

Whitestone Resident Council Meeting Minutes

OCTOBER 24, 2024
Fellowship Hall
9:30 am
Live Streamed- 1390

1. Meeting was called to order by President.
2. Misty Mc Adam, Chaplain conducted an Opening Prayer.,
3. Employee Recognition Awards (Super Stars) were presented by Tracy Armwood, HR Director. She also recognized those with special work Anniversaries.
4. Care Award was presented by Jo Ann Cox, to Kayla Hanstord.
5. Executive Director's Report by Nikki Stafford covered the financial report since September:
Operating income indicates that with \$456,609, we are ahead of our budget.
AL is doing well and we have 80 beds out of 86 occupied in the CWC.
Year to date operating expenses are budgeted at \$16,935,990.52 and the actual is \$16, 914,403.62
6. Mark Lewis, Executive Director reported that Independent living is 94% occupied, Assisted Living is 72% occupied, and CWC is 91% occupied. That's an average of 91% occupied across the board.

Unoccupied Independent living apartments are 6 within the Bennett building.

On the internet WhiteStones' reputation is going down... from 850 points, to 741 in the past month. He's hoping we can give 5 positive reviews each month to boost the score back up.

7. Anita Greenstein, Treasurer shared that she has collected donations to fund employee awards for 2025. The treasury box was available in the meeting room for additional donations. With previously accepted donations photo frames for family photos were purchased for resident patients in AL and CWC.
8. Employee Appreciation/Gratitude Fund report was presented by Ted Dresie. Each year it will end in November with the total of checks donated for staff gifts by the residents. Checks will be tax deductible and donors will get a raffle ticket which will entitle them to enter a drawing to receive gifts also donated by residents. The total amount collected will be divided among employees. At this time we have \$19,000 in this year's fund, with another month to go before it closes for 2024.
9. Don McCrickard reported for the Neighbor to Neighbor committee whose report of how other communities reward their workers through resident involvement. Voting for establishment of the committee was delayed until January.
10. Spiritual Support committee, with Ray Hall, reported that on November 4, 2024 the movie "She Would Not Take Off Her Boots" will be shown in Fellowship Hall.
11. Robert Vinroot, head of the Environmental Committee has 75 opened work orders. Some relate to tripping hazards near the CWC. Dining room carpet is to be replaced, windows need an annual cleaning and the wood shop is still a work in progress.
12. Food and Beverage, presented first by Josh from the Kitchen staff says that with dinner dining becoming more crowded they are looking at opening the Bistro for dinners. They would have a different menu than the present breakfast/lunch menu.

George Troxler chair of Food and Beverage said they are looking at accommodating emergency overflow diners in the Rotunda.

13.. The following Committee Chair gave updates from their latest meetings. Their notes are following this page.

Activity Committee

Bob Kelly

(Annette Cuozzo will take over)

Marketing

Anita Greenstein in Bob

Delorfano's absence.

Residential Services

Bob Vinroot

Campus Care & Alliance

Jo Ann Cox

Meeting was adjourned at 10:55 AM

Next Resident Council Meeting will be January 23, 2025, 2025 (Fellowship Hall).

Super Star Awards

Employee Name	Department	Star	Award
Sharon Koopenhaver	Business Services	1	Keychain
Jasmine Miller	Nursing	1	Keychain
A'Niyia Dancy	Food & Beverage	1	Keychain
Kayla Cheeks	Food & Beverage	1	Keychain
Jeanne Perkins	Food & Beverage	10	Candy
Randy Gant	Security	50	Gift Box
Alexus Lynch	Food & Beverage	50	Gift Box

Service Anniversaries

Employee Name	Department	Year
Debi Bryant	Marketing	3
Nadine Laba	Food & Beverage	3
Arielle Ferrentino	Food & Beverage	3
Keshia Scott	Assisted Living	3
Shay Loerzel	Nursing	3
Jennifer Robards	Nursing	15

WhiteStone Employee Super Star Awards

Super Star Awards

Employee Name	Department	Star	Award
Donte Barringer	Environmental Services	1	Keychain
Tonya Barringer	Nursing	1	Keychain
Priscilla Berry	Food and Beverage	1	Keychain
Sherrita Delacruz	Food and Beverage	1	Keychain
Gloria Doomes	Nursing	1	Keychain
Veronica Engram	Food and Beverage	1	Keychain
Mon Gurung	Nursing	1	Keychain
Latisha Jeffress	Food and Beverage	1	Keychain
Charity Johns	Nursing	1	Keychain
Crystal Keele	Nursing	1	Keychain
Annette Longhi	Nursing	1	Keychain
Erika Lopez-Daltro	Food and Beverage	1	Keychain
Shearabia McLellan	Nursing	1	Keychain
ShaTonya Patterson	Nursing	1	Keychain
Mercy Som-Pimpong	Food and Beverage	1	Keychain
Jillian Tolley	Community Life	1	Keychain
Joel King	Plant Operations	10	Reese
Anita Bennett	Food and Beverage	25	Tumbler
Lora Mize	Community Life	25	Tumbler
Alexiss Moore	Admin Assistant	25	Tumbler

Service Anniversaries

Employee Name	Department	Year
Belinda Blue	Nursing	3
Latoya Bittle	Nursing	5



**WHITESTONE'S
ANNUAL
FALL
FESTIVAL**

THURSDAY, OCTOBER 17TH, 2024 | FELLOWSHIP HALL

• FOOD • TALENT • FRIENDS

12:00 PM - 4:00 PM / Free Entry

We are looking for talent to host tables at our event!! If you are interested, please call 336.510.4802!

WhiteStone Masonic and Eastern Star Home

Resident Council

October 24th, 2024

- I. Financial Performance
 - Net Operating Income
 - September NOI variance to budget 394,216
 - YTD NOI variance to budget 1,341,622
 - Operating Revenue
 - September revenue over budget by 323,924
 - YTD revenue has exceeded budget by 1,320,035
 - IL 962,298
 - AL / MC (614,428)
 - Health Center 763,765
 - Operating Expenses
 - September expenses under budget 70,291
 - YTD expenses under budget by 21,586
- II. Occupancy Update (Current)
 - 199 occupied at 94% & 205 sold at 97% of 211 total IL units available:
 - IL Buildings x 0 / Villas: x 0 / Cottages: x 0 / Residential: x 6
 - AL / Memory Care 26 out of 36 occupied (72%)
 - Health Center 78 out of 86 occupied (91%).
- III. Other
 - Online Reputation Update
 - Quarterly Board of Directors Meeting 11/9
 - New Carpet in Dining Room
- IV. Question and Answer

Treasurer Report

10/24/2024

Last month we distributed monies to several organizations.

We have received a thank you from Bob Kelly

We also donated monies for western North Carolina.

Now we start a new, and you ~~can~~ decide where we should place our locations in 2025.

Paul Greenstein

Dear Resident Council and Treasurer...

