

Whitestone Resident Council Meeting Minutes

August 22, 2024

Fellowship Hall

9:30 am

Live Streamed Delayed - 1390

1. The meeting was called to Order by Donna Newton, President
2. Misty McAdam, Chaplain gave an Opening Prayer (text included)
3. Healthcare Employee Recognition Awards were presented by Tracy Armwood, HR Director.
4. Mark Lewis Executive Director's Report
Do not park on Cul-de-sac streets especially on garbage pick-up days. Garbage trucks can not turn around then.

Year to date our budget is ahead by over \$13,000, but our expenses are over budget by \$141,089 due to the fact that Assisted Living and Memory care are not yet full to capacity: IL is 92%, AL is 69%, Health center is 91%.

There are no reported cases of Covid anywhere on campus. Care workers still wear masks because they deal with people coming and going from off campus.

5. Treasurer's Report from Anita Greenstein included report of \$669.84 in the fund. Last month the Committee vote allocated money to Alzheimer's, walkers, frames for CW, Frames for art, and an employee gratitude fund.
6. The following Committee Chairs gave reports from their latest meetings.

Ad Hoc Committee	Ted Dresie
Environmental	Robert Vinroot
Auxiliary Committee	Don McCrikard
Activity	Bob Kelly
Marketing	Bob Dellorfano
Food and Beverage	Jonathan Szarke - see note below
Residential Services	no report
Campus Care & Alliance	Jo Ann Cox
Spiritual Support	Ray Hall

Food and Beverage notes:

There are 2 new employees in the Bistro, and 2 new servers in the dining room. Salmon has been added to the vegetarian rotation of choices.

Residents may pre-order a-la-carte orders to be ready when they come to dine

Crystal Condly

From: Crystal Condly
Sent: Wednesday, August 21, 2024 3:20 PM
To: Jo Ann Cox; Robert Reese; Ray Robinson; Gina Prevost; Karla Stapleton
Cc: Joshua Hillegass
Subject: CARE Awards

The following employees will receive a CARE Award at the Resident Council meeting tomorrow:

Lakesha Wilson-AL
Shannon Thompson- CWC nursing
CC Contreras-CLS
Alex-EVS
Austin Russel-AL
Tatianna Wings-Home Care

If you have an employee on this list, please invite them to be present at the meeting at 9:30 tomorrow in the Fellowship Hall.

Thanks,

Crystal Condly, MSN, RN, CNE | Director of Nursing and Clinical Services

Upcoming Out of Office: September 11-13, 2024

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WhiteStone Masonic and Eastern Star Home

Resident Council

August 22nd, 2024

- I. Financial Performance
 - Net Operating Income
 - July NOI variance to budget 75,936
 - YTD NOI variance to budget 872,599
 - Operating Revenue
 - July revenue exceeded budget by 36,488
 - YTD revenue has exceeded budget by 1,013,689
 - IL 687,532
 - AL / MC (538,631)
 - Health Center 669,537
 - Operating Expenses
 - July expenses under budget 39,448
 - YTD expenses over budget by (141,089)
- II. Occupancy Update (Current)
 - 195 occupied at 92% & 203 sold at 96% of 211 total IL units available:
 - IL Buildings x 0 / Villas: x 0 / Cottages: x 1 / Residential: x 7
 - AL / Memory Care 25 out of 36 occupied (69%)
 - Health Center 78 out of 86 occupied (91%).
- III. Other
 - Online Reputation
 - COVID-19 Update
 - Debi Bryant, Director of Sales and Marketing
- IV. Question and Answer

Resident Council Treasury 8/22/2024

(We had 659.84 in the treasury as of 8/22/24

) The council has voted to give monies to the following:

Alzheimer fund \$100	100
Waivers for Residence \$100	\$100
Transfer for CWC	\$100
Cross for Arts	\$50
Gratitude fund	\$250
	<hr/>
	\$600

All resolutions approved

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Whitestone Resident Council Agenda

August 22, 2024 9:30 A.M.

Fellowship Hall

LIVE STREAMED ON 1390

WELCOME

Donna Newton

PRAYER - Chaplain Misty McAden

EMPLOYEE RECOGNITION AND AWARDS – Tracy Armwood

EXECUTIVE DIRECTOR'S REPORT – Mark Lewis

Last Meeting's Minutes are in the Library

TREASURER'S REPORT – Anita Greenstein

Ah Hoc Vote - Ted Deresie

COMMITTEE REPORTS:

Please have copies available for Secretary

Barbara Krueger

Environmental-Robert Vinroot

Auxiliary-Don McCrikard

Activity- Bob Kelly

Marketing-Bob Dellorfano

Food and Beverage-Gorge Troxler

Residential Services/Stuart Brownlee

Campus Care & Alliance-

Jo Ann Cox

Spiritual Support-Ray Hall

NEXT RESIDENT COUNCIL MEETING: September, 26, 2024

(FELLOWSHIP HALL)

ADJOURNMENT

BYLAWS
for
WhiteStone Gratitude Fund Initiative

Article I: Legal Authority

WhiteStone Gratitude Fund Initiative is an unincorporated *nonprofit* association under and by virtue of the laws of the State of North Carolina Chapter 59 of the General Statutes of North Carolina (Uniform Nonincorporated Nonprofit Association Act). The purpose of this association is limited to not-for-profit donations and distributions.

Article II: Name and Location

Section 1: Official Name – *WhiteStone Gratitude Fund Initiative*

Section 2: Assumed Name – For purposes of advertising and promotion, the association may at times utilize the assumed name of *WhiteStone Employee Gratitude Fund* however, the official name shall remain the binding association name for transacting business.

Section 3: Location – The principal office of the association and its registered agents shall be located at 700 North Holden Road in the city of Greensboro, County of Guilford, and state of North Carolina.

Article III: Purpose

Section 1: Mission – The purpose of the association is to solicit voluntary donations from residents in Independent Living, Care and Wellness Center and Assisted Living at WhiteStone, a Continuing Care Retirement Community located in Greensboro, North Carolina, as well as friends and family members of those residents, in order to provide monetary gifts to non-management employees in December of each calendar year. Members of the Management Team will be excluded from any and all monetary gifts. (Assisted Living Administrator, Health Center Administrator, Director of Financial Services, Director of Community Life Services, Executive Chef/Director of Food and Beverage, Director of Human Services, Director of Nursing and Clinical Service Director of Sales and Marketing, Director of Plant Operations, Director of Environmental Services, Director of Fraternal Friendship Program). These monetary gifts are designed to show appreciation for the service that the employees provide to WhiteStone residents throughout the year.

