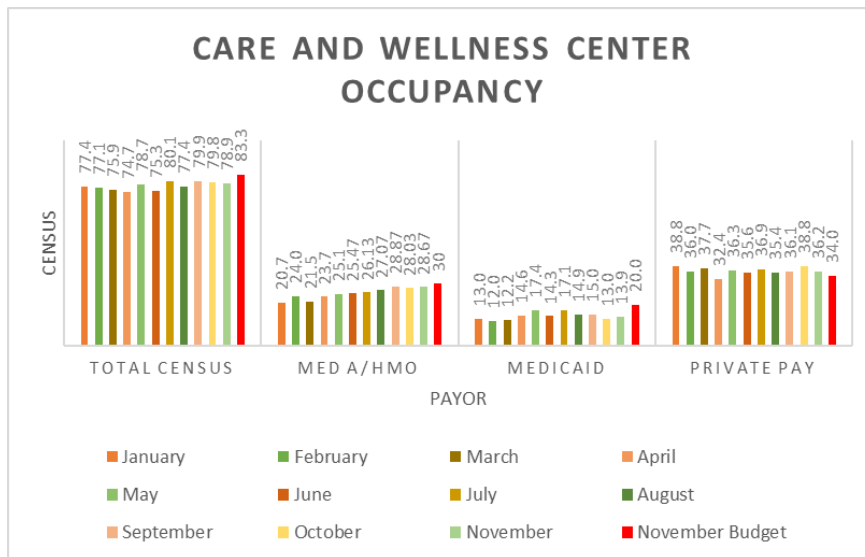
# I. HEALTH CENTER & AL/MC ADMINISTRATION REPORT

## November 2024 Overview

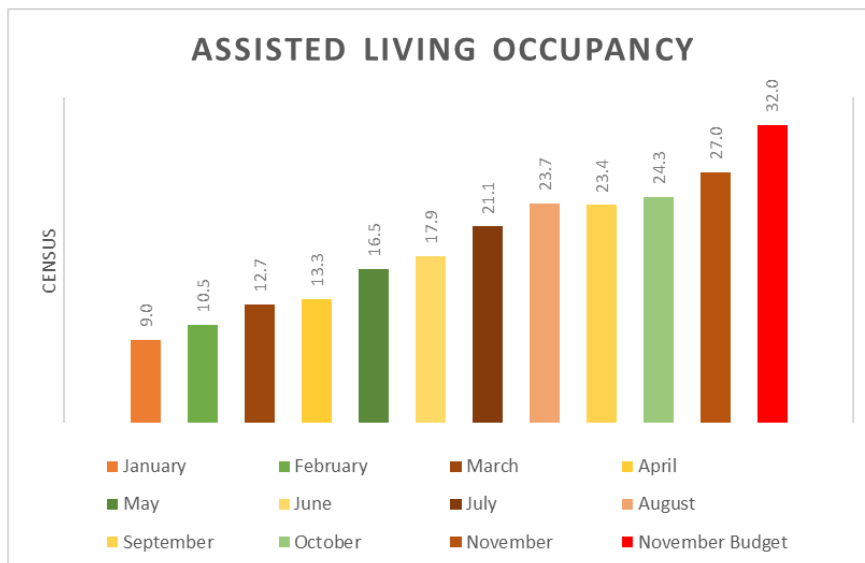
It's hard to believe that we moved our 1st Resident into Assisted Living one year ago! In celebration of the success that our community has had, the benefit it has given our Residents and Families, and the continued impact we look forward to, our Team hosted the One Year Celebration in Assisted Living on November 15th. This event was a time for our Team Members, Residents, and Families to gather, enjoy fellowship, and celebrate the good that our Assisted Living and Memory Care has provided for our community. I'd like to take a moment to show my appreciation for our Team Members who worked before, during, and after this event to make it a success as we could not have done it without them.

## Census Updates

The Care and Wellness Center maintains a strong census trend towards the end of the 2024 Calendar Year. Our overall census, along with our skilled census (Medicare and Managed Care) have continued to maintain strong upward trends.



