

WHITESTONE RESIDENT COUNCIL MINUTES
APRIL 27, 2023

COUNCIL OFFICERS & COMMITTEE MEMBERS: Bob Dellorfano, President; Donna Newton, Vice President; Jean Phelps, Secretary; Nancy Cost, Treasurer; Alicia Sharp, Activity; Jo Ann Cox, Marketing; George Troxler, Food and Beverage; Gene Lewellyn, Environmental Services; Craig Wasoff, Residential Services; Ray Hall, Spiritual Support; Jill Jones, Auxiliary; Sarah Hester, Campus Care Alliance; Mark Lewis, Executive Director; Nikki Stafford, Finance Director; Gina Provost, Director CLS; Karla Stapleton, Care and Wellness; Tracy Armwood, Human Resources Director

Bob welcomed those in attendance. He reminded the residents that there is always a need for additional members of the various committees.

Misty offered a prayer.

Tracy presented the Super Star Awards and Service Anniversaries:

Cawyn Sloan, Home Care, 1 star
Sherella Edwards, Nursing, 1 star
Shannon Earle, Nursing, 1 Star
Lawanda Lewis, Nursing, 1 Star
Tracy Herbin, Nursing, 1 Star
Duty Carpenter, Nursing, 1 Star

Joni Harris, Nursing, 1 Star
Alisa Shell, HR, 10 Stars
Tina Harris, Nursing, 10 Stars
Amber Benford, Nursing, 10 Stars
Ricky Moore, Plant Ops, 10 Stars

Anniversaries:

Latonia Morrison, Security, 3 years
Erica Timmons Food & Beverage, 3 years

Mark reported on our Financial Performance: Net Operating income: March NOI variance to budget (7,107); YTD NOI variance o budget (89,416); Operating Income: March revenue off budget by (181,143); YTD revenue off (301,762); Operating Expenses: March expenses under budget 173,035; YTD expenses under 212, 345

Occupancy Update; Occupied at 94% & 139 sold at 95% of 146 IL units available
IL Building x 2; Villas x 0; Cottages x 1; Residential x 4
AL Memory Care 7 out of 12 occupied (58%)
Health Center 50 out of 54 occupied (93%)

Expansion is ongoing. Waiting for inspections and approval of Phase 3. IL/AL building scheduled completion is mid-May. Current expansion pre-sales 54 (81%) of 67 apartments.

Mark spoke with Single Digits and they are to correct the problems of all those on the complaint list which was compiled.

The quarterly meeting of the Board of Directors is May 20th.

COVID UPDATE: No cases on campus. Vaccination Clinic coming soon for those 65 years and older.

Nancy reported that last month we had \$238.24; we collected \$35; total now is 273.24.

Committee Reports:

Marketing: Jo Ann said that the committee is working on mentors for the new residents moving in.

Residential Services: Craig brought up the noise issue in the rotunda. He said Davis had two estimates to reduce the noise by 50%. Mark will put the \$20,000 in next year's budget. Regarding Home Health for IL: Any health problems are to be relayed to Carla Stapleton. Also stressed was the wearing of the Sarah pendant.

Regarding the Fire Panel: Inspector found 3 items to complete, which will require reinspection once the items have been fixed.

Home Health: Suzanne Pell asked several questions regarding Home Health. Mark agreed to provide written information about Home Health and Home Staff.

No success getting a traffic light at our entrance. Mark suggested that a resident try to convince the town that one is needed. Patrick Haun was given this task. He will report back to the committee.

Energy Light Sensors: Mark agreed they were a good idea and could be looked into.

Heart Defibulator for Pool Area: Cost is about \$4,000 and this amount will be added to next year's budget. Davis suggested it would be better to place the defibulator between the pool area and exercise area.

Discussion regarding PS Salon and an increase in prices. Nikki was unsuccessful asking them not to. Suzanne Pell wrote a letter to them. It was suggested that perhaps they would listen to the residents. Bob Dellorfano agreed to take on this task

Regarding the House Mailboxes: Patel has worked on them to make them more accessible and easily read.

Campus Care Alliance: There is now representation of longer residents and newer residents. New members include Woody and Becky Underwood, Allen and Anita Greenstein and Evelyn Russell.

This was the committees first meeting with Doris Dance, Director of Clinical Services, and Josh Hillegass, Home Health Administrator.

One situation identified occurs when a resident lives alone and there is no one to collect the mail and see that housekeeping receives some direction. The situation has been resolved and Community Life Service will take responsibility for delivering the resident's mail and Housekeeping will establish a protocol for continuing of services by obtaining approval of the resident.

Interviewing residents as they are released from the CWC, has been mostly positive. Negatives appear to be that the halls can get noisy and sometimes nametags are not readable.

There is now a subcommittee working with Josh and Doris to draft a mission statement and a vision for health care services at WhiteStone.

Spiritual Support: Ray said that 20 lilies were purchased for Easter Service. Seder demonstration as held. The committee continues developing a protocol for memorial services and funerals. They continue working on ways the committee can be a better resource for staff as well as residents.

Food and Beverage: Chris Thacker promoted to Sous Chef. New chef withdrew due to personal reasons. Updated dining room has more room. The table cloths appear not to stress the staff. Mark is ordering umbrellas for eating outside. BYO bottle to the Rotunda not on the agenda. Neither are outside containers and bags permitted per State Health Laws. Bistro items such as tuna and chicken salad need to be date coded. Desserts now at 4 at each serving time. Jon suggesting service time change 11:30-1:00 and 4:30-6:30.

Environmental Services: Brightview: A resident asked that more care be taken around the mailboxes. They are asked to check with the resident before pruning. Bob Dellorfano gave a Single Digits update. Davis said that Brad's Golf Carts offered to come on campus to service the existing golf carts, resident and company. Mark asked Davis to get the arrows and stop signs redone in the parking lots. Davis was also asked to do a sidewalk assessment.

Auxiliary: Jill reported that the major emphasis of the committee is centered on the Resident Visitation Program. The CWC Staff has compiled a list of Dos and Donts for visitation by volunteers. The Committee also mans the main front reception desk on Saturday and Sunday from 3-5 p.m. They could use more help in this regard. Jill demonstrated the purple volunteer apron worn when they are on duty.

Activity: Alicia reminded us that the Ukranian Speaker will be here Monday, May 1, at 7:00 p.m. She said that the Committee is trying to discern what music performances residents would like in an effort for more attendance. Discussion revolved around June and July Speakers, potential outings in the future and whether or not residents can drive other residents to activities. With regard to driving residents, Larkin said they are concerned about liability, so no. Larkin is helping Cindy Bower gather interest for Resident-Led Reader' Theater. With regard to commitments in activities, the committee discussed positive reinforcement everywhere residents go. A question of the hard of hearing arose. Larkin said if the problem is reported to Karla, there is help and education available about hearing aids. The idea of having an audiologist come on campus now and then at which time residents can address their hearing problems.