Section 2: Restrictions – No activity of the association shall support political campaigns on behalf of any candidate for public office; restrict membership on the basis of race, religion, gender, national origin, or sexual orientation or do anything to disqualify its tax-exempt status pursuant to the United States Internal Revenue Service code related to that status.

Article IV: Membership

Section 1: Eligibility – Any resident of WhiteStone expressing an interest in participating in the mission of the association is considered eligible for membership in any aspect of the campaign to solicit and collect donations of residents, participate in the process of distribution of those donations to employees at WhiteStone, and serving on the Board of Directors for the association. Residents must be in good standing by having paid their monthly assessments as defined by their contract with WhiteStone.

Section 2: Membership Categories – The association will be managed by a Board of Directors that are drawn from a pool of residents who volunteer to serve. The WhiteStone Resident Council Board of Directors will select Association Directors. In addition, residents may volunteer to serve during the campaign in various capacities as deemed necessary by the Directors.

Section 3: Voting Privileges – Each member of the Board of Directors for the Association shall have one vote on motions presented at regularly held and special meetings. No proxy votes are permitted.

Article V: Board of Directors

Section 1: Governance – The business of the Association shall be managed and controlled by the Association Board of Directors consisting of not more than six (6) and not less than five (5) duly appointed voting members. The Board of Directors retain those powers granted by the WhiteStone Resident Council Board of Directors which permit all necessary and pertinent actions that promote and sustain the mission for WhiteStone Gratitude Fund Initiative.

Section 2: Terms of Office: The terms of office for each of these directors shall be one (1) year. Officers may be elected to serve more than one term.

Section 3: Vacancies - Officers may resign their positions for due cause. The Board of Directors may appoint a replacement to complete the term of a resigned officer.

Section 4: Ex Officio Board Members – Others may be appointed to serve on the Board as non-voting ex officio members by WhiteStone Resident Council Board of

Directors. Ex officio status shall continue until the next Annual Meeting of the Resident Council. The ex officio member serves as an advisor and a liaison between the association and the Resident Council.

Section 5: Attendance – Each Director is expected to attend all regular meetings of the Board and all specially called meetings of the association. Directors must advise the Chairperson of an impending absence and provide a reason for the absence. If a director is absent more than three (3) times, that Director may be replaced by someone who is appointed by the Association Board of Directors.

Section 6: Compensation – Directors shall be volunteers and shall receive no compensation for their services. Directors will receive reimbursements for expenses that they incur and that are related to the mission and purpose of the association and as may be approved by the Association Board of Directors.

Section 7: Commitment and Ethics Rule – Each Director must maintain a high commitment to the stated mission and goals of WhiteStone Gratitude Fund Initiative and exhibit the highest ethical standards in the conduct of business as suggested among nonprofit organizations. Those Directors brought into question under this rule shall have a hearing before a special committee of the Board and, when their behavior is judged to be in conflict with the mission or ethical obligations of their role or found to be incompatible with the best interests of the association, shall be removed from the Association Board of Directors.

Article VI: Meetings

Section 1: Organizational Meeting – An Organizational Meeting of the association and its members shall be held each year not later than the month of May. The Directors will elect officers during that meeting.

Section 2: Meetings & Notice – As a minimum, regular meetings of the Board of Directors shall be held not less than once per month during the months of May through December. The Chairperson will schedule all meetings and will announce those meetings either by personal contact, telephone call, email message or text message. Meetings must be announced no later than 7 days prior to the meeting.

Section 3: Quorum & Voting – A simple majority of Directors being present shall constitute a quorum for the purpose of conducting business. A simple majority vote is required for action on motions.

Section 4: Rules of Order – Robert's Rules of Order (current edition) shall be followed in all meetings of the association and its committees, unless otherwise

modified herein by these Bylaws. Minutes of actions taken and members present at such meetings shall be recorded and maintained.

Article VII: Officers

Section 1: Officers – Officers of the Association shall include the *Board Chair, Vice Chair, Secretary, Treasurer, and one to two At Large members*. All such officers must be duly elected from among voting members of the Association Board of Directors. No individual shall concurrently hold more than one office.

Section 2: Election and Term of Office – Election of officers shall occur each year during the Organizational Meeting for WhiteStone Gratitude Fund Initiative. Members shall elect each officer present and serve for a period of one year. Replacements for vacancies in these offices shall be appointed by the Association Board Chair or, when absent, the member of the Association Board of Directors for the remainder of that year.

Section 3: Duties of the Board Chair – The Chair shall preside at all meetings of the Board of Directors, appoint committee members, exercise general oversight of association business and perform such other duties as may, from time to time, be assigned by the Board of Directors. The Chair, or a designee, may serve as an ex-officio member of those standing and special committees established by the Board.

Section 4: Duties of Vice Chair – Upon disability or absence of the Chair, the Vice Chair shall perform the duties of the Board Chair and such other duties as may be assigned by the Association Board of Directors. The Vice Chair organizes the Association Organizational Meeting and may serve as an ex-officio member of all committees.

Section 5: Duties of the Secretary – The Secretary shall record the minutes of all meetings of the Association Board of Directors, maintain records of committee meetings, oversee the maintenance of membership lists, provide for the safe keeping of all official records of the association and publish notices of scheduled meetings as required by these Bylaws.

Section 6: Duties of the Treasurer – The Treasurer shall be responsible for:

- the prompt deposit of donations
- determining the amount of each employee distribution
- withdrawing funds for all expenses incurred by the campaign
- an accurate accounting of donations, distributions to employees, and other expenses related to the campaign

- maintaining the financial records of the association using acceptable accounting practices
- preparing a written financial report to Association Board of Directors at the conclusion of the campaign

Article VIII: Committees

Section 1: Advertising and Promotion – The Advertising and Promotion Committee shall be composed of resident volunteers. This committee shall be responsible for preparing and distributing promotional materials for the campaign and creating flyers, posters, and/or notices regarding the annual campaign. This committee will be organized and advised by an At Large Association Board of Director member.