Thank you for your kind generosity in purchasing a Skylight Photo Frame to be enjoyed by a resident in CWC or AL.

The use of a photo frame has been instrumental in bringing a visual experience to those who may miss out on many of the activities here at WhiteStone.

The resident that we're serving currently with a photo frame, is always engaged, delighted at seeing her loved ones, pets, other memories on the screen.

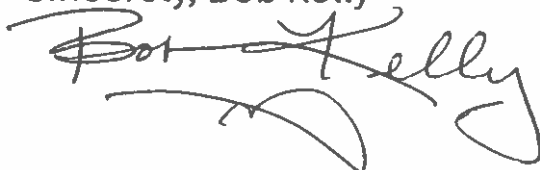
It's a huge plus not only for the residents, but for volunteers that share the personal interaction.

Family members and friends can also send pictures directly to the photo frame and they appear, ready for viewing in a matter of seconds/minutes.

Your contribution has and continues to make a positive impact on residents.

Thank you...

Sincerely, Bob Kelly

A handwritten signature in black ink that reads "Bob Kelly". The signature is written in a cursive style with a large, sweeping "B" and "K".

WhiteStone Employee Gratitude Initiative Report to Resident Council ~ October 22, 2024

Some of the WEGI Board of Directors attended 3 All-Staff meetings a couple of weeks ago. We related to the staff that we would be collecting voluntary donations from residents, families and friends and the proceeds would be distributed to them as a gift of gratitude from the residents the week before Christmas. We spoke with over 150 employees. Those employees that were not present we informed by HR through email communication. Staff reaction was overwhelmingly positive and appreciative. In fact, some were quite excited.

The Fall Campaign for collecting donations from residents will begin next Monday, November 4th and will run until Friday, December 25th. We will be reminding residents not to forget about donating during that time. You will see posters, flyers, a progress thermometer, and donation table that will be located in the Rotunda.

Donations given as checks should be made payable to WhiteStone with Employee Gratitude Fund written on the memo line of the check. Donations should be placed in an envelope and put into the locked donation box in the Mail room in the Linville Reception area. Donations can also be given to volunteers at the donation table or our treasurers, Walter Doughton and Gary Wegner or directly to Lindsay Billings in the Business Office.

All donations are tax deductible. So, if you have family members or friends who are looking for a tax deduction, please provide their name and address to us so that we can send a letter to them informing them of our campaign.

Management in a leadership role are not eligible to receive awards from the donations. However, many have expressed an interest in donating to the fund.

Raffle tickets will be given to each resident household that donates. Several of our very talented residents have graciously donated pieces of their art creations and these will be raffled at the Resident Celebration Ceremony during Wine Down on January 3rd. The raffle ticket must be held by either the owner or a proxy that represents the owner in order to be eligible for winning a prize.



Ray Hall <secy76@gmail.com>

Spiritual Support Committee Report

1 message

Ray Hall <secy76@gmail.com>

Wed, Oct 23, 2024 at 12:24 AM

To: Ray Hall <secy76@gmail.com>

The Spiritual Support Committee Report met on October 2. There was a discussion about congestion at the front of the chapel during communion. Changes have been made and everything is working well.

The documentary "She Wouldn't Take off her Boots" will be shown on November 4.

All Saints Day and memorial service for all who passed away this year will be held on November 3..

The next meeting will be held November 6.

Respectfully submitted,

Ray Hall

Chairman

Building and Grounds Committee Meeting Minutes
October 14, 2024

1. Meeting was opened with prayer
2. Brightview attended and Aerating and over-seeding has been completed.
3. Gray was introduced as new Account Manager for WhiteStone property.
4. Katie reported that latches on both gates at her house had been damaged by lawn equipment. Brightview will look into matter.
5. CWC flowers are beautiful but Linville flowers need attention.
6. There are a large number of open work orders. A new maintenance man has been hired and hopefully some headway will be made on these.
7. The fence repairs behind 4-B Fraternity Drive have been contracted for and should be repaired soon.
8. There are still some tripping hazards-repairs that need to be addressed.
9. The woodworking shop is still under study, hopefully soon as promised.
10. Repairs on the damaged curb at the end of Fraternity Dr. is in the works.
11. A proposal was presented for evergreen bushes along the fence line on Spring Garden Road.
12. The first stage of pressure washing of curbs has been completed. Results not the greatest. Rest of the property will be scheduled soon.
13. The Gazebo while not high on the priority list is on the 2025 wish list.
14. The golf cart policy was discussed and we were told that until adequate parking for golf carts was available the parking rules will not be enforced as mandated in the policy paper. Feedback requested to Mark Lewis by November 28, 2024.
15. Roy Smith stated that the lights outside the Linville Game Room have been out and roaches observed inside the Game Room. Work orders have been submitted a number of times. Joel will investigate.
16. Window cleaning was discussed. It will be done but no date has been set.
17. Carpet cleaning was discussed but no date established. Residents need to request from Environmental Services.
18. There will be a meeting on November 7th but none in December.

The meeting was adjourned at 2:45 PM.

Respectfully submitted:

Robert Vinroot, Chairman
Jimmie Dowless, Vice-chairman

Care and Wellness Center and Assisted Living Auxiliary Committee
Resident Council Report
October 24, 2024

1. The Committee met on October 21, 2024. There were 10 members present. In addition, staff members present were Allison LeTourneau, Josh Hillegass, Ray Robinson, and Misty McAden.
2. Josh Hillegass thanked the committee members for their continuing efforts to assist those in the CWC and AL buildings. He said there was one staff member with Covid, and we should continue to wear a mask when we visit CWC residents. There was a discussion about the process to decide where a resident will be placed when needing to move to the CWC or AL. Josh informed us that the decision is made by the interdisciplinary team, the resident, the resident's family members and the resident's physician.
3. Ray Robinson informed the committee that there is a new Resident Care Coordinator who will start with us soon.
4. The Committee members voted not to have meetings in November and December. However, they signed up to staff the CWC Desk on weekend afternoons. Allison also provided a list of special events in the CWC and AL with which the members are encouraged to assist.
5. There was a consensus among those present that the Neighbor-to-Neighbor Program should not be added to the committee's efforts as they are too busy with the CWC and AL efforts.
6. Bob Kelly reported that an additional photo frame is now available due to Resident Council support. A photo frame was passed around for examination by those less familiar with them. A determination about who will receive this one will be made at a later time.

Auxiliary Committee Meeting Minutes

October 21 2024

Attendance: Don McCrickard, Bob Kelly, Jill Jones, Caroline Meuer, Terry Nottage, Judy Young, Shirley Berthold, Peggy Butler, Mia Sansbury, Alicia Sharp

Staff Attendance: Allison LeTourneau, Josh Hillegass, Ray Robinson, Misty McAden

Don opened up the meeting and greeted the committee and thanked the committee for their hard work.