New Business: None

Next meeting May 19, 2023 (FELLOWSHIP HALL) with Board of Directors, 3 p.m.

Bob adjourned the meeting.

Respectfully submitted,

Jean Phelps, Secretary

Resident Council

Super Star Awards

April 27, 2023

Employee Name	Department	Star	Award
Cawyn Sloan	HomeCare	1	
Sherella Edwards	Nursing	1	
Shannon Earle	Nursing	1	
Lawanda Lewis	Nursing	1	
Tracey Herbin	Nursing	1	
Dusty Carpenter	Nursing	1	
Joni Harris	Nursing	1	
Alisa Shell	HR	10	
Tina Harris	Nursing	10	
Amber Benford	Nursing	10	
Ricky Moore	Plant Ops	10	

Service Anniversaries		
Employee Name	Department	Year
Latonia Morrison	Security	3
Erica Timmons	Food & Beverage	3

WhiteStone Masonic and Eastern Star Home

Resident Council

April 27, 2023

- I. Financial Performance
 - Net Operating Income
 - March NOI variance to budget (7,107)
 - YTD NOI variance to budget (89,416)
 - Operating Revenue
 - March revenue was off budget by (181,143)
 - YTD revenue off (301,762)
 - IL YTD variance 107,127
 - Health Center YTD variance (221,466)
 - AL YTD variance (35,706)
 - Home Care YTD variance (2,644)
 - Operating Expenses
 - March expenses under budget 174,035
 - YTD expenses under 212,345
- II. Occupancy Update (Current)
 - 138 occupied at 94% & 139 sold at 95% of 146 total IL units Available:
 - IL Building x 2 / Villas: x 0 / Cottages: x 1 / Residential: x 4
 - AL Memory Care 7 out of 12 occupied (58%).
 - Health Center 50 out of 54 occupied (93%).
- III. Expansion Update – 31 months into construction
 - CWC Renovation Ongoing – Awaiting DHSR Approval of Phase 3.
 - IL / AL buildings – Scheduled completion delayed (mid-May)
 - Current IL expansion pre-sales 54 (81%) of 67 apartments.
- IV. Other
 - Single Digits – Wireless Network / Internet Provider
 - Quarterly Meeting of the Board of Directors May 20th
 - COVID Update
 - Zero cases of COVID-19 on campus.
 - Vaccination Clinic Coming Soon!
 - Only those 65 yrs. and older.
 - Four months since last bivalent vaccine
- V. Question and Answer

**MARKETING COMMITTEE MINUTES
APRIL 5, 2023**

MARKETING COMMITTEE MEMBERS

**Jo Ann Cox, Chair
Aurora Almy
Betty Atwell
Dorsey King
Donald McCrickard
Anita Greenstein
Beverly Cato**

**Don Etherington
Alicia Sharp
Bob DellOrfano
Allen Greenstein
Nancy Howard
Ted Fritz
Jean Phelps, Secretary**

**Sylvia Davis
John Proudfit
Donna Newton
Alan Atwell
Bob Rathbone
Alan Martin
Ed Phelps**

Mentors: Sandra Wegner

Jo Ann opened with a moving recitation.

The Minutes for March 8, 2023 were approved.

Special thanks was given to Donna for being secretary for the past year. Jean Phelps was welcomed as the new secretary.

OLD BUSINESS:

Report from mentor of new move-ins since last meeting:

Sylvia reported and she spoke to Mike Leone a few day ago and asked when they might be permanently moved. They hope to be completely moved in by May 1,

Beverly Cato has been in touch with Daniel and Gail Miller. Gail is settling in; however, it is a hard time because Daniel is in the CWC.

Monica filled in for Marie as she was interviewing for a new Marketing Position.

**Occupancy Report:
Cottages Available - 1
No Villas**

Occupancy Report:

Cottages Available - 1

Apartments Available - 1

Residential - 4

A question was asked about Villas becoming available following the completion of the expansion. There are potentially 4 Villas being occupied by people waiting for the expansion. Whether all will move is not known.

UPCOMING NEW RESIDENTS:

Susan Archer - L517. No move in date at present. Alan M. agreed to mentor.

Joyce & Richard Hibshman -Temporarily in Cottage 2D, waiting for Expansion to be completed. Move in 4/27. Anita and Allen agreed to mentor.

Peggy & Steve Butler: Lin 307 - 4/18. Bob D. will mentor.

APRIL MARKETING EVENTS:

Snack & Learn, Thursday, 4/6, 2 p.m., Fellowship Hall. The Marketing Team will host to help future prospective residents learn about our community.

Diamond Dining Club Lunch, Wednesday, 4/12, 12:00 p.m., Fine Dining Room.

New Resident Orientation, Wednesday, 4/19, 11:30 a.m., Fellowship Hall.

Diamond Dining Club Lunch, Wednesday, 4/26, 12:00 p.m., Fine Dining Room.

Residents are encouraged to contact the Marketing Team if they are willing to have their homes shown to prospective residents. This is necessary as there is a limited inventory of unoccupied homes.

OTHER ITEMS:

Expansion Update: Monica reported that the 5th floor is being carpeted this week and possibly will be finished by next week. Move-in date remains the end of May.

Mentors: Limited to 5 new residents per committee member. At the next meeting Monica will call out names and committee members can choose who to mentor.

OPEN FLOOR: Donna thanked Jo Ann for continuing as chair and moving things along. Nancy offered to show her house any time.

Jo Ann commented that after the expansion is completed, our jobs will continue. There will be Villas and Apartments which will need our attention.

CLOSING: Jo Ann adjourned the meeting.