Section 2: Collection of Donations Tables – This committee will schedule volunteer work sessions at per-determined locations throughout the campus for the purpose of collecting donations. This committee will be supervised by the Association Board of Directors Treasurer and donations will be tendered to the Treasurer at the end of each shift.

Section 3: Celebration Party – This committee will organize and manage a celebration party for residents and employees at the conclusion of the campaign each year prior. An At Large Board of Director member will supervise this committee.

Article IX: Funding and Audits

Section 1: Fiscal Year – The Association’s fiscal year shall commence on January 1 and end on December 31 in each calendar year.

Section 2: Funding – The principal source of funds will come from donations from residents, families and friends of residents and any other philanthropic parties. Donations can be accepted throughout the year but will be focused during a campaign conducted in the month of November of each year.

- a. Donations may be in the form of cash or check placed in special labeled envelopes, bequests and/or stocks/bonds.
- b. Receipt of donations deposited from bequests and other sources throughout the year may be in the form of cash, checks, and/or stocks.
- c. Residents may elect to have a specified amount added to their monthly invoice to be deposited into the restricted account for the Employee Gratitude Fund at WhiteStone.
- d. Funds received through donations will be deposited into a restricted account reserved for WhiteStone Gratitude Fund at WhiteStone.

- e. Check made payable to WhiteStone must have “WhiteStone Gratitude Fund” written in the Memo line.
- f. Donations can be tendered in person at marked collection stations located at announced times in the WhiteStone Reception area and the CWC Reception area during the campaign.
- g. Donors will receive a receipt for each donation and, during the campaign, a raffle ticket which makes the donor eligible to participate in a raffle for donated prizes at the annual Celebration Party.
- h. An At-Large Board member and the Treasurer will record all donations and deposit those donations into the Restricted Account at WhiteStone on a daily during the month of November or in a timely manner at other times of the year.
- i. The Treasurer will maintain a campaign status record of total contributors and receipts throughout the campaign and provide final campaign contribution totals to the Board of Directors at the conclusion of the campaign.

Section 3: Records and Reports – Finances of the association shall be maintained in accordance with general accepted accounting principles and the records shall be kept in such manner as to facilitate the preparation of a report at the end of the donation portion of the campaign and presented to the Association Board of Directors and The Resident Council by December 15th. A final report outlining donations and distributions will be prepared and presented to the Association Board of Directors by December 30th.

Section 4: Deposits and Distributions – The Association Board Treasurer or Association Board approved surrogate will be responsible for making deposits into the WhiteStone Gratitude Fund account. Any and all distributions to employees will be generated by Human Resources personnel. Employee distributions will be subject to withholding tax and FICA withholding. The Association Board Treasurer, at the direction of the Association Board of Directors may request funds from the WhiteStone Gratitude Fund for the purpose of paying for expenses incurred by the campaign.

- a. The total amount of accumulated donations will be given to the Human Resources payroll department no later than the 1st Thursday of December so that calculations of award amounts can be determined.
- b. An employee must be currently employed at the time that awards are calculated. The employee must have been employed by WhiteStone not less than 30 days prior to the first day of December to be eligible to receive an award.

- c. Awards will be based upon the total number of hours that an employee has worked during the period from November 1st of the previous year to October 31st of the current year. Awards will not be based upon merit.
- d. All awards to employees will be subject to withholding tax and FICA. The amount of withholding and FICA will be deducted from the calculated award amount prior to distribution. The employer portion of FICA will be deducted from the Gross receipts and used to reimburse WhiteStone for payment to the Social Security Administration.
- e. The formula for calculating awards will be based upon the amount of money available for distribution in the restricted account at WhiteStone less expenses that have been accrued.
 - a. Expenses include but are not limited to reimbursement to WhiteStone for the employer portion of FICA and cost of materials used to promote the campaign
 - b. A = Total number of Hours worked during the specified 12 months period by ALL employees
 B = Total number of hours worked during the specified 12 months period by an eligible employee.
 Z = Total amount of funds available for distribution to employees
 Employee award amount = $(B \div A) \times Z$
- f. A letter to the employee from the residents will be given to employees one week prior to an electronic deposit into the employees account specifying that these funds have been provided by the residents at WhiteStone to show their gratitude for their service throughout the year.
- g. Employees will receive an electronic deposit into their account during the week prior to Christmas.

Section 5: Audits – The financial statements prepared by the Association Board Treasurer shall be audited periodically by the Board of Directors.

Article X: Amendments

Amendments may be adopted at any meeting at which a quorum is declared present, provided appropriate notice of the amendment is provided to all members at least ten (10) days prior to said meeting. Amendments to these Bylaws require two-thirds (2/3) approval by those members present and voting. Such amendments take effect as stated in the original motion.

Approved by Founding Board of Directors of the Association on

Chair: _____

Vice Chair: _____

Secretary: _____

Treasurer: _____

Approved by Board of Directors of the Resident Council on

Chair: _____

Vice Chair: _____

Secretary: _____

Treasurer: _____

Approved by Board of Directors of Masonic and Eastern Star Home on

Chair: _____

Vice Chair: _____

Secretary: _____

Treasurer: _____

Ad Hoc

Presentation to the MESH Board on August 10, 2024

At the April Resident Council meeting, Donna Newton appointed an Ad Hoc committee composed of WhiteStone residents and charged it to work closely with management at WhiteStone and the MESH Board of Directors to develop and gain approval for establishing a program for providing more substantial and beneficial recognition to and for the employees at WhiteStone.

The committee of six members met several times since that time and were initially advised by Mark Lewis. The committee studied ongoing employee gratitude programs at River Landing, WellSpring, Friends Home, Heritage Greens, and Porter Neck CCRC. Although each of the programs had merits, the program that has been most successful and has lasted longest is the one at WellSpring having conducted a successful employee gratitude program for 30 years. A testament to that is that they collected \$50,000 the first year and last year they collected \$300,000 which was distributed to their employees. The committee focused their attention on how this plan could be adapted to serve the purposes at WhiteStone.