Misty led the committee in a prayer.

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

Josh greeted the committee. Josh thanked the committee for all they do. Josh informed the committee of one covid case for a staff member in CWC and reminded them of the mask mandate in the CWC to ensure the safety of the residents. Bob Kelly asked Josh the protocol for when a resident is placed in the CWC and AL. Who decides which placement is best? Josh informed the committee that decision is made by the inter-disciplinary team, resident, resident's family, and physician. Josh stated that the decision will be based on where is safer for the resident. Don mentioned that the resident may have a healthcare power of attorney that indicates someone to assist in the decision-making process if needed. Josh informed the committee that Crystal has returned to work and is getting reorientated to work.

Ray Robinson thanked the committee for their help and assistance with the AL residents. Ray informed the members that there is a new Resident Care Coordinator to start soon, and she will attend an Auxiliary Committee for introductions.

Don asked the committee about meeting in November and December. Don informed them that based on their preferences the meeting will be cancelled for November and December. Don encouraged the committee members to sign up for November and December times to staff the front desk and to assist with special holiday events.

Allison LeTourneau provided residents with a new visitation list and a special events list. Misty asked the committee to keep her updated if anyone needs

extra assistance and visitation. Allison and Ray reminded the residents that Wine Down will take place in Assisted Living Building on November 1 with an educational piece about AL.

Don reminded the members that Mark Lewis had attended the last meeting and asked us to consider the Neighbor-to-Neighbor Program that he had noticed during his visit to Croasdaile Village in Durham. There was a consensus among those present that the committee members have all they can handle already with their attention to those residents in the CWC and AL. Therefore, if the Neighbor-to-Neighbor Program is to be instituted for Independent Living Residents it is felt it should be a standalone effort.

Bob Kelly touched base regarding the photo frame project. Bob passed around a photo frame for the committee members to see and understand. Tabbie and Shirley went to visit Jenny, who has a photo frame, and Jenny really enjoyed their visit and seeing the pictures of the family. Bob Kelly passed around photo frame instructions. Bob stated that we have received enough money from the Resident Council to fund another photo frame and asked for more volunteers to assist with this before implementing the next photo frame. Bob thanked Tabbie and Shirley for their assistance. Alicia asked if an AL resident has a photo frame. Josh informed the committee that CLS, Ray and he can draft up a list for the next candidate for the photo frame. Bob thanked Alicia for volunteering to assist with the new photo frame.

Respectfully submitted by,

Allison LeTourneau, LRT, CTRS

Recreational Therapist

Community Life Services

Activity Committee / Community Life Services Handout of Upcoming Events to Help You Plan Ahead

Available at the Resident Council Meeting on 10-24-24

Ongoing:

- Homestead Market - Thursday from 2-4 p.m.
- Blood Pressure Check - Every Tuesday from 12-11 and 4-5 p.m.
- Staff Spotlight - Every Wednesday and Friday at 7 p.m. on 1390
- Ham Radio - Every Tuesday at 6:30 – Linville Arts & Crafts Room

Remaining Events - October:

- Saturday 26th – UNCG College 6:30 p.m. (leaving) – Outstanding performances by UNCG staff and students – Senior tickets \$11-\$22.
- Tuesday 29th – Speaker Rabbi Andy Koren – Presentation at 6:30 p.m.
- Wednesday, October 30th – Sip and Pumpkins with Larkin and Andrew at 6:30 PM
- Thursday 31st – Monster Mash, dress in costumes (if you want) we will offer 2 signature drinks and snacks a different twist on wine down (will still have wine down on Friday November 1st) 2:30 p.m.
- Carrie: The Musical at UNCG – bus leaves at 6:30 p.m.

Upcoming Events - November:

- Monday 4th First Monday's Jenny Kaiser- "She Wouldn't Take Off Her Boots" followed by Q&A Session with Holocaust Survivors
- Wednesday through Friday 6th through the 8th – Biltmore and Chihuly Scheduled WhiteStone Trip
 - Trip has been cancelled due to Hurricane Helene
- Saturday November 9th – Quarterly Board Meeting
- Monday November 11th – Veterans Day Program 3:00 p.m.
- Tuesday, November 12th – Town Hall Meeting 10:00am
- Wednesday 13th- NC Zoo - "Surprise Topic" – 3:00 p.m. (will have the 21st as a backup) – he confirmed with me that they will be here.
- Friday November 15th – The Great Gatsby at UNCG 6:30 p.m.
- Talent Shows on November 19th and 20th have been rescheduled for January 21st and 22nd.
- Saturday November 23rd – Manheim Steamroller Christmas Show – Tanger 6:15 p.m.

Upcoming Events-December:

- Saturday 7th – Eastern Star Meeting – 10:30 a.m.

- Saturday 7th – Love Feast (Grand Chapter) – 2:00 p.m.
- Wednesday 4th – Holidazzle 5:00-7:00 p.m.
- Thursday 5th – Memory Tree Dedication 3:00 p.m.
- Friday 6th – Assisted Living Presentation – Ray Robinson 2:00 p.m.
- Saturday 7th – Twitty & Lynn: A Salute to Conway & Loretta – Carolina Theatre 6:15 p.m.
- Saturday 7th – Greensboro Lodge Ladies Night in FH – NO MOVIE tonight
- Sunday 8th – Bel Canto Company – Tidings – 2:30 p.m.
- Thursday 12th – Silent Auction 10 a.m. - 4 p.m.
- Friday 13th – A Christmas Carol, The Musical – High Point Theatre – 6:00 p.m.
- Sunday 15th – Bel Canto Company, The Night Before Christmas 2:00 p.m.
- Sunday 15th – Elf, The Musical - Tanger Center 5:30 p.m.
- Friday 20th – The Nutcracker High Point Theatre – 6:00 p.m.
- Sunday 29th – Hamilton at Tanger Center 12:00 p.m.

Uniguest Update:

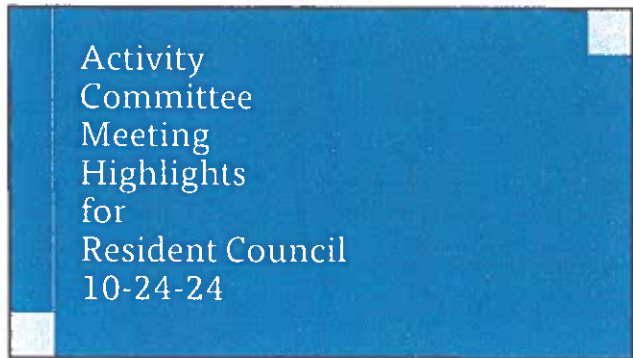
Past PowerPoint slide shows are to be made available on Uniguest for Townhall, Advisory Council, WEGI

Next Activity Committee Meeting
Thursday, January 09, 2025 – Linville Arts & Crafts Room – 11 a.m.