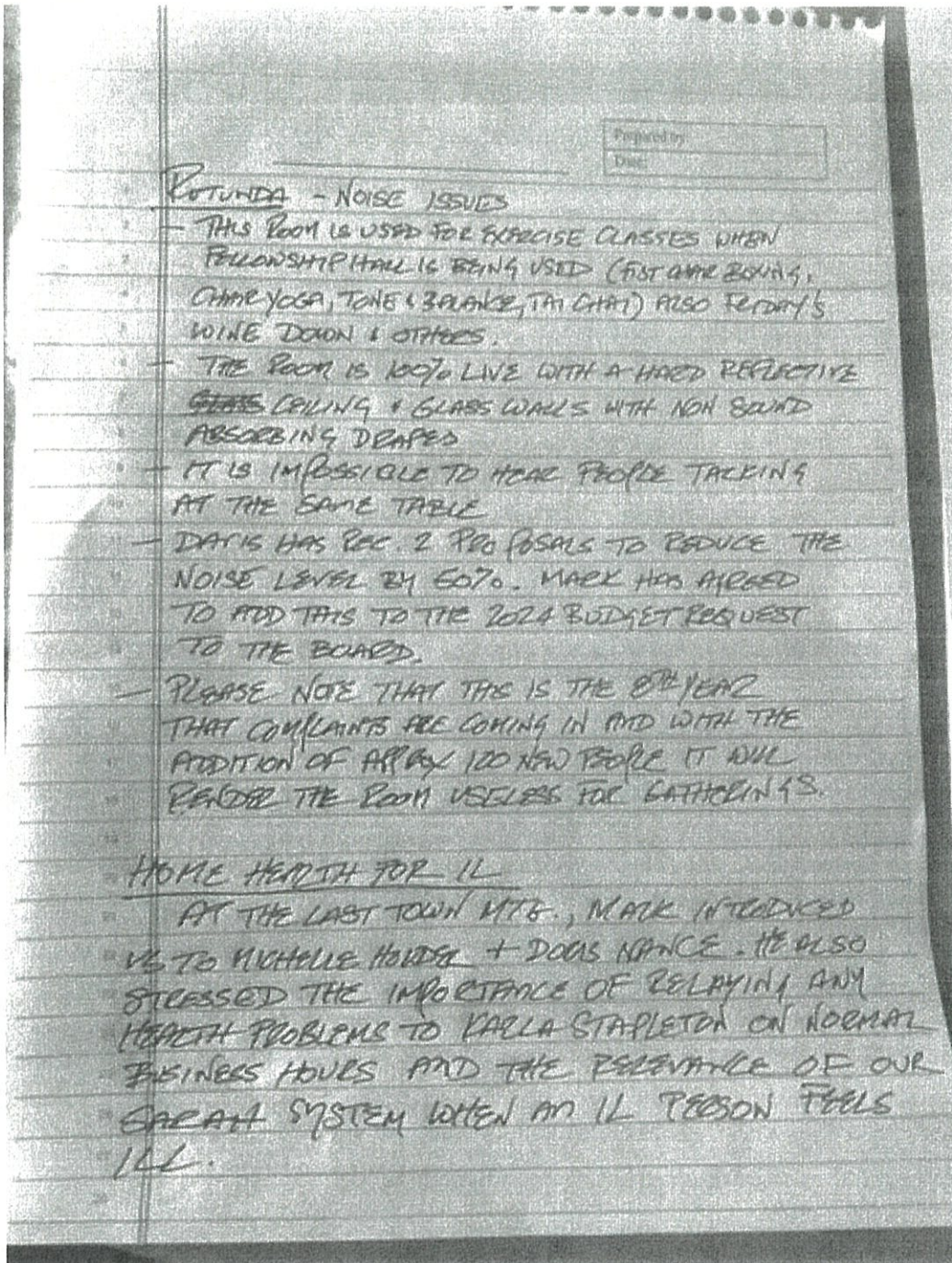
NEXT MEETING: May 3, 2023 - 11:15 a.m. - Fellowship Hall

Respectfully submitted,

Jean Phelps, Secretary

From: Craig Wasoff hounslow311@gmail.com
Subject: My notes
Date: Apr 27, 2023 at 11:39:12 AM
To: Jean Phelps 4jwphelps@gmail.com

Craig Wasoff



✓ 5. Fire Panel Update: Per Davis Bennett, the inspector found three items to complete in the fire panel installed by Modern Systems, therefore requiring another inspection of the fire panel once the items are fixed. Ex Director Lewis asked Davis to follow up with Modern Systems regarding the required work to pass the next inspection of the fire panel. Mark also asked that Davis work with the Residents to get it (the shop) done and in shape for Residents' use.

IV. NEW BUSINESS

X 1. Home Health: Suzanne Pell stated that there is much confusion about home health services for all Residents. Suzanne asked Ex. Director Mark Lewis what those services are, how to arrange for them and when Residents are or are not charged for home health services. Also, Suzanne asked for information about home health that is written down and provided to Residents. Also, Suzanne asked for a chart showing the positions and responsibilities of health staff at WhiteStone. Ex. Director Lewis agreed to provide written information about home health and health staff. He said that Michele Holder is the new Home Health and Wellness Nurse and that home Health would be a topic for the next Town Hall. Mark stated that Doris Nance is the new Director of Clinical Services, which is an administrative position.

X 2. Traffic light: Ex. Director Mark Lewis reported that Nikki was not successful with WhiteStone's request to the City for a traffic light on Holden Rd. at WhiteStone's main entrance because of the two other traffic lights nearby, also on Holden Rd. Mark suggested that a Resident try to convince the City of Residents' safety need for this light. Resident Pat Haun was assigned for the job and will report back to the Committee. Mark added that there have been two Residents' accidents where the main entrance intersects with Holden Rd. during his five years at WhiteStone.

✓ 3. Energy light sensors: Ex. Director Mark Lewis said that energy sensor lights are a great idea and that we could look at size and scope of such a project. Mark supported LED lighting for WhiteStone.

✓ 4. Heart defibrillator for pool area: Ex. Director Mark Lewis said that the cost is about \$4,000. Davis Bennett added that it would make more sense to place the defibrillator between the pool area and the exercise room. Mark said he will add the item to next year's budget.

✓ 5. PS Salon's price increases: Ex. Director Mark Lewis reported that Nikki was unsuccessful in convincing PS Salon not to increase its prices. Suzanne Pell referenced a letter to Nikki that Nikki asked her to write, stating reasons that the Salon's prices should not increase for a second year in a row. Mark suggested that PS Salon may be more receptive to hearing from Residents. Mark added that Nikki and he do not have the time to find another business to replace PS Salon. Bob Dell'Orfano, President of the Resident Council, agreed to write a letter to PS Salon.

✓ 6. House mailboxes in Inville Bld.: Chair Craig Wasoff said that these mailboxes need to be relocated because it is difficult to see names and to get mail in and out of them. After a brief discussion, no other place was found for the mailboxes. Mark Lewis directed the matter to Administrative Asst. Patel at the front desk.

DONE

Sent from my iPhone

RESIDENT COUNCIL

April 27, 2023

A couple of months ago, we recognized the need to grow the resident membership on our committee, and we have done that. We now have representation of new residents, residents who have been here a while and seasoned residents who have resided here for over 10 years.

We have welcomed new resident members Woody and Becky Underwood, Allen and Anita Greenstein, and Evelyn Russell. This was our first meeting with Doris Nance, Director of Clinical Services and Josh Hillegass, our Health Care Administrator.

As I have reported,

Through our interviews with residents, we recently identified one situation which needed attention and it occurs when a resident who lives alone ~~and~~ is admitted to the Care Center for a lengthy stay. If there isn't someone who can collect the mail and also assure that housekeeping receives some direction, over time you can imagine that problems develop. This dilemma has been resolved and Community Life Services will take the responsibility for collecting and delivering the mail, ^{to the resident} and Housekeeping will implement the proper protocol for entering the home and adhering to a normal cleaning schedule. The resident's permission will be required to do this.