WellSpring collects voluntary donations from residents, families of residents and friends in the form of cash, check, debits to their resident's monthly invoice, bequests and stocks. Donations are accepted throughout the year and held in a restricted account at WellSpring. All donations are tax deductible and donors receive a receipt for tax verification. Donors also receive a raffle ticket for each donation which makes them eligible to participate in a raffle for donated prizes at a celebration party after each yearly campaign. Cash donations are received in 4 ways: 1) Deposits in a lockbox at the receptionist desk in the administration building, 2) Collections at a table in the dining room during a 3-week campaign on November 3) Deposits in a lockbox located at the reception area in their Care and Wellness Center, and 4) voluntary automatic charge to a resident's monthly invoice. Employees receive non-merit monetary gifts based upon the number of hours that they work over a 12 month period. The award is included in their December payroll check. Distribution from the donations are not taxed nor is FICA withheld. Management personnel are not included in the distributions; however, management is encouraged to donate.

Working closely with Nikki Stafford and Tracy Armwood, the committee adapted the WellSpring plan to meet the needs at WhiteStone. The committee drafted Bylaws for a Board of Directors for the WhiteStone Employee Gratitude Initiative that will be responsible for implementing and maintaining a gratitude fund for employees. The bylaws will be ratified when approval is granted for implementing the program. Donations and distributions will allow the residents to provide cash awards to non-management employees in December before Christmas. Donations will be tax deductible and held in a restricted account at WhiteStone. Donations will be received in a comparable manner as outlined in the WellSpring plan. Letters will be provided to residents and their families that inform them of the program and encourage them to contribute. Distributions to employees will be subject to withholding tax and FICA. WhiteStone's portion of FICA will be reimbursed from the donations received. Employees will receive a letter from the residents prior to receiving their award. The awards will be given to the employees as electronic deposits into their accounts separate from their payroll deposits the week before Christmas. The committee will have a celebration party in late December or in January for residents and employees. A raffle will be held in which donated prizes will be awarded to those who have raffle tickets received when they contributed to the Employee Gratitude Fund.

The committee presented a motion at the June Resident Council meeting to measure and gain the support for implementing this program. By a unanimous vote at the July Resident Council meeting, the residents resoundingly approved this plan and directed the committee to present the plan to the MESH Board of Directors to secure their approval for implementation.

Enthusiasm for this program has been palpable. Residents are already donating funds even before we have approval for implementation. We have donations totaling over \$200 dollars and we encourage the members of the Board to join in this enthusiastic display by donating to the cause.

The committee is hopeful that you will agree that this is a noble and worthy cause and approve the implementation of the program. I am happy to answer any questions that you might have.

Ad Hoc Committee Report to Resident Council
August 22, 2024

On August 10th, I was afforded the opportunity to speak at the Quarterly MESH Board meeting about the WhiteStone Employee Gratitude Initiative that the Ad Hoc Committee has been working on for the past 3 months and which you unanimously voted to support at our last Resident Council meeting. Let me say that I was impressed by and with this dedicated group of Masons and Eastern Star members. They were engaged and engaging and it was obvious to me how much they care about WhiteStone.

Each of the members of the Board was given a draft copy of the Bylaws that the Ad Hoc Committee had created and which outlined the details of a plan to award non-management employees cash award as a token of resident gratitude to them for all that they do for us. The Bylaws will serve as an instrument that will allow the project to continue in the future if it is approved. As I gave the presentation, I noticed that Board member paid close attention to what I was proposing and seemed genuinely interested in the substance of the proposal. Many indicated that they were impressed with the work that we have done, were excited about the plan, and pleased that we want to do this.

The Chair of the Board directed the members to study the Bylaws and be prepared to vote on the proposal by email before the end of the month. Archana and Mark have received feedback form many of the Board members and they have all been positive. They will continue to receive feedback. Based on that, the committee feels confident that the proposal will be approved.

The Ad Hoc Committee will become the Board of Directors for the WhiteStone Employee Gratitude Initiative and will implement a campaign for collecting voluntary donations from the residents that will be used to distribute cash awards to Whitestone non-management employees in December.

At the last meeting of the Resident Council, I reported to you that we would hold informational meetings for residents in which the details about how the campaign will operate. Because we have confidence that the proposal will be approved, we have set Monday, September 30th as the date for this meeting. There will be two meetings on that day: 9:30 AM to 10:30 AM and 1:30 PM to 2:30 PM. The committee invites you to mark your calendars and to attend one of these meetings here in the Fellowship Hall. There will be refreshments.

Auxiliary Committee Meeting Minutes 8/19/2024

Attendance: Don McCrickard, Doris Rogers, Artie Pulcher, Terry Nottage, Bob DellOrfano, Tabbie Nance, Bob Kelly, Caroline Meurer, Judy Young, Mia Sansbury, Peggy Butler

Staff Attendance: Allison LeTourneau, Andrew Howard, Misty McAden, Jenna Grant,

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

Misty led the committee in a prayer.

Josh Hillegass, Crystal Condy, & Ray Robinson were absent from today's meeting so there were no updates from them.

Don informed the committee of upcoming clinics regarding Flu shots, RSV, and Covid vaccines. Misty informed the committee that the pharmacy has to obtain the vaccines before a clinic can be held.

Misty let the committee know that her Bible Study has regrouped in the CWC so front desk coverage can resume.

Don passed around the September sign-up sheet for front desk coverage.

Allison LeTourneau passed around visitation lists and informed the residents of the rescheduled ice cream social occurring today. Allison updated the committee on the progress of September activity calendars and told them they would be distributed in their in-house mailboxes and on Uniguest upon completion.

Bob Kelly gave an update on the photo frame project. Bob stated that the resident is delighted when the members come and visit her and bring out the photo frame. Tabbie inquired about a purchase price and how to make donations. Don thanked Bob for taking the lead on the photo frame project.

Don and Jill agreed to postpone the in-service training due to circumstances in the CWC and the need to coordinate schedules of those involved.

Don opened the floor for open matters from the committee.

Tabbie mentioned that no one entered from the Assisted Living entrance and Don agreed that the desk in Assisted Living did not need to be covered at this time.