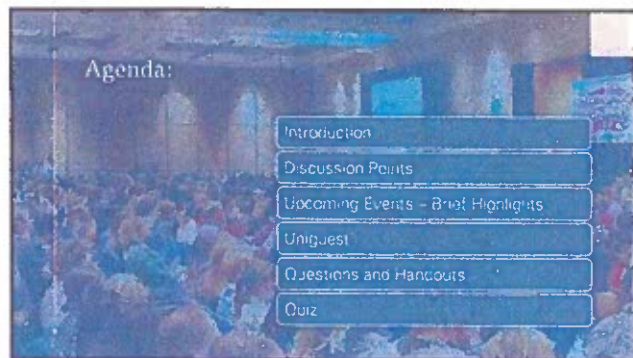
Activity Committee Meeting NOTES / REPORT - Res Council

10/14/2024

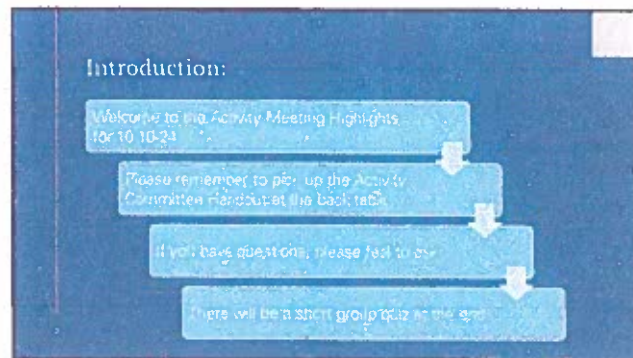
10/24/24



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Uniguest Update:

-  Past PowerPoint slide shows are to be made available on Uniguest.
 - On "Livestream"
 - On "Resident Council"
 - On "WEG"
-  This may make it easier to view on Uniguest as a PowerPoint movie than watching the on-line recorded meeting.
-  Let us know what you think.


7

Thank you

-  Gina Prevost, Director Community Life Services (CLS) and the CLS Team
-  502-555-0152
-  gprevost@liveatwhitestone.org
-  Bob Kelly, Chair (graphiquebob@gmail.com), with Annette Cuozzo

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Next Meeting of the Activity Committee:



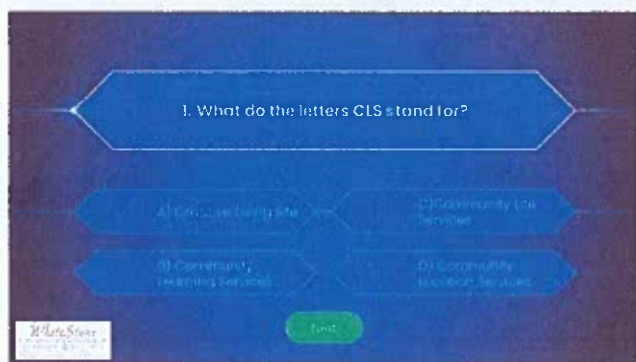
Thursday, January 9, 2025 at 11:00 a.m.
 Livello Arts & Crafts Room

Any questions?
 On to the Quiz!

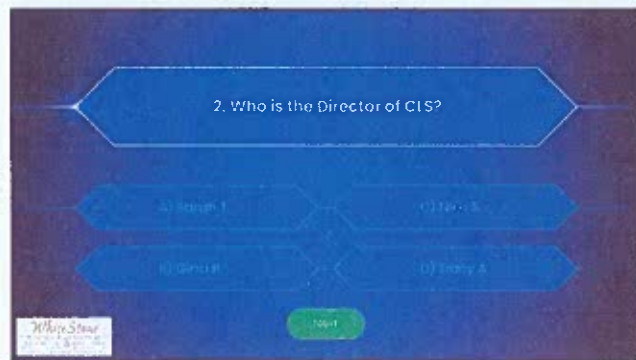
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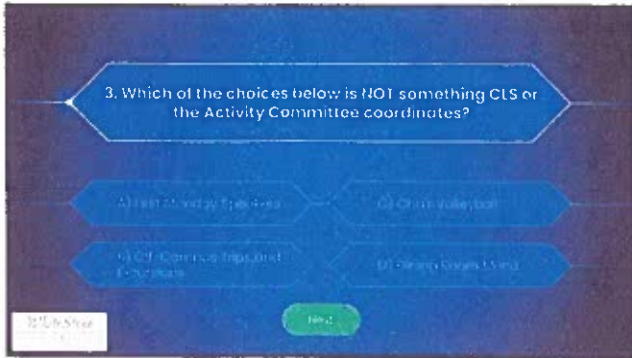
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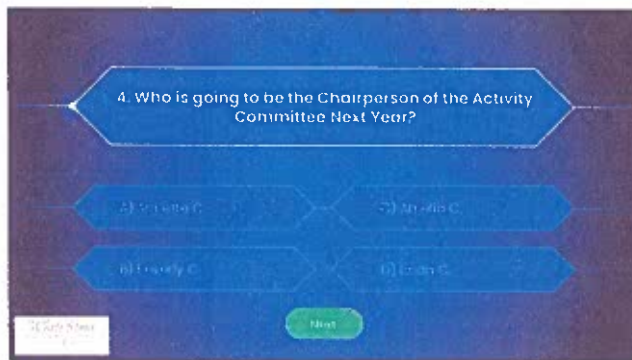
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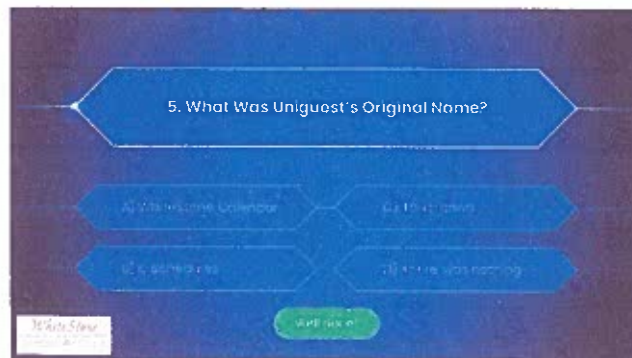
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**Marketing Committee Meeting Minutes
October 2, 2024**

Present:

Bob Dellorfano, Chair
Nancy Howard, Secretary

Bob Kelly	Donna Newton (abs)	Alan Atwell	Betty Atwell
Ted Fritz (abs)	Robert Vinroot	Stuart Brownlee	Pat Vinroot
Sandra Wegner	John Proudfit	Barbara Krueger(abs)	Phylis Jones
Don McCrickard (abs)	Charlie Jones	Ellen Levin	Helen Ulrich
Anita Greenstein	Allen Greenstein	Bob Levin (abs)	Mark Lewis
Ed Phelps (abs)	Don Etherington		

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

Opening:

Bob opened the meeting with a short prayer. Moved to waive the reading of September minutes.