3 residents, recently discharged from the Care Center have been interviewed. In summary, the overall experience was very positive. Overall care was rated as excellent. Mention was made that hallways can get noisy and that it isn't always easy to see name tags and to determine the position held by staff members. Those concerns will be addressed by Doris and Josh. We appreciate resident participation in these interviews and plan to continue doing this for the foreseeable future.

You might be interested to know that both Josh and Doris have the capability to monitor how long it takes to answer a call light, that this information is collected every day, with attention given to any response times greater than 5 minutes. We have learned that at meal times, when staff is occupied assisting residents with meals, response time can be affected.

and a Director

The last item I think you would be interested in is that we now have a subcommittee working with Josh ^{+ Doris} to draft a mission statement for health care services at WhiteStone. ^{To} ~~will~~ serve as a foundation for expressing our core values and what sets us apart from other similar communities.

We will share the results with you when the work is completed

Minutes of Spiritual Support Committee 4-5-23

A total of 20 Lillies were purchased for Easter Service.

Seder demonstration meal was held.

Work continues on developing a protocol for Memorial services and funeral.

Working on ways we can be a better resource for staff as well as residents

Members of Spiritual Support Committee

Ray Hall - Chmn. secy76@gmail.com

Jo Ann Cox - Coxjoann3@gmail.com

Leslie Caison - lcaison@bellsouth.net

Amelia Caison - ameliacaison@gmail.com

Bob Dellortano - rdellortano2@gmail.com

Nancy Cost - grmom753@gmail.com

Betty Haggerty - bhh@yahoo.com

Genny Williams - gennywilliams@gmail.com

Tabbie Nance - tabbienance@aol.com

Sylvia Davis - sylviadavis101@gmail.com

WHITESTONE FOOD & BEVERAGE COMMITTEE MEETING

April 13, 2023

Meeting held in Linville Arts & Activity Room

Bob DellOrfano acting chairman held the meeting at 2:00pm wupdaith 15 in attendance, Jon Szarke-Director Dining, Dani Valentine-Service Manager, Chris Thacker-Sous Chef, and residents Bruce Ayres, Ken Acker, Bob Rathbone, Jimmy Dowless, Patsy Livingston, Don McCrickland, Dorsey King, Sarah Hester, Doris Rogers, Robert Vinroot, Louise Wasoff, and Mark Lewis-Executive Director.

Bob opened with prayer.

Updates and suggestions from dining room:

- *Chris Thacker promoted to Sous Chef.
- *New executive chef had to withdraw due to personal reasons. Continue looking.
- *Updated dining room has more room and seems to work for reservations.
- *Table cloths does not seem to add stress to wait staff.
- *Need to have someone to direct residents to their table.
- *110 attended Easter Sunday Brunch. Serviced all who attended. 40 deliveries also.
- *Preorders for al-la-carte menu is working.
- *Bring your own bottle to the Rotunda is not on the agenda per Mark Lewis.
- *Bistro patio is good space for lunch. Mark ordering umbrellas to help with shade.
- *Residents taking our food for another meal. Newsletter and staff to clarify to residents.
- *Outside containers and bags not to be permitted per State Health Laws.
- *Bistro items such as tuna and chicken salad need to be date coded. Prepackage items dated.
- *Suggestion made that salt and garlic for example are sometimes too heavy.
- *Desserts now 4 at each serving time.
- *Dani working on a special anniversary and birthday dinner for two. Suggestions welcomed
- *Denver suggests a special dessert, cake with candle, and sing happy birthday.
- *Jon suggesting service time change 11:30-1:00 lunch and 4:30-6:30 dinner.

Submitted by Patsy Livingston

ENVIRONMENTAL SERVICES COMMITTEE MEETING

(Building & Grounds)

April 10, 2023

The Environmental Services Committee met on Monday, April 10, 2023 at 2:00 PM with the following members present: Gene Lewellyn, Chairman, Maggie Lewellyn, Doug King, Katy Sigmon, Bob Rathbone, Gene Russell and Bob DellOrfano as an ex-officio member. Mark Lewis and Davis Bennett were present. Dan Ott and Ken Schmitz were in attendance from Brightview. Others present were Beverly and Buddy Cato, Nancy Cost and Rich Richman.

The Chairman opened the meeting with prayer.

Brightview:

- A resident asked that they be more careful in mowing around the mailbox post.
- The pine needles and mulch look good.
- They were asked to please check with the residents in the village before pruning unless other instructions have been given.

Other Concerns:

- Bob DellOrfano gave an update on Single Digits.
- Davis Bennett said Brad's Golf Carts has offered to come on campus. Mark asked that Davis compile a list of the number of carts to be serviced, including the company carts, frequency of service visits (maybe every quarter or twice a year), and therefore maybe secure a better price. Residents would be notified when they would be on campus and sign up for an appointment.
- Gene Lewellyn and Davis Bennett gave an update on the Gay Terrace property.
- Increased traffic at the front gate was discussed and the pros and cons of requesting a stop light. Patrick Haun of the Residential Services Committee is looking into this also.
- Doug King pointed out that the traffic arrows and STOP on the parking lots and streets have deteriorated and cannot be seen. Mark asked that Davis get these redone.
- It was noted that several sidewalks need attention to prevent falls. Mark asked Davis to do a sidewalk assessment soon and then to schedule for at least twice a year.
- Mark also asked that Davis do a driveway assessment for budget purposes.

The meeting adjourned at 2:45 PM

Respectfully submitted by Maggie Lewellyn

*Go Ann
Hobbie*

RESIDENT COUNCIL REPORT

4/27/23

The Auxiliary Committee met on Monday, April 24 with 16 members in attendance.

Our chaplain, Misty McAden opened the meeting with prayer.

Gina Prevost read the March minutes which were approved.

We were pleased to welcome 4 new members to our group and we invite any resident to join us as we visit our CWC friends.

① The major emphasis of our committee is centered on the Resident Visitation Program. We have compiled a list of those residents who need more visitors and our comm. makes ^{an effort} certain to see them weekly or more often as needed.

We have many IL residents who are not committee members but enjoy sharing their time visiting in the CWC on a regular basis. Thank you!!!

The CWC staff helped to compile a list of Do's and Don'ts for visitation by volunteers.

This list identifies ^{non-medical} tasks in which we can safely engage and assist the residents. Some examples include Note writing, reading, Bible study, ^{Sing + pray} Bingo and other games, porch visits, birthday cards and visits and ^{Christmas} special events and holidays as requested by Gina and the CLS staff plus helping with bird feeders and patio flowers.

② Another very vital part of our committee work includes serving at the main front reception desk on Saturday and Sunday from 3—5 p.m. after the staff receptionist finishes her shift at 3 p.m. We could use more help with this task. 1. We have all visitors to sign in at the Visitor register and see that they have a mask to wear.

2. We help with directions to the rooms if necessary. Hallway direction signs are on order and a CWC map is planned.

We wear nametags and the purple volunteer apron when on duty at the desk.