Respectfully submitted by,

Allison LeTourneau, LRT,CTRS

Recreational Therapist, Community Life Services

Building and Grounds Committee Meeting Minutes
August 12, 2024

1. Meeting was opened with prayer
2. Brightview: It was suggested that some of the residents in the villas are no longer able to pull weeds and that they could take care of that as needed. Fall seeding to begin starting in September as well as two more rounds of fertilizer later on. No one ever showed up to trim Katie's shrubs, they have promised to look into that.
3. Work orders are being taken care of in a timely fashion.
4. Rotunda noise abatement seems to have worked well. Heavier curtains are in the works for even more improvement. More chairs are needed in the Rotunda.
5. There are additional tripping hazards that haven't been addressed around the CWC. Joel has promised to look at those.
6. Katie's driveway needs to be repaired for tripping hazards as well as some others.
7. Repairs on the curb on Fraternity Dr. will be in the capital budget for next year.
8. Storm drains need to be re-painted after pressure washing is done.
9. Fence repairs are still needed along the fence at the dog park and behind the apartments on Fraternity Drive.
10. Two board members are looking into the construction of our promised wood working shop.
11. There are public stairways in the IL buildings that need regular cleaning

The meeting was adjourned at 2:45 PM.

Respectfully submitted:

Robert Vinroot, Chairman
Jimmie Dowless, Vice-chairman

Bob Kelly



1

Welcome

Activity Committee Meeting Summary

Resident Council
Thursday, August 22, 2024

1

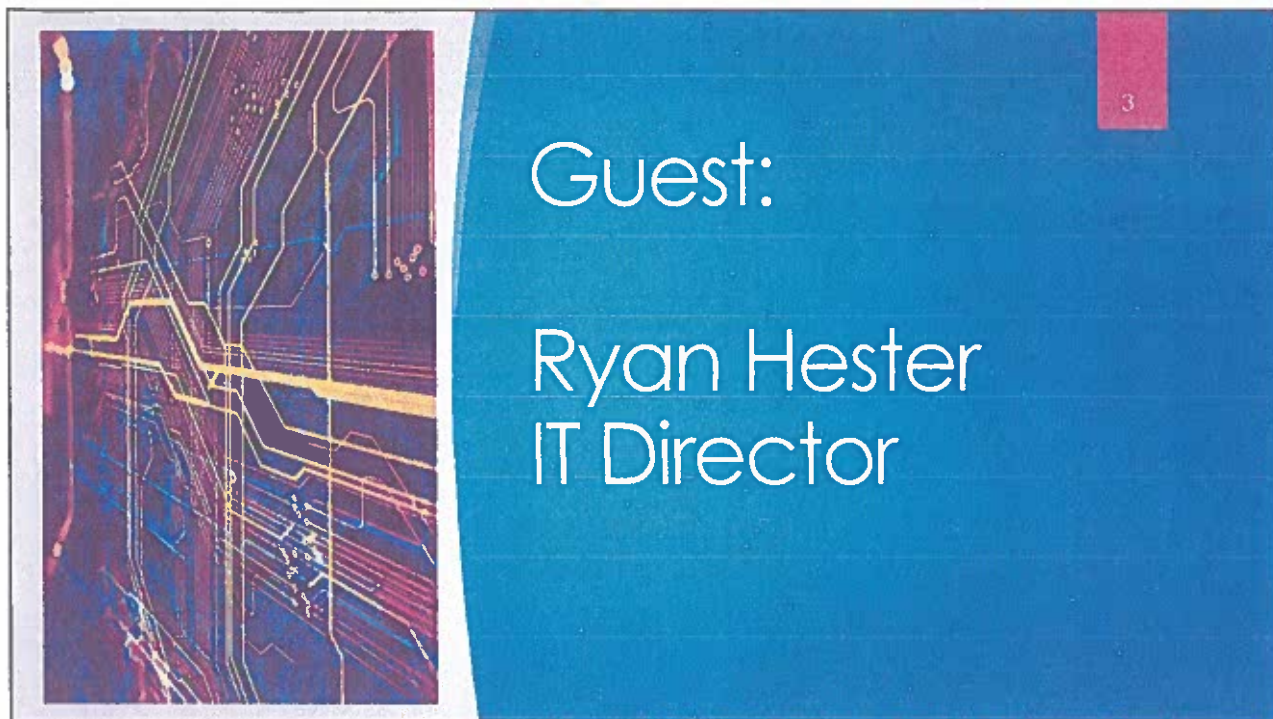
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Activity Committee
Report Agenda

- ▶ Guest
- ▶ Ongoing
- ▶ Recent
- ▶ Future
- ▶ Updates
- ▶ Uniguest Changes
- ▶ Voting 2024

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

2



3

Guest:
Ryan Hester
IT Director

3



4

Ongoing:

- ▶ **Homestead Market**
 - ▶ Every Thursday from 2:00-4:00 p.m.
- ▶ **Blood Pressure Checks**
 - ▶ Every Tuesday from 10:00-11:00 a.m. & 4:00-5:00 p.m.
- ▶ **Staff Spotlight** | Every Wednesday & Friday at 7:00 p.m. on 1390
- ▶ **Ham Radio**
 - ▶ Every Tuesday at 6:30 p.m.
 - ▶ Beginning September 9

4

Recent:

5

- ▶ **EARLIER.ORG** - Our most recent First Monday Speaker Series
 - ▶ Martha Kaley Co-Founder and Resident
 - ▶ Purpose of the organization:
 - ▶ Focused on supporting research for new discoveries of an biological test to detect breast cancer earlier
 - ▶ Once achieved, the organization will gladly close its doors



5

Future:

6

- **Performance Pontiacs Car Show** | Saturday, 8/24 – 1:00-4:00 p.m.
- "Advanced Art Classes" | Starting in September
- **Uniquist Question and Answers**
 - Wednesday, 9/4 from 3:00 – 4:00 p.m. and Monday, 9/18 from 3:00 – 4:00 p.m.
- **Assisted Living Presentation** | Ray Robinson | Friday, 9/6 – 2:00 p.m.
- **First Monday Speaker** | Lori Heimann | Monday, 9/7 "Experiences with Back Pain"
- **Royal Shredding** | Tuesday, 9/10 - 10:00 – 11:00 a.m.
- **Health & Wellness Fair from Wednesday, 9/11** | - 2:00 – 4:00 p.m.
 - All residents encouraged to attend
- **Greensboro Symphony Orchestra & The Australian Tribute Bee Gees Show**
 - Saturday, 9/14 | from 6:30 p.m. Tanger Center