Old Business:

Reports on September move-ins:

1. 9/6	Beth Syverson	705 FMD	John Proudfit
2. 9/12	Irene Vanderwerff	ILS 311	Phyliss Jones
3. 9/12	Bill & Lisa Fullington	ILW 232	Bob & Ellen Levin
4. 9/27	Carol Miller	ILS 415	Sandra Wegner

All reported having contacted the new residents with the exception of Carol Miller who unfortunately passed away prior to her move in.

New Business:

Marketing Minute – Debi reported on the occupancy figures:

A. Total IL units at WhiteStone: 211
Occupied: 201 (95%)
Sold: 203 (96%)

The whole committee congratulated them on a job well done and committed to work with Debi and her team to ensure integration of the new residents and support their sales efforts as needed.

B. Marketing Minute

1. Fall In Love With WhiteStone Marketing Event 10/10
2. New Resident Orientation – 10/16/2024

C. Future move-ins and Mentors (assigned)

- | | | |
|------------------------|---------|-----------------|
| a. TBD Ann Pohanka | 6J | Bob Dellorfano |
| b. TBD Margaret Pierce | ILW 334 | Stuart Brownlee |

Open Floor:

Bob presented the **New Resident Quick Reference Guide** that the sub committee worked on and circulated copies to the attendees for immediate application. It is also attached as a PDF file to these minutes.

Short summary – It prioritizes the elements of both the Resident Handbook and the WhiteStone Resident Guidebook (3 ring binder that marketing hands out to new residents). In addition, the New Quick Reference Guide lists the particular pages of the WRG and RH that is listed on the New Resident Quick Reference Guide. This Quick Reference Guide is left with the new resident for future reference.

Sub-committee members: Bob Kelly, Bob Dell, Allen Atwell, Barbara Krueger & Meredith

Closing:

The Committee voted to not meet in November or December so our next meeting will be on January 8, 2025 (normally Jan 1st)

Thank you again for all that you do. Will see you around the campus.
God Bless,
Bob

New Resident – Quick Reference Guide (revised 9-25-24)

Key: WhiteStone Resident Guide (WRG) or Resident Handbook (RH)

The following items are now arranged in order of priority. Review with each new resident. Some topics have a comment directing you to the **WhiteStone Resident Guide (WRG)** or **Resident Handbook (RH)** for more detailed information.

Press The Black Button - This is an alert module that is usually located in the Master Bath or bedroom of your home. You must press it every morning before 10:30 AM, otherwise you will get a call from security to ensure you are OK.

SARA Lanyard or Wrist Unit – Wear this device 24/7. Press it immediately if you have any medical distress or see someone under distress. You must hold the button down for several seconds to activate. Additional information can be found in your **WRG** in Section 2 “Health and Wellness”.

Security - is available 24/7. After hours for help with anything. More detailed information in **WRG** in Section 5. If at any time you feel threatened, offended, intimidated or abused by anyone (staff or resident), it will be taken to the Executive Director of Whitestone for resolution.

Fire Alarm(s) – Refer to **RH** Section for Fire Safety Instructions, Pages: 23,24,25.

Wear Your ID Cards – The card helps everyone learn your face and name and helps you to easily identify others. It also provides access to the pool, garage pedestrian access and some other restricted entry doors. Refer to **RH** Page 3.

On Site Clinic – Currently located on the 5th floor of Independent Living South. Doctors are on site Tuesdays and Thursdays from 1:00 to 5:00 p.m. The doctors are available as Primary Care Doctors if you sign up. Refer to **RH** Pages 27- 28.

Pharmacy – Located on the 2nd floor of the Linville Building. More information is found in the **WRG**, Section 2.

Wi-Fi – We have a campus-wide service provided by Single Digits. You will receive a unique password for security reasons. It will be in your **WRG** under Basic Tab.

Uniguest - Application is available for your smartphone, notebook, tablet, etc. This application provides a wealth of information available including independent residents’ pictures, activities, daily dinner menus, reservations and orders and several other items that will be of great help to you. More information in **WRG** under the Basic Tab. Also, see the Dining Room Manager for access to “Full Count” for reservations.

Meal Plan – Each person has a monthly dining allocation which starts on the 16th of the month and ends on the 15th of the following month. There is a one-month carryover per person with a maximum equal to your monthly allocation. The main dining room has both buffet style that is a fixed cost of \$10 per person for either lunch or dinner and an A-La-Carte menu. Choices are generally more than the fixed \$10 buffet charge.

More information in the RH under Dining Services Pages 10 and 11– WhiteStone has a Bistro that is open for a limited number of hours each day and if you arrive before 10 a.m., you may select up to five (5) items daily that are on the back table. The Bistro also has short order types of meals that are charged to your meal plan costs. Meals from the dining room and Bistro can be delivered to you, \$2 for an apartment and \$3 for villas and cottages.

Tipping Policy – We have a no tipping policy. In lieu of tipping, residents are encouraged to contribute to the **Whitestone Employee Gratitude Fund**. These funds will be direct monetary gifts to non-management employees. See **RH**, Page 26 under gratuities for more information.

Appliances – If you are unfamiliar with the appliances in your home, look for operating manuals located in the drawer at the bottom of the stove. A Maintenance technician will stop by during your first week to answer any questions related to your appliances. Any difficulties operating the appliances should be directed to maintenance or after-hours security. See **WRG** under the Basic Tab.

Spectrum TV – There can be up to two free locations to connect your TV to Spectrum services. You should have a cable box at each location and when your TV is mounted either by you or maintenance. Complete the connection yourself or maintenance can do it for you.

Maintenance - You receive two free hours of maintenance work as a new resident.

Leaving Overnight or For an Extended Period – Forms are available on the Uniguest application or get a Leave Form from the reception desk to let them know as early as possible. Refer to **RH**, Page 3 for details.

Pool Use – The saltwater pool is in the Care & Wellness Facility. You will need your ID Badge to enter. Must have signed paperwork from your physician to be able to use the pool. Free swim ONLY with a buddy and when there is no planned activity at the pool. See Community Life Services section of the **RH**, page 37.

Key: WhiteStone Resident Guide (WRG) or Resident Handbook (RH)

Deliveries or special pickup by other agencies – Always notify security. Give security your name, location (address), your phone number, and who is expected to come to your residence.

Mail – In the apartment buildings there are mailboxes located on the 1st floor of your building. All external and internal notices are placed in your mailbox identified by your name and apartment number. USPS Mail is placed in a locked mailbox at the same location. Mail to the cottages and villas are placed in their mailboxes. See **RH**, Pgs 31-32.

Packages – During the week, packages are delivered to your door after 4 p.m. For weekends packages will be left at one of two locations – the Linville Building (typically in/on/around the reception desk) or in the Linville Building back area. See Package Delivery in the **RH**, Pages 35-36.