Lastly, we are planning another in-service training with the CLS staff for our new members and to refresh our COVID memories. *from COVID interruptions*

We need you! Yes, you can make a difference and I leave you with a quote from Mother Teresa:

“We can not all do Great Things—but we can all do Small things with Great Love!”

Questions -

Food & Beverage Committee Meeting 4/13 2:00 pm

Past Items

- Request for new venue due to attendance overflow
- Hiring Executive Chef
- Opening of Fine Dining area
- Calling to pre-order off of the A la Carte Menu
- Having residents bringing their own liquor to the Rotunda

New Items

- Easter Sunday Recap
 - Approx. 110 guests who had dine-in brunch and – takeout in a 2.5 hour window
 - Dani acted as host and sat guests and helped flip tables that needed assistance.
 - 12 IL Delivery, 10 Village Delivery
 - 38 Brunch TOGO Meals, 3 Dinner TOGO Meals
 - 5 AIC Orders Dine in
 - 105 Lunch Buffet Dine in
 - Approx. 10 customers in the Bistro
- New Floor Plan
- Linen on Tables
- Bistro Patio Umbrellas for Weather
- Takeout Containers from home
 - Clarifications for food handling, reheating at home (how long it lasts),
 - Dating food at Bistro for carry out items like salads
 - Explanation of food safety on the next Food for Thought
- Should not take food from the salad bar home to reduce # of people taking home food
 - There used to not be a “All you can eat” allowance from the Buffet Room
 - Rename our buffet service?
 - Previous ban on bringing buffet food out of the dining room, otherwise resulted in \$10 Buffet Charge for leftovers to limit food waste and over plating food.
- Food Quality

- Salty Food
 - Heavy on garlic
- We will highlight 4 desserts a day to provide the best quality and count.
- Mr. Dowless will type out our F&B Comment Cards
- New Cook, Craig, started last week.
- Retraining Staff Sunday, April 23.
- Digital Archaeologist & F&B Manager Dani is looking back through F&B shared drive for previous managers files to see what the dining room had to offer in the past and see what we can develop and integrate with our current goals.
 - Found Anniversary and Birthday Menu
 - Found old training documents and goals for the Main Dining Room and Bistro

Activities Committee Meeting – April 13th

Present: Larkin Pena, Robert Vinroot, Amelia Caison, Beverly Cato, Alicia Sharp, Bob DellOrfano, Buddy Cato, Don McCrickard

Update on the Trip to Abingdon, VA? Who is coming? How many? Is it still happening?

Post Meeting Note: 10 signed up for the trip. It is definitely happening.

Reminder on May 1st that we have the Ukraine Update Speaker at 7:00 – 8:00.

Larkin will put a slide on Touchtown about the speaker so that they know in advance. The CLS department will put out a flyer made for Ukraine Speaker a week before that way it's on everyone's radar. Perhaps on Wednesday the 26th?

Future Music Performances?

Residents would like more musical performances, however, the times are finicky because they often conflict with other activities. However, we have opportunities for Tanger Center and we're having Midday Music with the Greensboro Symphony Orchestra on the 20th of this month.

June and July First Monday's Speakers

What is happening for Memorial Day?

Potential Outings in the Future?

Recommendation: Carolina Theater? Starting in the summer perhaps? Plenty of opportunities for all interests. Residents to see Garrison Keeler in October 2023?

Interest in Museums:

Residents driving other residents?

Donna Newton asked about offering the service of driving residents to help out the CLS staff. Larkin expressed that they are concerned that is a liability issue.

Resident Events/Ideas?

Larkin is helping Cindy Bower gather interest for Resident-Led Reader's Theater. Reception is good, but not great. If Cindy isn't going to do it, Larkin will, but they ideally want to let Cindy do it as she has years of experience in directing and acting. Larkin is adding an intergenerational aspect by bringing in college students to join so that the group is full and fleshed out.

Questions about Art Classes? Paint-by-Number Questions:

Attendance isn't fabulous, but it's not BAD either. Larkin has about 4-8 people per session, but unfortunately, there is this sort of "Old dogs can't do new tricks" mentality.

What do residents seriously want to do?

- Musical, Choral Group?
- Door Ornaments again?
- Ceramics.
- See Museum Notes above.

What is the issue with commitments in activities?

- Larkin stated that the IL team is responsible for one-on-ones where they get people to come out, an example of this is CC's "Chat with Cat." However, we can't force anybody to come out, we do have a 77.5% participation rate in IL alone, however. Meaning that at least 138 residents attended at least one activity in March. Activities are successful, but a lot of the commitment to activities stems from, again, residents having a general idea of what success looks like. Many of them come to an activity once and think they're "not good at it," and don't come again, when they have the opportunity to learn games, art, fitness, etc. Discussed that sometimes the residents express that discouragement is the biggest factor in not committing to activities, especially those that are done over a period of time. We discussed positive reinforcement everywhere residents go.
- This led to the question of what should be done about people who are hard of hearing. Are there occupational therapists who can help residents with their hearing aids? Larkin stated that if someone needs help to report it to Karla Stapleton, and if you're uncomfortable with making that call, anybody in our department would be happy to do it for you so you remain anonymous. Bob DellOrfano expressed that some residents might have a limited understanding of equipment, such as hearing aids. This led to the idea that perhaps an audiologist can come in every now and then like Single Digits does and residents can make appointments to fix this issue.

Next meeting: Thursday, May 11th

WHITESTONE RESIDENT COUNCIL MINUTES
May 28, 2023

COUNCIL OFFICERS & COMMITTEE MEMBERS: Bob Dellorfano, President; Donna Newton, Vice President; Jean Phelps, Secretary; Nancy Cost, Treasurer; Alicia Sharp, Activity; Jo Ann Cox, Marketing; George Troxler, Food and Beverage; Gene Lewellyn, Environmental Services; Craig Wasoff, Residential Services; Ray Hall, Spiritual Support; Jill Jones, Auxiliary; Sarah Hester, Campus Care Alliance; Mark Lewis, Executive Director; Nikki Stafford, Finance Director; Gina Provost, Director CLS; Karla Stapleton, Care and Wellness; Tracy Armwood, Human Resources Director, Mark Lewis, Executive Director

Bob opened the meeting with remarks about the May 19 Resident Council Meeting before the Board. He reported that nothing but accolades and compliments were heard about all of our committees.

Misty led the group in prayer.

Employee Recognition Awards were as follows:

STAR AWARDS

Employee Name	Department	Star
Meredith Cooper	Marketing	1
Rodney Watts	F&B	1
Matalyn Dennis	F&B	1
Tabatha Johnson	Nursing	75
Jahnae Oliver	F&B	10

SERVICE ANNIVERSARIES

Employee Name	Department	Years
John Szarke	Food & Beverage	3
Talia Johnson	Nursing	5
David Dyson	Maintenance	15

Mark gave the Director's Report: He reported that he is comfortable where WhiteStone is financially at this time. He noted that although we are \$200,000 off budget, there is missing revenue due CWC as a result of construction delays and contributions are down.