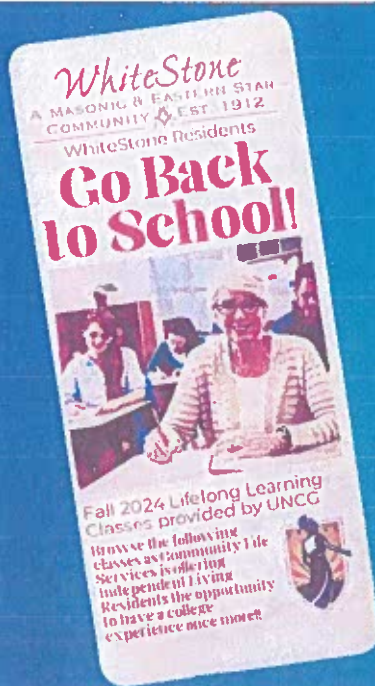
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Future - Continued:

7

- **Town Hall Meeting with Mark Lewis** | Monday, 9/16 at 3:00 p.m.
- **Robert Buxton Returning Pianist** | Monday, 9/23 – 1:00 p.m.
 - Entertainment Experience
- **Charles Angel – Piano** | Wednesday, September 18th at 6:30 p.m.
- **Randy Riggle – Comedian** | Thursday, 9/19 at 6:30 p.m.
 - Ho Chiur Volleyball
- **Mamma Mia! – Tanger Center** | Saturday, 9/22 - 6:30
- **Piano Concert - Dr. Joe DiPiazza** | Tuesday, 9/24 at 6:30 p.m.
- **Earlier.Org – “Toast to the Ta Tas”** | Friday, 9/27 4:00 p.m. (High Point Country Club)
 - After wine down 9/30 and 9/6 | 4:30-6:30 here to assist in making reservations with check s/credit cards
- **Janet Lilly – Dance” Choreography: Making an original dance**
 - Monday, 9/30 at 6:30 p.m.

7



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- **Lifelong Learning**
 - Working with UNCG to possibly have some of their “Emeritus Society” classes held here!
 - Stay tuned
 - Researching retired professors lecture series (TBD)
- **Biltmore and Chihuly Glass**
 - 11/6 through 11/8
 - Number of confirmed 25 / No formal waitlist
- **Talent Show – For Everyone – Residents and Staff**
 - **Visual Arts**
 - Thursday, 11/19 - 6:30 p.m. to 8:30 p.m.
 - **Performing Arts Show**
 - Friday, 11/20 – 3:30 p.m. – 4:30 p.m.

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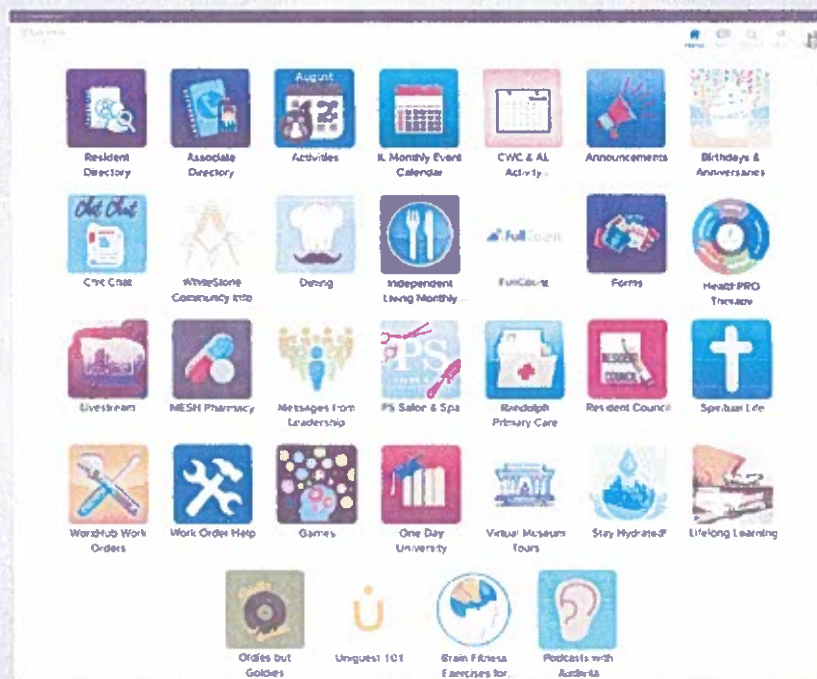
Uniguest Updates:

- **Uniguest:**
 - Removing icons that are not used / updating others
 - **Messages and COVID-19 - Gone**
 - Updated COVID information is now part of Message from Leadership
 - Update Icons and Content
 - "IL" displays in front of the icon for Monthly Events Calendar
 - **Renamed or Added:**
 - Lifelong Learning – Look for additional opportunities
 - Oldies but Goldies (music)
 - **Livestream** - Single place area Livestreams recorded as a YouTube video
 - Other Uniguest improvements:
 - Date formats are the same
 - Entries are in chronological order
 - Icons rearranged for a logical order

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Uniguest Current Layout:



10

**SUMMARY for RESIDENT ADVISORY COMMITTEE MEETING
8/9/2024**

We met on August 7th at 11:15 AM. There were 16 members present along with Marie, Debi, Monica, and Meredith. Sheldon Krueger, and Robert & Pat Vinroot joined as guests.

Sales have remained strong! January through today there have been 37 Sales! Many thanks to Marie and the team for remaining diligent in their efforts.

As of August 20th, there are 8 total Independent Living units available on campus. 1 cottage, 0 villa homes, 0 apartment and 7 residential apartments.

YTD we currently have 49 move-ins and 8 more planned. The sales team has exceeded their stretch goal of 42.

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 62 new residents moving into WhiteStone!

The Sales and Marketing team is continuing to make a push to raise awareness of WhiteStone among the greater Greensboro community and partners. In May they hosted the Triad Retirement Living Association for a breakfast and networking event.

As we move forward, we are supporting the communities' efforts to grow their reputation online through Google, Caring.com and Facebook reviews! To that end the Marketing team alone has garnered 20 positive Google reviews through the end of July, and we will continue these efforts as the year progresses.