Butler Store – 2nd floor of the Linville building. Available at certain hours by volunteers. Has items like snacks and toilet paper etc. that you may have forgotten to get at the grocery store. Pay either by cash or charge to your meal plan. Refer to **RH**, Pages 9-10.

Housekeeping and Environmental Services – Your living quarters will be cleaned on a two-week schedule. You will discuss with the supervisor as to the time and what cleaning services will be provided. See **RH**, Page 29 for more details.

Spa/Salon – Location, Services, and pricing are found in the Uniguest application and/or refer to the **WRG** under miscellaneous or **RH**, Page 6.

Department Heads or Representatives – Typically, you will have a complimentary visit from each department head or their representative soon after the 1st week of moving in. A listing of key telephone numbers will be provided with your mentor review.

1. Maintenance, Food & Beverage, Community Life Services, Accounting/Administrative
2. Housekeeping and Healthcare, Mark/Marketing.

As always, please feel free to contact your Mentor for questions as they arise.

Mentor Name(s):

Mentor Phone Number:

Mentor Email:

SUMMARY FOR RESIDENT COUNCIL MEETING OF THE MARKETING COMMITTEE

On the table at the entrance to the hall I have left copies of the "October Marketing Minute" that highlights the events going on during the month, like the "Fall In Love With WhiteStone" on October 10. By the way, there were 58 people in attendance for the event. Also included are the "Key Occupancy Data", new resident move-ins, and key events happening in November. If you haven't done so already, pick one up as you leave the meeting.

We met on October 2nd at 11:15 AM. There were 18 members present along with Mark, Debi, Monica, and Meredith.

Sales have remained strong! January through today there have been 43 Sales! Many thanks to Debi and the team for remaining diligent in their efforts.

As of October 24, there are 6 total Independent Living units available on campus. 0 cottages, 0 villa homes, 0 apartments and 6 residential apartments.

YTD we currently have 57 move-ins and 6 more planned. The sales team has exceeded their stretch goal of 42 move ins for 2024.

The team continues to host prospective residents at marketing events each month. They offer educational opportunities as well as general education luncheons to learn more about WhiteStone and what we offer here! As always, the Marketing and Hospitality Committee stands ready to support. To date we have mentored 69 new residents moving to WhiteStone!

The Sales and Marketing team is continuing to make a push to raise awareness of WhiteStone among the greater Greensboro community and partners.

Upcoming November Events:

Wait List Diamond Dining Luncheon: Wednesday, November 13th.

Prospect and Lead Event: FriendsGiving Lunch & Learn: Thursday, November 14th

As we move forward, we are supporting the communities' efforts to grow their reputation online through Google, Caring.com and Facebook reviews!

In closing, **Independent Living is occupied to 94% and sold to 97% today!**
Bob Dellorfano, Chairman, Marketing Committee

WhiteStone

A MASONIC & EASTERN STAR
COMMUNITY  EST. 1912

Founded on fellowship. Inspired by you.



OCTOBER 2024
**MARKETING
MINUTE**



October Marketing Event:



WhiteStone
A MASONIC & EASTERN STAR
COMMUNITY  EST. 1912
Founded on fellowship. Inspired by you.

FALL IN LOVE

With WhiteStone

Join Us

THURSDAY, OCTOBER 10 | 11:00 AM

RSVP by calling 336-518-6979 or visiting
liveatwhitestone.org/events.



MARKETING COMMITTEE:

Chair: Bob DellOrfano
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:
NOVEMBER 6, 2024 AT 11:15AM**

WhiteStone

A MASONIC & EASTERN STAR
COMMUNITY  EST. 1912

Founded on fellowship. Inspired by you.

OCTOBER 2024
**MARKETING
MINUTE**



OCCUPANCY REPORT

95% Occupied / Sold to 96%

Cottages Available - 0
Villa Homes Available - 0
Apartments Available - 1
Residential - 5

OCTOBER EVENTS

10/10 Fall in Love with
WhiteStone - Marketing Event
FH 11:00am
10/16 New Resident Orientation
FH 11:30am

NOVEMBER EVENTS

11/13 Wait List Luncheon 12:00
11/14 Friendsgiving Event
FH 11:30am
11/20 New Resident Orientation
FH 11:30am

SEPTEMBER 2024 MOVE INS:

9/3	Peggy Jones	ILS 315
9/6	Beth Syverson	705 FMD
9/12	Irene Vanderwerff	ILS 311
9/25	Bill & Lisa Fullington	ILW 232
9/25	Carroll Miller	ILS 415

FUTURE 2024 MOVE INS:

Sarah Gamble	Ben 249
Trish Howard	Ben 241
Margaret Pierce	ILW 334
Ann Pohanka	6J
Bruce Pugh	ILS 411

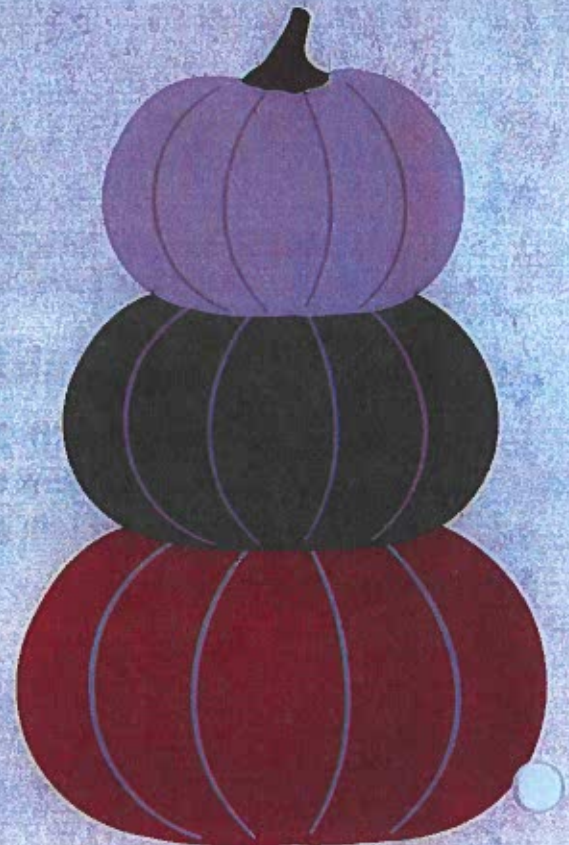
Happy Fall!

Thank you to everyone who contributed to the success of our September Events. Last month WhiteStone welcomed 6 new Residents to our Community and 5 more are slated to move in before the end of the year! We are looking forward to more fun before we wrap up 2024:

Fall in Love with Whitestone - 10/10

FriendsGiving - 11/14

Holidazzle - 12/4



Minutes of the Residential Services Committee 10/14/2024.

Location: Arts & Crafts Room

Time 11:15 AM

Present: Bob Dellorfano, Ellen Levin, Bob Levin, Beverly Cato, Archana Patel, Ted Dresie, Joyce Hibshman, Linda Christensen, John Serdensky, Ryan Hester, Karla Stapelton, Robert Vinroot, Pat Vinroot, Amelia Caison, Mark Lewis

Bob opened the meeting with a short prayer. Elected not to review the previous meeting minutes.