A TCO has been obtained so it is approved for residents to move in their furniture if the apartment is not ready for occupancy. Residents will be put in hotels until such time as they can occupy their apartment.

Current occupancy: 137 occupied at 94%; 140 sold @ 96% if 146 unit available:
IL Building x3; Villas x 0; Cottages x 0; Residential x 3

AL Memory Care 0 out of 12 occupied due to Phase 4 renovations

Health Center 66 out of 74 occupied (89%)

CWC Renovations: Phase 3 approved; Phase 4 underway

Current Expansion Pre-sales 51 (76%) of 67 apartments

Single Digits Resident Meeting June 12 at 2 p.m.

COVID Update: 0 Cases on campus. Vaccination Clinic, 5/25 from 10 a.m. to 2 p.m.

Minutes of the previous meeting were approved.

Nancy Cost, Treasurer, reported that the balance is \$223.24. Maggie Lewellyn gave a brief history of the Treasury at WhiteStone. Originally funds were given to maintain the rose garden by the CWC. Now the money goes to Buffy, is counted in front of the treasurer, and then deposited in the bank. The Resident Council votes to approve distribution to various entities including Employee Appreciation Fund and Alzheimer group.

Residential Services: Craig reported that Patrick Haun spoke with the DOT regarding a light at our entrance. Their answer remains NO. Perhaps "Slow Down" sign or something like that can be erected. Nikki is contacting PNC and other banks about the possibility of installing an ATM machine. Once we are at full capacity we should meet numbers needed to have one. Single Digits system is upgraded and running. Money for sound problem in the Rotunda is in the 2024 Budget to install sound panels and new drapes.

Campus Care Alliance: Sara reiterated the Patient Advocacy Program. Each hall will have an appointed representative who will meet with patients (as admitted) for 3 days and then at least once a month thereafter, to ensure that they are comfortable, their room is adequate, and that necessities are provided. If the patient needs help their advocate is there for them. Patients are interviewed upon their release and Josh reviews the information and sees where changes may need to be, This program is a tool for monitoring quality of care.

Spiritual Report: Ray stated that a protocol for memorials is in the works, Carnations were given to each woman in attendance on Mother's Day. The Committee has begun to collect Bible and devotional materials The Collection Box is outside Misty's office. Materials will be donated to a worthy cause. Bible Study continues each Thursday at 3 p.m. The Committee is looking for a better way to notify people when a problem occurs on the weekend.

Food & Beverage: We have a new chef who is in orientation and then will begin his duties. Food complaints include too salty, dry chicken, less carbs in vegetarian. Wait times for Ala Carte is another concern. One suggestion to alleviate this problem would be to have expediting person for those orders. Hours for Dining room to be Lunch 11:30; Dinner 4:30. A 30 day notice will be sent prior to dining room changes. New items include: Active Host Stand, more salt-free and dietary accommodations, low sugar/sugar free desserts.

Environmental Services: Gene said that Brightview will replace the dogwood tree at the side of the chapel and those that had to be taken down on Freemason's Drive. Mark asked that Brightview clean up the Gay Terrace property.

Davis Bennet received an extremely high proposal from Brad's Gold Carts. Davis was asked to get another proposal to compare and that he also get a price on batteries.

Mark asked that a driveway assessment, along with sidewalks, be done.

Auxiliary Committee: Jill's report included continuing visits to CWC residents. The visitation list is constantly being updated and identifying those who need more visits.

Josh Hillegass, CWC administrator and Doris Nance, Director of Clinical Services, shared their ideas and appreciation for the committee's support. In service is being planned to review and clarify the role of the committee when they volunteer on Saturday and Sunday, 3 p.m. - 5 p.m. Still waiting on the hallway numbers and CWC visitor maps.

Activities Committee: All first Mondays through December have been booked. The trip to Abbingdon was a great success. The committee is looking in to other available trips. Already planned is a June 15 trip to the Greensboro Science Center. Other opportunities available: Memorial Day a snack drive for service members; Sip and Paint on May 24.

Marketing Committee: Beverly reported for Jo Ann that mentors have been assigned to new residents who will be in the first group to move in. Referrals are welcome. When a prospective resident actually moves in, the referring resident will receive a \$2,500 credit toward their monthly fee.

New Business: Bob again said how important it is that each resident wear their SARA Alert.. Can save your life.

Becky commented that the Service Boxes collecting individual items for our troops is being emptied by unknown people. She reminded us that the boxes are not for residents.

Next Meeting: June 22, 2023

The meeting was adjourned.

Respectfully submitted,

Jean Phelps, Secretary

Resident Council

Super Star Awards

May 25th, 2023

Employee Name	Department	Star	Award
Meredith Cooper	Marketing	1	
Rodney Watts	F&B	1	
Matalyn Dennis	F&B	1	
Tabatha Johnson	Nursing	75	
Jahnae Oliver	F&B	10	

Service Anniversaries		
Employee Name	Department	Year
Jon Szarke	Food & Beverage	3
Talia Johnson	Nursing	5
David Dyson	Maintenance	15

WhiteStone Masonic and Eastern Star Home

Resident Council

May 25, 2023

- I. Financial Performance
 - Net Operating Income
 - April NOI variance to budget (130,656)
 - YTD NOI variance to budget (220,072)
 - Operating Revenue
 - April revenue was off budget by (268,233)
 - YTD revenue off (569,995)
 - IL YTD variance 142,388
 - Health Center YTD variance (245,715)
 - AL YTD variance (64,302)
 - Home Care YTD variance (8,204)
 - Operating Expenses
 - April expenses under budget 137,577
 - YTD expenses under 349,923
- II. Occupancy Update (Current)
 - 137 occupied at 94% & 140 sold at 96% of 146 total IL units Available:
 - IL Building x 3 / Villas: x 0 / Cottages: x 0 / Residential: x 3
 - AL Memory Care 0 out of 12 occupied (0%) – Due to phase 4 renovations
 - Health Center 66 out of 74 occupied (89%).
- III. Expansion Update – 32 months into construction
 - CWC Renovation Ongoing – Phase 3 approved, phase 4 underway.
 - IL / AL buildings – TCO obtained and move-ins being scheduled.
 - Current IL expansion pre-sales 51 (76%) of 67 apartments.
- IV. Other
 - Single Digits – Wireless / Internet Provider – Resident meeting June 12th at 2pm
 - COVID Update
 - Zero cases of COVID-19 on campus.
 - Vaccination Clinic - Thursday 5/25 from 10am to 2pm
 - Only those 65 yrs. and older.
 - Four months since last bivalent vaccine
- V. Question and Answer