In closing, **Independent Living is occupied to 92% and sold to 96% today!**
Bob Dellorfano, Chairman, Marketing Committee

**Marketing Committee Meeting Minutes
August 7, 2024**

Members:

Bob Dellorfano, Chair
Nancy Howard, Secretary

Ellen Corbett	Donna Newton	Alan Atwell	Betty Atwell
Ted Fritz	Robert Vinroot	Stuart Brownlee	Pat Vinroot
Sandra Wegner	John Proudfit	Barbara Krueger	Phylis Jones
Don McCrickard	Charlie Jones	Ellen Levin	Ed Phelps
Anita Greenstein	Allen Greenstein	Bob Levin	

Marketing and Sales team: Marie Dunn, Debi Bryant, Meredith Cooper

Opening:

Approve July Minutes

Old Business:

Reports on June move-ins:

1. 7/16	Corinth Milikin	3 SRC	Allen & Betty Atwell
2. 7/18	Tery & Marlee Baum	ILW 110	Helen Ulrich
3. 7/22	Bruce Pugh	ILS 411	Bob Dellorfano

New Business:

A. Marketing Minute – Overview
1. Marketing Minute

B. Total IL units at WhiteStone: 211
Occupied: 193 (91%)
Sold: 203 (96%)

C. August Event Sheet review
D. September Health Fair 9/11
E. New Resident Orientation – 9/18
F. September Presentation: TBD (possible 9/24)
G. Future move-ins and Mentors (assign as needed)

a. 8/18	Marshall White	ILS 315	Charlie Jones
b. 8/19	Ron & Barbara Cassell	907 FMD	Don McCricard
c. 8/19	Peggy Jones	Benn 145	Allen & Betty Atwell
d. 8/21	William Burch	ILS 419	Ted Fritz
e. 8/22	Diane Delaney	Cott 2A	Bob Dellorfano

f.	TBD	Carroll Miller	ILS 415	Sandra Wegner
g.	TBD	Irene Vanderwerff	ILW 311	Phylis Jones
h.	TBD	Peg Otterberg	Linn 309	Betty & Alan Atwell
i.	TBD	Beth Syverson	705 FMD	John Proudfit
j.	TBD	Bill & Lisa Fullington	ILW 232	Bob & Ellen Levin

Open Floor:

Bob Thanked the Committee for all their efforts and particularly the mentors+

Question about how much time is allowed for a commitment to move in and when the move in has to be accomplished – 90 days (some flexibility)

Badges are needed as we are representing the Marketing Committee.

Barbara Krueger

Bob Dellorfano

Charlie Jones

Phyliss Jones

Ed Phelps

Closing:

Next meeting will be **September 4, 2024** at 11:15am in the Fellowship Hall.

Summary For Resident Council Meeting July10, 2024

We met on July 10th, at 11:15 AM, Alan Atwell was acting chairman during my absence. There were 25 members present at the meeting, along with Mark Lewis, Marie, Debi, Monica and Meredith.

A. Total IL units at Whitestone211

Occupied:	194 (92%) (We are at 92% as a campus)
Sold	204 (97%)
Cottages Available – 0	
Villa Homes Available – 0	
Apartments Available – 1 (ILW)	
Residential – 6	

B. As of July 22nd , we finalized our 45th move-in for 2024.

C. 10 homes are being renovated for new residents

D. YTD the marketing team (mentors) acclimated 61 new residents to live at Whitestone.

E. Marie thanked the team for supporting the Positive Review Campaign. She challenged us to get 15 positive reviews in June. We achieved 20.

F. As a result, we placed within the LCS organization, we placed 3rd in the East Division and 15th in the entire company. Way to go team.

G. There are 0 more move-in's planned for July.

H. There is a plan for a staff versus resident competition event for July. Details to follow.

The next marketing meeting is scheduled for August 7th , 2024 at 11:15 AM in Fellowship Hall

The meeting was then adjourned.

WhiteStone

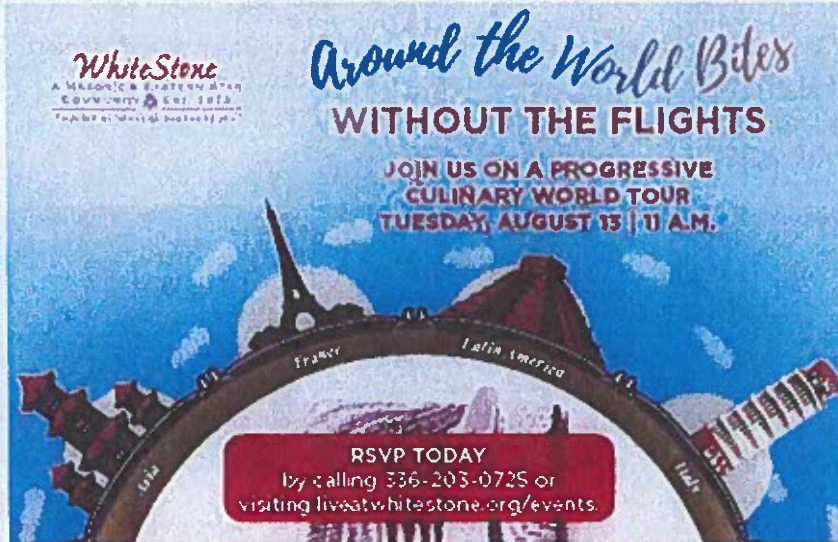
A MASONIC & EASTERN STAR
COMMUNITY EST. 1912

Founded on fellowship. Inspired by you.

AUGUST 2024

MARKETING MINUTE

August Marketing Event:



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:

Marie Dunn, Director of Sales & Marketing mdunn@LiveatWhiteStone.org

Debi Bryant, Residency Counselor 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:
SEPTEMBER 4, 2024 AT 11:15AM**

OCCUPANCY REPORT

91% occupied / Sold to 96%

Cottages Available - 1
 Villa Homes Available - 0
 Apartments Available -1
 Residential - 6

AUGUST EVENTS

8/13 Around The World
 MKT event FH 11:00am
 8/21 New Resident Orientation
 FH 11:30am
 8/28 Quarterly Diamond Dining
 FH 12:00pm

SEPTEMBER EVENTS

9/11 Health & Wellness Fair
 FH 2:00pm
 9/18 New Resident Orientation
 FH 11:30am
 9/24 TBD

JULY 2024 MOVE INS:

7/16	Corinth Milikin	3 SRC
7/18	Terry & Marlee Baum	ILW 110
7/22	Bruce Pugh	ILS 411