Assisted Living and Memory Care continues with month over month growth in our census. As we approach the end of 2024, we continue to narrow in on our budgeted occupancy goals.





### Clinical Updates

On November 18th and 19th, our community hosted Cindy Bennett, Senior Mock Surveyor, from Life Care Services on campus to perform a Mock Survey of our Assisted Living, Memory Care, and Life Safety of our Health Center and Assisted Living. During Cindy’s time on campus, she focused on the regulatory readiness of our community. Overall, the results of her survey were positive, but they provided our community with a handful of action steps to improve our readiness. Please find below the action items for both Assisted Living / Memory Care and Life Safety:

- Assisted Living / Memory Care: Resident Council Follow-Up; Resident Service Plan Updates; Dementia Education; Temperature Logs.
- Life Safety: Tagging of electrical cords to ensure no fraying, etc. prior to use; Outlets in need of replacement; Oxygen Storage.

Our Team has begun working on addressing these action items to ensure our readiness for our upcoming Annual Survey.

## II. ASSISTED LIVING & MEMORY CARE REPORT

## III. HUMAN RESOURCES REPORT

### November 2024 Overview

#### Turnover

37.98% turnover YTD 2024. Compared to 32.54% through November 2023.

#### Overtime:

1275.02 hrs. of OT for November 2024. Compared to 1263.74 hrs. for November 2023. An increase of 11.28 hrs. in the month and total YTD increase in overtime from last year by 4,430.04 hrs.

#### Workers Compensation

We have had a recent inquiry from an attorney’s office related to a former employee from the maintenance department. He did have an incident at work that was not reported right away, related to his knee, however, he never went out for medical treatment and expressed no issues with his knee. We do have an attorney and adjuster assigned to the case. No further update at this time.

We have a CNA who had a tooth knocked when a combative resident pushed her head down causing her to hit her mouth on the bed rail. Due to significant pre-existing conditions, work comp has denied this claim citing 90% of the tooth loss was due to the pre-existing condition and 10% related to incident.

Employee continues to push for some sort of compensation. We are continuing to work with the adjuster on this matter.

#### EEOC and Legal Updates:

As of this date, we have received no further action related to prior claim. We received the EEOC Dismissal on September 10th which started a 90-day window for her to seek further counsel. As of this date 12/10/24, the 90 days have expired, and this case is closed.

MONTHLY TURNOVER		
	2024	2023
Jan	2.23%	2.89%
Feb	3.40%	0.41%
Mar	3.44%	4.68%
Apr	3.86%	2.16%
May	1.86%	2.62%
Jun	3.78%	2.04%
Jul	3.64%	4.35%
Aug	4.31%	5.77%
Sep	1.99%	2.94%
Oct	7.09%	3.62%
Nov	2.38%	1.05%
Dec		2.11%
<b>TOTAL</b>	<b>35.60%</b>	<b>34.64%</b>

On May 17th, we received notice of another EEOC Charge filed by an environmental services employee. The position statement has been submitted to the EEOC. We are waiting for their response.

**Budgeted FTEs:**

Total November FTEs – 221.11  
 2024 Budgeted FTEs – 228.85  
 Variance – -7.77 (UNDER budget)

**Over Budget:**

Servers – 0.63 FTEs  
 Housekeepers – 1.96 FTEs

**Recruiting:**

Recruiting summary for November 2024:

- 174 new candidates
- 44 Scheduled interviews
- 18 offers with 16 hires

YTD:

- 4,621 candidates processed
- 619 scheduled interviews
- 280 offers with 216 hires

**Retention:**

For November, the Leadership team served all employees a Thanksgiving meal. WhiteStone also provided each employee with a smoked turkey breast for the holiday. A big thank you to Big Boy BBQ and Joey Transou.

The WhiteStone Employee Gratitude Initiative raised contributions for the month of November. These proceeds will be distributed to all employees the week of December 16th.