May 25 Treasurer's Report

May 24 273.24

Collected 129.00

Today's total 402.24

Wk give to the Food and Toy Drive
Alzheimer's Ass.
Employee Appreciation

Money Out

IV

WE ARE LOOKING INTO ADDING
SECURITY CHECKS FOR CAMPUS
ADMITTABLE. MORE ON THAT AT OUR
NEXT MEETING

IT'S SAEON TRACING INCREASES
FOR DELUCCIANO DID A SURVEY
AND FOUND THAT IT'S SAEON'S
INCREASES NOW BUT THEM NEAR THE
BOTTOM OF SAEON'S OFFERING THE
SAME. ^{TEAM}
WE WILL LET THIS GO FOR THE TIME
BEING

Sent from my iPad

III

TRAFFIC CONTROL AT ENTRY

TRAVEL HADN CONSIDERED THE DOT YET AGAIN REGARDING THE PHYSICAL INTERSECTION AT HODSON PORT. IT IS IMPORTANT THAT ACCESS TO THE LOS MANICATE TO BE DONE, ISN'T DIFFICULT AS WE DO NOT HAVE ANY SIGNIFICANT CONFLICTING WITH DOT. HAS SAID HE WILL NOT INSTALL ANOTHER STOP AT THERE. OUR POSSIBILITIES INCLUDE CLOSING THE USWA AND WE ALL HAVE TO TURN RIGHT ON THE DOT. INSTALLING CAUTION/WARNING LIGHTS. WE WOULD LIKE THE BUS MEMBER WHO HAS A RELATIONSHIP WITH THE DOT TO TRY TO INTERVIEW FOR US.

AFAM

WITH AN ADDITIONAL 100 RESIDENTS IT WOULD BE VERY CONVENIENT FOR A BANK TO INSTALL AN ATM ON CAMPUS. IT WOULD BE BENEFICIAL TO BOTH A BANK AND US. NEED TO TALK WITH PNC & FIRST BANK.

ADDITIONAL HARDY DEFIE. AT POOL/EXERCISE AREA

THIS WILL BE SUBMITTED TO YOUR 2024 BUDGET. OUR CURRENT IL DFB IS LOCATED IN ONE DINING - RH.

CAMPUS CARE ALLIANCE MINUTES

MAY 16, 2023

On May 16, 2023, a meeting of the CCA convened in the Arts & Crafts Room at 10:30AM.

Those in attendance were: PROFESSIONAL HEALTH CARE TEAM- Josh Hillegass, Health Care Administrator, Karla Stapleton, Navigator.

CCA MEMBERS - Sarah Hester, Chairman, Ted Fritz, Beverly Cato, Woody and Becky Underwood, Don McCrickard, Allen Greenstein, Anita Greenstein and Jo Ann Cox, Secretary.

RESIDENT COUNCIL REPRESENTATIVES: Bob Dellorfanio and Donna Newton.

Sarah opened the meeting with prayer. A printed agenda was distributed.

Discussed but not on the agenda were several items regarding staffing at the CWC and our rating. Recalling that in the past June, we were informed that CWC lost one star in our rating because of our staff to patient ratio being too high. Josh reported that since then we have recovered our 5 Star rating. The CMS requires a 2.1 hours/day staff to resident ratio. WhiteStone is budgeted for a 4.6—4.7 ratio. Hiring is proceeding for the Assisted Living. Normal staffing per hall is 1 nurse and 2 CNA's. Our staff retention is good.

OLD BUSINESS

1. Randolph Primary Care

Long discussion on difficulty in communicating with Randolph Medical, the NP's and in finding their phone numbers. Use the following information for now:

- a. For weekends and holidays, contact them by calling the CWC nurse supervisor at 336-708-2500. During regular business hours call Karla at 336-708-1016.
- b. Nurse Practitioners Hours are Monday through Friday.
 - i. Cristin Bradley (NP at the CWC) has a dedicated phone (336-547-2998) which can be found on the Touchtown app under the Associated Directory under Randolph Care. This has an answering machine, and she will return messages on the same day.
 - ii. Jordan Miller is no longer in previous position. Megan is the IL NP. She has irregular hours which are divided Monday through Friday between Randolph Care in Jamestown and here. The hours will be more regular when the clinic opens.
 - iii. In last resort, contact Karla and she will give direction.
- c. The clinic is anticipated to be open the end of May. At that time there will be a Clinic Receptionist. A NP will be available in the clinic Monday—Friday.
- d. Randolph Medical has a portal but we will need specifics.

2. There will be a Covid booster clinic Thursday, May 25 from 10 a.m. – 1 p.m.
3. Report on Mission Statement for Health Care Services—The sub-committee charged with working on this submitted their report to Josh covering our core values and a suggested Mission Statement with the LCS Host Program being our unique service to our residents. Josh and Doris will review the report and carry the process forward.

NEW BUSINESS

1. Retreat Report from April 14—At the retreat, Mark distributed a document titled "WhiteStone Roles & Responsibilities which delineates the flow of information and the division of responsibility, beginning with the Board of

calling to see if there is anything you need.”

- “Hello Rose, this is Deb, your Mother’s Host from WhiteStone. I wanted to check to see how things were going.”

5. The Host will assist the residents to send cards, letters, or email to the family members.

6. Monthly Host contacts will be reviewed. Service concerns and follow-up will be documented on a summary sheet by the Administrator or designee.

Aggregation of concerns may point to the need for Performance Improvement in systems. Concerns not easily resolved will be forwarded to the Quality Assurance Performance Improvement (QAPI) Committee.

HOST PROGRAM TOOL

For Week Starting Monday:

Sample Questions for Host Program:

- 1)
Is your call light answered timely and are your needs addressed?
- 2)
Do you have pain? Are you getting your pain medicine timely?
- 3)
How are your meals? Hot food hot, cold food cold?
- 4)
How have you been sleeping?
- 5)
Are you satisfied with your services here?
- 6)
Is there anything else I can do to make your stay better?
- 7)
Check for medications in room. Return to nurse if found
- 8)
Check room for cleanliness. Put in work orders if issues are found

Spiritual Support Committee 5-10-23
Continuing work on protocol for memorial services
Carnations were given for each lady in
attendance on Mother's day

There will be a larger number of bulletins printed
since we have run out in the past.

Collection of Bibles devotional materials has
begun. Collection box is outside Misty's office.
Materials will be donated to a worthy cause
Bible study continues each Thursday at 3:00 PM

We need to make better ways of notifying necessary
notifications when a problem occurs on the
weekend.