Ryan Hester discussed where we are with Single Digits. Ryan Hester reported that Single Digits service has improved for the campus apartments.

Consistent service availability for the Chapel remains an issue. Frequent video freezing for 10 or more seconds seems to occur nearly every Sunday. Mark charged Ryan to look at automating the streaming. Ryan is also looking at relocating the Chapel WiFi access point.

Archana reported on the SARA lanyard issue with water retention. She has discovered a silicon-based product and will consider ordering samples to check them out.

Regarding the aging gym equipment, Mark advised that he is looking into getting a NuStep. As far as Tom Parnham's donation, Mark felt that we needed to determine what equipment is needed because much of the existing equipment is old and may no longer be supported regarding replacement parts.

Regarding the Randolph Clinic-Bob had the opportunity to use the clinic last Thursday with the Doctor available. I had a good experience and my problem was resolved.

This move to the on-site clinic is underway and is limited by the current backlog of work orders. Mark felt that a lot of it would be complete by the end of the week. Karla reported that some of the equipment has already been moved, and when the equipment move is finished,

Randolph is looking to hire a Nurse Practitioner. The Doctors have also said that they will try to be more responsive if they need to leave the campus.

Bob handed out 3 pages of the Resident Handbook that discusses Fire Safety and what residents and staff should do when this kind of emergency occurs. There are copies on the table as you enter the room. **Unless the fire is in your apartment**, when a fire alarm goes off:

- 1, Feel the front door with the back of your hand – if it's hot do not open the door
2. If you can safely open the front door- open and look for smoke. (to identify fire locale)
3. *Unlock your front door, press your SARA alert and call 911. This is to alert the staff and rescue people that you are in your apartment.*
4. Wet a towel and place it at the base of the door. The apartments are fire rated for 2 hours
5. Take your cellphone & a flashlight and wait for instructions.

For a more complete explanation – please read the handout or the Resident Handbook pages 23 through 25

Bob proposed that we do not have a November and December meeting. It was seconded and approved.

Our next meeting is January 13,2025, at 11:15 in the Arts & Crafts Room.

Bob Levin Secretary

**Marketing Committee Meeting Minutes
October 2, 2024**

Present:

Bob Dellorfano, Chair
Nancy Howard, Secretary

Bob Kelly	Donna Newton (abs)	Alan Atwell	Betty Atwell
Ted Fritz (abs)	Robert Vinroot	Stuart Brownlee	Pat Vinroot
Sandra Wegner	John Proudfit	Barbara Krueger(abs)	Phylis Jones
Don McCrickard (abs)	Charlie Jones	Ellen Levin	Helen Ulrich
Anita Greenstein	Allen Greenstein	Bob Levin (abs)	Mark Lewis
Ed Phelps (abs)	Don Etherington		

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

Opening:

Bob opened the meeting with a short prayer. Moved to waive the reading of September minutes.

Old Business:

Reports on September move-ins:

1. 9/6	Beth Syverson	705 FMD	John Proudfit
2. 9/12	Irene Vanderwerff	ILS 311	Phyliss Jones
3. 9/12	Bill & Lisa Fullington	ILW 232	Bob & Ellen Levin
4. 9/27	Carol Miller	ILS 415	Sandra Wegner

All reported having contacted the new residents with the exception of Carol Miller who unfortunately passed away prior to her move in.

New Business:

Marketing Minute – Debi reported on the occupancy figures:

A. Total IL units at WhiteStone: 211
Occupied: 201 (95%)
Sold: 203 (96%)

The whole committee congratulated them on a job well done and committed to work with Debi and her team to ensure integration of the new residents and support their sales efforts as needed.

B. Marketing Minute

1. Fall In Love With WhiteStone Marketing Event 10/10
2. New Resident Orientation – 10/16/2024

C. Future move-ins and Mentors (assigned)

- | | | |
|------------------------|---------|-----------------|
| a. TBD Ann Pohanka | 6J | Bob Dellorfano |
| b. TBD Margaret Pierce | ILW 334 | Stuart Brownlee |

Open Floor:

Bob presented the **New Resident Quick Reference Guide** that the sub committee worked on and circulated copies to the attendees for immediate application. It is also attached as a PDF file to these minutes.

Short summary – It prioritizes the elements of both the Resident Handbook and the WhiteStone Resident Guidebook (3 ring binder that marketing hands out to new residents). In addition, the New Quick Reference Guide lists the particular pages of the WRG and RH that is listed on the New Resident Quick Reference Guide. This Quick Reference Guide is left with the new resident for future reference.

Sub-committee members: Bob Kelly, Bob Dell, Allen Atwell, Barbara Krueger & Meredith

Closing:

The Committee voted to not meet in November or December so our next meeting will be on January 8, 2025 (normally Jan 1st)

Thank you again for all that you do. Will see you around the campus.
God Bless,
Bob

CAMPUS CARE ALLIANCE
Minutes October 15, 2024

On October 15, the Campus Care Alliance convened at 10:30 AM in the AL Education Center. Jo Ann Cox, Chairman, presided. Others in attendance were: **PROFESSIONAL HEALTH CARE TEAM** - Josh Hillegass, Health Care Administrator, Ray Robinson, Assisted Living Administrator, Archana Patel, Executive Assistant, Jenna Grant, Director of Fraternal Friendship Program, and Karla Stapleton, Navigator. **MEMBERS** - John Proudfit, Bob DellOrfano, Connie Burbank, Evelyn Russell, Beverly Cato, Ted Fritz, Anita Greenstein, Allen Greenstein, Don McCrickard, Monique Lallier, Alicia Sharp, Sarah Hester, and **GUEST**: Peggy Griffin.

Jo Ann opened the meeting with a blessing, from Desmond Tutu's "Book of Joy". There were no corrections or additions to the September meeting minutes.

UPDATES

The CARE awards subcommittee is working on a proposal for acknowledging employees who receive more than one CARE award. Plans are to present that proposal at the November meeting.

STAFF REPORTS

JOSH - Call lights

For the month of Sept., a total of 7500 calls were documented, with an average time of response completion being 7min.13sec. There have been some technical problems with the aging system. Management is in conversation with a vendor about updating the call light system.

Falls

A total of 17 unwitnessed falls and 11 witnessed falls were reported for the Care Center. Three of these resulted in hospital visits as a precautionary measure. In the AL, there were 3 unwitnessed falls and 1 was witnessed.

Census

Census for the month in the Care Center was 79.93, for 91% occupancy. The total of managed care residents was 28. In AL, the census closed at 23.43, and has reached 25 thus far in October.