**Job Openings Report**

**IMMEDIATE OPENINGS**

12/04/24

Job Title	# of Openings	New Candidate Pipeline	Attempting to Contact	Interviews Scheduled	Offers Pending
HC Dietary Manager	1	3			
Med Aid AL 1st shift PT	1		20	2	
Med Aid AL 3rd shift FT	1		20		
Med Aid CWC 3rd shift FT	1		20		
CNA - 3rd shift PT	1	2	10	2	
RN Weekend Supervisor 7a-7p	1	2	1		

**Total openings: 6**                      **Total offers: 0**                      **Opening after offers: 6**

**Interviews scheduled: 4**              **Ready for orientation: 8-9 new hires for 12/19/24**

## IV. MARKETING & SALES REPORT

Monthly Marketing Report					
November 2024					
<b>Current Occupancy: (211)</b>	202	96%			
<b>Sold Occupancy:</b>	206	98%			
<b>Available Units:</b>	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
	1	1	0	3	
<b>Explanation:</b>	<u>Villa</u>	<u>Cottage</u>	<u>IL Apts</u>	<u>Res Apts</u>	
	701FMD	6J		Benn 341	
				Benn 343	
				Benn 244	
<b>Sales:</b>	6	144,146,341, 349	<b>Cancel:</b>	1	-244
		IL103, 244			
<b>Move-In: (Nov)</b>	5	144,146,341,349	<b>Upcoming MI:</b>	103	
		IL334,		415	
				528	
<b>Transfers:</b>	0				
<b>MO (Nov):</b>	1	701 FMD			
<b>Upcoming MO:</b>	<u>Unit</u>	<u>reason</u>	<u>Est MO</u>		
	701 RL	Deceased	12/5/2024		
	Benn 342	HLOC	Dec		
	Benn 144	HLOC	12/6/2024		
	IL228	HLOC	12/9/2024		
<b>Upcoming Events:</b>	12/4/2024	Holidazzle - prospects & Residents			
<b>Department Highlights:</b>	Roadmap to 95% in IL				
	Campus Wide Road to 95% Campaign				
	New WL Collateral coming soon				

## V. PLANT OPERATIONS / ENVIRONMENTAL SERVICES REPORT

### PLANT OPERATIONS

#### Last Month's Activities

- *Monitor work order system for efficiency and department needs*
- *Mock Life safety Survey*
- *Still Working with Engineers on IL humidity issue's*
- *Continue to work with Brightview on existing work orders and problem areas*

#### Accomplishments for the Month

- *Repaired 3 campus trip hazards*
- *Replaced lights in pool with LED and prepared for inspection*
- *Pool deck painted*

#### Plans for the Next Month

- *Estimate for additional Golf cart parking for wellness center*
- *Hire 1 2nd shift part-time security guards*
- *Complete boiler installation for CWC*

#### Issues and Concerns

- *Continue to address work orders asap. We have had 2 vacant positions come open in security. We are currently looking for 2 more team members.*

### ENVIROMENTAL SERVICES

#### Last Month's Activities

*Conducted in-services with staff.*

- *No fault attendance policy recap!! (Always)*
- *Do use the side door of I.L. west & do not prop it open at any time!*
- *Proper break times: 9:30am-9:45 am; Lunch breaks CWC staff 12pm-12:30pm; Main staff 12:30pm-1:00pm*
- *Only clock in "5" min before your shift only, unless authorized.*
- *Reporting employee incidents immediately.*
- *Uniforms have been ordered*
- *Staff disciplinary's are increasing for attendance issues.*
- *Department Vision: To build a partnership with the community to have a clean, safe & positive environment for all individuals who meet our staff here at Whitestone.*
- *Department Goal: To hire and sustain adequate staffing to support the department vision & the Whitestone Community.*
- *Extra ordinary Customer Service Care towards staff*
- *Staff did an excellent job assisting with the donor event.*
- *Positive work Environment. How can we do better towards each other?*

- Go over the Employee Handbook.
- Staff meeting every Wednesday@7:15am.

**Accomplishments for the Month are as follows:**

- Welcome new staff member: Shanice Smith

**Plans for the next Month**

- Continue working with staff updating on & off schedules.
- Installation of washer and dryer in CWC

**Issues and Concerns**

- Several staff members still have attendance issues (Disciplinary Actions were issued).