Notes:

- **No Tupperware**
- **Food quality**
 - **Soup is especially salty.**
 - **Garlic Sticks don't have enough garlic!**
 - **Loved the Chicken & Dumplings, Shrimp Tacos**
 - **Chicken has been excellent recently.**
 - **Chicken Fingers dry and tough, cook it lower.**
 - **ALC Salmon & Filet sizes**
- **Suggestion: Move a table from buffet 2 to buffet 1**
- **Suggestion: Whole wheat flour, brown rice instead of white rice**
- **Vegetarian Specials: "Less Carb Less Rice Less Filler"**
- **MDR should let Residents know we offer SF GF NAS LS Salt Free**
- **Egg Salad back at bistro**
- **French Onion Soup to return after warm season is over.**
- **Setting back Hours for MDR**
 - **Lunch 11:30, Dinner 4:30 we will send a 30 day notice for these time changes.**
- **Concern: ALC Wait Times**
 - **Have expediting person for a la carte orders.**
- **Sugar Free Suggestion: Low Sugar Banana Split**

ENVIRONMENTAL SERVICES COMMITTEE MEETING

(Building & Grounds)

May 8, 2023

The Environmental Services Committee met on Monday, May 8, 2023 at 2:00 PM with the following members present: Gene Lewellyn, Chairman, Maggie Lewellyn, Doug King, Katy Sigmon, Bob Rathbone, Ella Payne, Jimmie Dowless and Bob DellOrfano as an ex-officio member. Mark Lewis and Davis Bennett were present. Dan Ott was present from Brightview. Other residents present were Brenda Moore and Donna Newton.

The Chairman opened the meeting with prayer.

Brightview:

- The dogwood tree at the side of the chapel will be replaced.
- Compliments were given on the growth and appearance of the grass and the pruning crew working at Ella Payne's house.
- Donna asked about replacements for the Bradford Pear trees that had to be taken down on Freemason's Dr. Mark said they would be replaced, and he asked that Dan get him a proposal.
- Mark also asked that Brightview clean up the Gay Terrace property.

Other Concerns:

- Bob DellOrfano and Mark gave an update on Single Digits.
- Davis Bennett received a proposal from Brad's Golf Carts which was quite high. The Chairman asked that he get another proposal to compare and that he also get a price for batteries.
- Parking of delivery trucks and golf carts was discussed.
- Safety at the front entrance is still being discussed.
- Brenda asked about the pickup of dog poop at the dog park and other receptacles. Mark said someone has been assigned to do this on a regular basis.
- Davis said he had done an assessment of the sidewalks. Mark asked for a copy and these will be addressed.
- Mark also asked that a driveway assessment be done for budget purposes.

The meeting adjourned at 2:45 PM

Respectfully submitted by Maggie Lewellyn

Resident Council Report

May 25th, 2023

- I) The auxiliary committee met on Monday May 15th with 18 members in attendance.
 - a. Our committee continues to visit the CWC resident on a regular basis. We also encourage IL residents to visit as often as possible, as you do not have to be a committee member to visit.
- II) We continue to update our visitation list and to identify those who need more visits.
- III) Josh Hillegass - the CWC administrator & Doris Nance – Director Of Clinical Services, spoke to our committee & shared their ideas and appreciation for our committee’s support.
- IV) Gina Prevost – Director of Community Life Services, shared the CWC calendar of activities and invited us to join in the fun and assist at any time.
- V) In service is being planned to review and clarify our role when we volunteer on Saturday and Sunday, 3pm – 5pm.
- VI) We are still waiting on the hallway numbers and CWC visitor maps.
- VII) Please feel free to see me for a list of the residents who need extra visits and also the DO’s & DON’T’s guidelines.
- VIII) If you would like to visit CWC with one of our committee members, I will be happy to arrange that.

YES, you can make a difference!

Respectfully submitted,

Jill Jones

Chair

Activities Committee Meeting – May 11th

Present: Larkin Pena, Gina Prevost, Catherine Contreras, Robert Vinroot, Pat Vinroot, Beverly Cato, Alicia Sharp, Amelia Caison

First Monday Updates:

First Monday, June 5th: Ceramics show in June: Julian Stokes His work will be for sale

Robert Vinroot is bringing in two people, calling the First Monday “Making Men out of Misfits.”

Waiting to hear back from Glenn, Greensboro Science Center CEO. to come on September 11th or July 10th. We are also waiting to hear back from Nancy’s friend who owns *Our State Magazine*.

Alicia’s friend is also an option, she is a Quaker and wanted to talk about the living letters program that Quakers hold. Maybe have her in January 2024 so we won’t be scrambling. Triad Flight of Honor: Gina’s Friend, Activity Director in Spring Harbor with Healthcare Advantage.

How was the Trip to Abbingdon, VA? Future Overnight Trips?

The overnight trip was a great success, everyone had fun and enjoyed the play that they saw.

Go on Train Ride in Great Smokey Mountains in the fall as an overnight trip?

Lake Norman cruise? It was cancelled previously due to Covid, but CLS will reschedule the trip for the summer potentially.

Trips and future events:

June 15th: Trip to Greensboro Science Center (Resident was worried about Walking, Scott will be staying back with people who need to sit and Larkin will go with people who are faster and look at things more quickly. Or vice versa, whatever ends up working out best. But the Science Center provides a LOT of accommodations, including wheelchairs.)

June 19th: Presentation with Nikk Stratford, we’re waiting on an email to get more details about what this presentation will be on.

June 19th: Dr. Lynne Haessler’s performance at 7:00.

June 20th: Bob Cockrell's Performance with Church at 11:00

June 20th: Trivia with Jay at 7:00

June 22nd: Mood Swings performance at 2:00

June 26th: Greensboro Grasshoppers Game with Scott at 11:00.

Potential Outing: Guilford Courthouse has a guided tour? Maybe CLS can go there with residents? Gale Fripp coming back for a presentation on another family's history?

Activities in May:

Memorial Day Event: Many Staff have comp days on the 29th, so Larkin and CC will be holding a snack drive for service members for Memorial Day throughout May. On May 29th itself, CC and Larkin will be holding an event in the Linville Arts and Crafts Room to box the goods received over the month, while also using the opportunity to make memorial day poppies and write letters to those lost in service. This event will be a day of mourning and support of one another.

Sip and Paint: The flyer only went out yesterday, activity on the 24th. This activity will be a collaboration between CC and Larkin, where residents will be able to acrylic paint and drink wine and beer together. There will also be light refreshments

TSR Ladies Apparel Outing was cancel due to the Marketing Committee Meeting

Marketing Committee Report
Resident Council Meeting – May 25, 2023

The Marketing Committee met on May 3rd. As of that date:

Existing Property was:

95% occupied and sold to 96%

0 cottages were available

0 villas were available

3 apartments were available (Independent Living)

3 residential units were available (Bennette, Latham and Linville)

Expansion Sales: 54 apartments were sold (81%)

Mentors have been assigned to those new residents who will be in the first group to move in. At this move-in, we expect to have only two days when two apartments will be moved into on the same day.

Referrals are welcome. When a prospective resident actually moves in, the referring resident will receive a \$2500.00 credit toward their monthly fee.

Beverly Cato
(for Jo Ann Cox)