Ray reported that the AL census is currently 25, and 6 families are being considered. Karla explained the 3 sources for identifying memory care residents: IL referrals, admissions to the Care Center, and occasionally through

the Marketing Dept. She encouraged members to contact her if they become aware of residents who are expressing interest in transitioning to another level of care. She can arrange tours of the facility. At the present time there are 3 residents in AL who are supported through the Foundation's funding and one in memory care. Assistance is limited due to the cost of the higher level of care.

SARA ALERTS

A total of 19 alerts were reported in September. One of those was an accident reported by phone call, not through SARA. Of the other 18, 10 occurred between 8AM-8PM, and an RN reported to each of those. Of the remaining 8 occurring between 8PM-8AM, CWC personnel responded to 3, and did not attend the other 5. The poor response from CWC staff is not easily explained, but the information has been shared with Josh.

One emergency was reported in the pool, and the pull cord was activated. That alert was processed as if it were a SARA. Question was raised as to why the responding security guard could not activate the pool door to enter the area. It was necessary for pool staff to go to the door for him to gain entry. Karla will report that to Joel, the head of Maintenance, to be sure the guards have key cards.

Clarification is needed regarding wearing SARA pendants in the pool and whether they can be submerged. Current information posted on UniGuest indicates that they may be.

OMBUDSMAN PROGRAM

The guest slated to appear for the meeting was not available.. Instead, Josh gave a brief overview of the responsibilities of the ombudsman and how they can be of assistance to residents, families, and staff in senior living settings. The primary role is as an advocate. In answer to one question, Josh offered that it would be beneficial to explain the HOST program to our ombudsman, as they seem to compliment each other.

MEMORY

Question was raised about what memory evaluation tools might be available for self testing. "Yearly living score cards" are completed by anyone moving into WhiteStone, and are offered again on an annual basis. Josh described the BIMS

assessment used upon admission to the CWC to measure how alert and oriented the person is. The SLUMS is a higher level exam and is administered by a speech therapist. The committee indicated an interest in spending more time at the January meeting learning about the tests and having them available for demonstration.

The committee will meet in November, but not in December. At the next meeting, time will be used to learn about the admission and discharge procedures in the CWC.

Having covered the agenda, the meeting adjourned.

Respectfully,
Sarah Hester, Secretary

You may receive a Fax at WhiteStone. The Fax number is (336) 347-2999. If you are expecting a Fax, please call the Receptionist and make arrangements for receiving it.

FIRE DRILLS

- Fire drills are held monthly for staff of WhiteStone.
- When there are fire drills in the main buildings staff are notified by overhead paging with "505 and a location." An example would be "505 Linville Building Reception area." This alerts all staff as to the exact location of the fire or potential fire in the event of a drill.
- Should you hear a "505" message please stay where you are, do not use the elevators and wait for a staff member to direct you.
- Once the drill is over or the fire threat is cleared, staff will receive a "505 all clear" call on their office phones first. Staff will then send a one call, with a "505 all clear" message, to the resident.

If you have any questions, please contact the Director of Plant Operations at (336) 347-2999.

FIRE SAFETY INSTRUCTIONS

There are potential fire emergency situations in which residents need to respond per the following procedure:

Instructions For Residents ABLE to Evacuate:

1. When the alarm sounds obtain a wet washcloth, flashlight, your cell phone, and keys.
2. Check your apartment door for heat, with the back of your hand. Unlock your door.
3. If your **door is not hot**, check the hallway for smoke or fire.
4. If there **is smoke or fire in the hallway**, close your apartment door.
 - a. Unlock your door.
 - b. Place wet towels under your door.
 - c. Call 911 to report smoke or fire.
 - d. Push your SARA Alert Pendent.
 - e. Get a flashlight and wet washcloth.
 - f. Go to your window or exit door and wait to be rescued by the fire department.

5. If there is **not** smoke or fire in the hallway, you may choose to either to exit your apartment to your designated stairs and report to the assembly area in the independent living parking lot or the courtyard between the dining and H. West building.
6. Once an "all clear" is received from the Fire Department, staff will send out a One Call message to all residents, with an "all clear" and further instructions.

Please note, independent living buildings have been designed to include fire safety features such as automatic sprinkler systems and smoke compartments that help contain a fire and prevent it from spreading to other rooms and floors. To prevent the risk of injury, an evacuation should be a last resort.

Instructions for Residents UNABLE to evacuate:

1. Check your apartment door for heat, with the back of your hand. Unlock your door.
2. If your door **is not** hot, check the hallway for smoke or fire.
3. If there **is** smoke or fire in the hallway, close your apartment door:
 - a. Unlock your door.
 - b. Place wet towels under your door.
 - c. Call 911 to report smoke or fire.
 - d. Push your SARA Alert Pendant.
 - e. Obtain a flashlight and wet washcloth.
 - f. Go to your window and wait to be rescued by the fire department.
4. If there **is not** smoke or fire in the hallway, close your apartment door.
 - a. Unlock your door.
 - b. Obtain a flashlight and wet washcloth.
 - c. Go to your patio and wait until the alarms are silenced or you receive other instructions from the fire department.
5. You will be evacuated by the fire department or emergency personnel, only if there is danger to you or smoke or fire in the hallway.
6. Once an "all clear" is received from the Fire Department, staff will send out a One Call message to all residents, with an "all clear" and further instructions.

When You Are in A Common Area:

Stay where you are and wait for instructions from WhiteStone or Emergency Personnel.

If You Discover A Fire (Remember R-A-C-E):

- **Remove** the person(s) in immediate danger of the fire.

- Sound the **Alarm** by pulling a manual alarm located in your wing or dial 911. Notify WhiteStone security staff at (336) 708-2517 of the location and extent of the fire.
- **Contain** the fire by closing the doors and windows in the immediate area.
- **Evacuate** the building using the nearest exit door. Alert others in the immediate area to evacuate the building.

Fire Safety Tips

- Never use the elevators during a drill or fire.
- Do not call the Reception Desk to ask if the alarm is a drill or false alarm. Only call the Reception Desk if you see or smell smoke and/or fire.
- Always feel your apartment door for heat with the back of your hand before opening your door.
- Be familiar with your fire evacuation route and an alternate in case the main route is blocked by fire and/or smoke.

FITNESS CENTER

WhiteStone has a fully equipped, state-of-the-art fitness center located in the Care and Wellness Center. The Fitness Center offers commercial grade equipment to help you maintain or achieve your active lifestyle.

All residents and staff are required to sign a waiver form before using the fitness room; and sign in upon entering the Fitness Room and sign out upon leaving.

Fitness Classes offered currently at WhiteStone are:

- Yoga
- Tai Chi
- Exercise Classes
- Pool Exercise Classes in our Aquatic Center

Please refer to your Event Calendars for days and times classes are offered.

Employees can use the fitness room only during the hours of 11:00am-1:00 pm and then 3:30 pm - 6:00 am. Residents may use the Fitness Room during Employee hours.