## VI. OUTREACH PROGRAM: THE FOUNDATION

**November 2024 Overview Assistance:**

- Outreach total of \$8,890.51
  - 7 long-term members
  - 0 short term member (Emergency)
- 17 WhiteStone residents received assistance
  - 13 in Independent Living
  - 3 in Assisted Living
  - 1 in Memory Care

**New Referrals & Outreach:**

- 2 potential referrals are being processed by our Outreach Coordinator
  - (2) are for scholarships (Move-In Assistance or Current Resident)
  - (0) are for Long Term Assistance
  - (0) for Short-Term / Emergency Assistance

**If you know of a member needing assistance, please contact:**

**Jenna Grant**

**Director of Fraternal Friendship**

**Email: [jgrant@meshhome.org](mailto:jgrant@meshhome.org) Phone: (336) 601-5593.**

## VII. FINANCE REPORT

**Medicaid** – waiting to hear approval or denial on 3 applications and have 2 that we must reapply for.

Upon completion of the December AR meeting following November month end close we will initiate claims to TSI for collections work.

The group for the retirement plan has engaged Veronica Bray to conduct an RFP for plan services as it's been 5 years since the last RFP was done. Ongoing – meetings have been put on the calendar for proposal review as well as TPA interviews. UPATE – MEETINGS SCHEDULED FOR DECEMBER 16TH

WhiteStone has engaged CareFeed, an LCS and CPS vendor, to assist with billing options for residents to pay their bills online. This is like how a doctor's office or hospital invoice and provide options for online payments. The goal is to roll this out in January or February. Ongoing and is a top priority to kick off 2025

*Feedback on the second person fee increase for 2025 is still being received. There are a few residents that are very displeased with the decision. It is quite a financial hit for those 30 residents that are receiving the automatic jump to \$1,000 a month for SPF.*

*I am going to be working to get an analysis on AR and the amount related to the Medicaid situation as it relates to Private Pay AR and Medicaid AR. I do still need to work a couple of Unmet Medical Needs Contracts for those that have been approved and hope to have those done by end of December 2024.*

*As we get so close to closing out another year I want to take a moment to commend the team behind the scenes with me. I do not do a good enough job of singing their praises to the board, but I could not do my job without the amazing people I get to work with every day.*

- *Mary McMillan has almost 16 years with WhiteStone. She is our part time Billing Coordinator.*
- *Buffi Crouse has almost 12 years with WhiteStone. She is our RTA and AP Coordinator. She works closely with our scholarship residents and has a wealth of knowledge about our community.*
- *Lindsay Billings is just shy of 4 years with WhiteStone. She joined our team as a Development Assistant working with contributions and donor acknowledgements but has also added AP responsibilities with the hope to take that over as Buffi looks at retirement.*
- *Joe Bodenheimer has been the WhiteStone Staff Accountant for just over a year. He has been a huge asset to the team and community.*
- *Alexiss Moore has also been with WhiteStone for right over a year. She is our Administrative Assistant and works at the Linville Reception desk.*
- *Ryan Hester joined the team in May 2024 to offer onsite IT services in an ever growing and changing IT and Cyber world. He has been working in the community for 6 plus years with his former employer TCS.*
- *Sharon Koppenhaver is WhiteStone's first fully remote employee. Working out of Pennsylvania she is our Senior Billing Specialist primarily working with the Health Center on Medicare and Managed billings and is working to tackle some more procedural policy updates for the community in 2025.*

*When on campus please thank these individuals. They truly are the best team and I'm so fortunate and blessed!*

*I hope each of you has a wonderful holiday season full of joy, smiles, family, friends and of course treats!*

## **VIII. FOOD & BEVERAGE REPORT**

### **Bistro Dinner**

*We're working on a plan to open our Bistro for some dinner services to help with our busy dining room. We are planning on running our regular menu as well as some specials. We're working on onboarding a new hire so that we can get her trained and move forward with opening for dinner hours.*

### **IL Dining Room Carpet**

*Installation of the carpet is completed. It's really helped to brighten up the space.*