AUGUST 2024 MOVE INS:

8/18	Marshall White	ILS 315
8/19	Ron & Barbara Cassell	907 FMD
8/19	Peggy Jones	Benn 145
8/21	William Burch	ILS 419
Aug	Dianne Delaney	Cott 2-A

Looking Back...Moving Forward

Many of you have been with me on my journey here at WhiteStone. I started 5 years ago as a Residency Counselor, transitioned to the Director of Sales and Marketing just one year later and since then, the time has just FLOWN by! I have enjoyed every minute here with you all. Start to finish of watching them dig a HUGE hole to eventually moving in our very first residents of the expansion. I will forever be proud of what we have accomplished as a team. It is certainly bittersweet to be saying “goodbye” but in this case, it really is just “see you later!” I’m feeling so blessed that I will get to continue to support WhiteStone in my new role with Life Care Services. I cannot wait to see where Debi Bryant takes this team and the many awesome wins they will have along the way. Thank you all for being part of my story! ~ Marie Dunn

Residential Services Meeting

Linville Arts and Crafts Room 8/12/2024

11:30 AM

Present: Bob DellOrfano (Acting Chair), Bob Levin, Ellen Levin, Ted Dresie, Bob Kelly, Amelia Caison, Leslie Caison, Donna Newton, Mark Lewis, Ryan Hester, Carla Stapelton, Mark Lewis, Archana Patel, John Serdensky, Linda Christensen, Jenna Grant

Bob Dellaforno reviewed the previous meeting and the changes in our committee

1. Ryan Hester reviewed the Wi-Fi reception in the Villas and the “line of sight problems” from trees. He indicated that there would be a meeting with Single Digits and their Director of Client Services on 8/13 and Ryan hopes to know more after that meeting. The present contract may constrain us at the present time. We will not be removing trees. There has been an improvement in service around the rest of the campus and Bob D. has seen an improvement in Single Digits customer Service.
2. As discussion of the lanyards for SARA pendants and finding a replacement for them as the lanyard get waterlogged in the shower. It was also mentioned that wearing them in the shower is important, but to NOT wear them in the pool as the device will fail.
3. There have been complaints that there is Gym equipment that is in ill-repair and the vendor has been notified and will be coming in to make repairs. Mark Lewis mentioned that additionally there is a request to the capital budget for some new equipment as there are some pieces that are old and cannot be maintained any longer.
4. A discussion about Randolph Clinic was initiated and the number of residents who have signed up to have Randolph be their primary care group. Additionally, it was mentioned that Randolph is not always here during their contractually obligated hours. Randolph will be directed to be here as agreed.
5. Mark Lewis advised that the old IL Salon on the 5th floor of South is about 95% ready for Randolph to move into and Administration is reviewing the available space to see if other support groups can move there also. Bob D also reminded everyone to use Carla as a resource when anyone is in the hospital or scheduled for surgery so Whitestone can assure, they get the services they need. Mark Lewis also mentioned that Whitestone has just received an estimate from a vendor for WI-FI at Whitestone. There are several aspects to the estimate and discussions will need to be held to assure that we are within our contract.

Bob D. mentioned that he would like to move future meetings to start at 11:15.

Archura Patel mentioned that there will be a Health Fair on 9/11.

CAMPUS CARE ALLIANCE

Minutes

August 20, 2024

On August 20, the Campus Care Alliance convened at 10:30AM in the AL Education Center. Jo Ann Cox, Chairman, presided. Those in attendance were: **EXECUTIVE DIRECTOR** - Mark Lewis, **PROFESSIONAL HEALTH CARE TEAM** - Crystal Condy, Director of Clinical Services, Karla Stapleton, Navigator, and **MEMBERS** - Beverly Cato, Monique Lallier, Cathy Long, Allen Greenstein, Anita Greenstein, Bob DellOrfano, Evelyn Russell, Ted Fritz, John Proudfit, Connie Burbank, Nancy Cost, Sarah Hester, and **GUEST**- Joel Dobson.

Jo Ann welcomed those present and shared an inspirational message authored by Howard Thurman in an address to Spelman College graduates.

RESIDENT REPORT ON CWC STAY

Joel Dobson was invited to critique his admission and stay in the CWC from Aug.3-Aug.12. Joel followed the usual interview format adopted by the CCA in making his report.

Overall, he was pleased with his stay. He rated staff respect, personal comfort and attitude of staff as excellent. The CCA reviews the response time to call lights each month, and Joel rated the response time as "excellent". He did note that his call light was sometimes turned off before his needs were met. He was complimentary of physical therapy and medical staff having received a nice visit from Dr. Amin. He recommended that both sides of name tags display staff names, as the tags often turn backwards and names cannot be seen.

Joel reported that he was interested in watching the Summer Olympics, but had difficulty with his TV. Overall, he felt that he received good care and was pleased with his stay.

NEW CARE AWARDS PROGRAM

Jo Ann and Crystal were happy to report that recipients for the newly established CARE award have been identified, and they will be recognized at the Resident Council meeting on August 22.

HEALTH AND WELLNESS FAIR

Planning for the Health and Wellness Fair is progressing well. All departments connected with medical services at WhiteStone are participating. More committee members may be called on to assist with this event as the time draws closer. The fair will be held on September 11; 2-4:30PM.

Having completed the business of the meeting, it was adjourned

Respectfully, Sarah Hester, Secretary



Ray Hall <secy76@gmail.com>

Spiritual Support Committee Report

1 message

Ray Hall <secy76@gmail.com>
To: Ray Hall <secy76@gmail.com>

Wed, Aug 21, 2024 at 1:22 PM

The Spiritual Support Committee held its regular meeting August 7. We would be glad to welcome new members to the committee, anyone interested please attend our next meeting. We could also use more scripture readers for Sunday services. Anyone interested please see me to sign up.

We will be starting the grief support group HOPEFUL on September 16 at 2:00 PM. We will begin with a grief workshop.

Visits to the local Jewish Temples will likely be held in the later part of September.

Then blessing of the perts will be held on October 4.

We are continuing to collect egg cartons. Please bring any cartons to the hall outside Misty's office or call her to pick them up.

The current Bible study will conclude on August 22. There will be a brief break before the next one starts.

Respectfully submitted,
Ray Hall
Chairman