### **Holidazzle**

*Holidazzle was a great success, with the guests raving about the savory and sweet treats that we presented.*

### **Thanksgiving Feast**

*Thanksgiving went off without a hitch in all our different service areas. We also had additional support staff on hand as well as in-house food and beverage staff helping in the IL Dining Room.*

## **IL Morning Receiving**

*We're working on structuring an a.m. position to help with receiving/stocking our morning deliveries in the IL Kitchen. This will be especially helpful when the new cooler and freezer in the Linville basement are operational.*

## **IX. COMMUNITY LIFE SERVICES REPORT**

### **Independent Living Programming:**

- *Total Number of Activities: 80*
- *Total Number of Sessions: 196*
- *Total Number of Cancellations: 4*
- *Total Participation: 2177*
- *Average Participation: 11.1 (~11 per activity)*
- *Participation Percentage: 91.3% (73/80 activities had participants).*
- *Total number of check-ins: 396*

### **Changes since October:**

- *Total Number of Activities decreased by 21 (20.8% decrease)*
- *Total Number of Sessions decreased by 47 (19.3% decrease)*
- *Total Participation decreased by 860 (28.3% Decrease)*
- *Average Participation decreased by 1.4 (11.2% decrease)*
  - *(Note: Average = Total Participation/Total Number of Sessions)*
- *Participation Percentage increased by 8.1%*
- *Total Number of Check-Ins increased by 48 (13.8% decrease)*
- *Sessions of Intergenerational Activities (Intergenerational Scrapbook, statue painting, Masonic Day of Service): 3*

### **Staffing Updates:**

- *Stable.*

### **Other Items I have completed, or I am working on:**

- *Continuing to focus on new IL residents that are moving in – getting to know them, get them involved, etc.*
- *Working on uploading resident pictures to touchtown/uniquest and in to Point Click Care as we get them (this is ongoing)*
- *Working on keeping email list updated for CWC families as well as a separate list for AL families.*
- *Lifelong Learning Opportunities – exploring this for our Blueprint Meeting-a work in progress and trying to make contacts. We have on the calendar for November opportunities for residents to sign up for lifelong learning classes and WhiteStone will provide transportation.*
- *Chit Chat and Healthcare Highlights every month*
- *Host List in CWC*
- *Exploring Motivation Alliance Program and what it has to offer our residents. (Same system as we saw at Croasdaile Village when we visited)*
- *Christmas Door Decoration Contest (December)*
- *Silent Auction (December 12th)*
- *CWC Resident/Family Christmas Party December 14<sup>th</sup>*

## X. CHAPLAIN & SPIRITUAL SERVICES REPORT

### Worship Services:

- 4 (All Saints, Veterans, Thanksgiving x2)

### Funerals:

- conducted King funeral 11/2
- Attended Gecinger funeral 11/26

### Pastoral Encounters:

- CWC - 39+ (some with family present, lunch walk throughs occasionally)
- AL- 4+(as well as walk throughs at lunch occasionally to greet residents)
- IL- 23+ (as well as walk throughs at meals occasionally to greet residents)

### Weekly Bible studies/worship:

- CWC – 4
- AL – 4
- IL – 1

### Support Groups:

- RISE x2 (difficult prognosis support)
- HOPEFULx2 (Grief workshop)

**Meetings:** CWC daily report, “traffic” meeting, Spiritual Support Committee

**Miscellaneous:** attended holocaust presentation 11/4, attended Board meeting 11/9, assisted with Veterans Day program 11/11, attended IL coffees and other activities as able, continued card ministry, prepared articles for newsletters, decorated chapel, collected gifts for charity gift mart (ends 12/4)

**Working on the following for Dec:** Advent series x5, Memory Tree program 12/5, support group workshop 12/9, Attend caroling 12/22, Bible studies for all levels of care x3 weeks, Christmas day service 12/25, Hannukah candle lighting 12/25, Holiday cards for IL/AL and some CWC residents

**Long-term:** Support group planning, Bible Study planning, enrichment of spiritual support for all faiths – planning a small area for a meditation room open to all faiths

**Upcoming Out of Office:** 11/27-28