

Whitestone Resident Council Meeting Minutes

September 26, 2024

Fellowship Hall

9:30 am

Live Streamed Delayed - 1390

1. Meeting was called to order by Alan Greenstein, Vice President.
2. Misty Mc Adam, cChaplain conducted an Opening Prayer.,
3. Employee Recognition Awards (Super Stars) were presently by Tracy Armwood, HR Director.
4. Care Awards were presented by Josh Hillegass, Healthcare Administrator

5. Executive Director's Report by Nikki Stafford gave the financial report since August, with indication that since the end of construction last summer we are in a financial stabilization period.

The health center is still over budget, due to staffing relating to expectation for occupancy.

Skilled Short term rehabilitation (CWC) is exceeding budget.

6. Mark Lewis, Executive Director reported that Independent living is 96% occupied. Assisted Living is 64% occupied. The Health Center is 91% occupied.

Our comparative reputation scores indicate that we received some negative reviews.

7. Anita Greenstein, Treasurer shared that she has collected donations to fund employee awards come 2025. She had the treasury box available for additional donations during and after the meeting.

- 8. Employee Appreciation/Gratitude Fund report was presented by Ted Dresie. The definition and how it will function to give annual bonuses to all service employees are in the report pages behind this sheet.
- 9. Don McCrickard reported for the Neighbor to Neighbor committee whose report of how other communities reward their workers through resident involvement.

After his report (and Ted Dresie's) a motion was made to have a vote next month on passage of the Employee Gratitude Fund. the Motion was seconded.

- 10. Robert Vinroot, for Environmental ^(BUILDING & GROUNDS) Committee update us on distribution of pine needles on barren ground on the property.

Work is progressing on the creation of the wood shop.

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

Auxillary Committee	Don McCrikard
Activity Committee	Bob Kelly (Annette Cuozzo take over)
Marketing	Bob Dellorfano
Food and Beverage	George Troxler
Residential Services	Bob Dellorano
Campus Care & Alliance	Jo Ann Cox
Spiritual Support	Ray Hall

- 12. As of October 1, 2024, the Bistro will close at 1:30 PM.

Meeting was adjourned at 10:55 AM

Next Resident Council Meeting will be October 31, 2024 (Fellowship Hall).

Super Star Awards

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

Service Anniversaries

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

WhiteStone Masonic and Eastern Star Home

Resident Council

September 26th, 2024

- I. Financial Performance
 - Net Operating Income
 - August NOI variance to budget 74,806
 - YTD NOI variance to budget 947,406
 - Operating Revenue
 - August revenue under budget by (17,578)
 - YTD revenue has exceeded budget by 996,110
 - IL 808,520
 - AL / MC (579,982)
 - Health Center 660,776
 - Operating Expenses
 - August expenses under budget 92,384
 - YTD expenses over budget by (48,704)
- II. Occupancy Update (Current)
 - 202 occupied at 96% & 204 sold at 97% of 211 total IL units available:
 - IL Buildings x 1 / Villas: x 0 / Cottages: x 0 / Residential: x 6
 - AL / Memory Care 23 out of 36 occupied (64%)
 - Health Center 78 out of 86 occupied (91%).
- III. Other
 - Online Reputation Update
 - Donor Recognition Event Saturday October 5th
 - "Brushing" Scams
 - Rick Berkimer to Announcement
- IV. Question and Answer

I am sure that many, if not all, of you are curious about the status of the proposal for the Employee Gratitude Initiative that you all unanimously approved in July. We presented the proposal with a set of Bylaws to the MESH Board of Directors meeting in August. They were very complimentary and supportive. They spent a couple of weeks going through the Bylaws and making recommendations for edits. We incorporated their edits into the document and they approved the proposal on August 30th. They were excited about the program and encouraged us to us proceed.

The Ad Hoc Committee was dissolved and the WhiteStone Employee Gratitude Initiative (WEGI) Board of Directors was formed according to the Bylaws. The Board has developed an exciting and comprehensive campaign which involves all of us. There are some special perks in the campaign which we think you will find interesting and fun.

To get more information about this exciting campaign, the Board is holding two information meetings here in the Fellowship Hall next week on Monday, September 30th. One meeting will be at 9:30 AM and the other will be at 1:30 PM. The Board invites all residents to attend one of those meetings and learn how you can participate in this generous outpouring of gratitude to our wonderful employees. There will be beverages and cookies available. We look forward to seeing you.

Employee Gratitude Fund

What is the Employee Gratitude Fund?

Recently, some members of our community expressed an interest in providing a more meaningful and beneficial way of showing appreciation to WhiteStone employees for their incredible dedication in providing services for all residents. Many employees are seen directly engaged in serving us in our homes, our dining room and around campus, but there are many more who work behind the scenes in roles that are not public facing. On August 30, 2024, the MESH Board of Directors approved a resident inspired proposal in which donations collected from residents, families and friends could be distributed to these employees to express gratitude. Although funds are collected year round, a campaign that focuses on raising funds for this purpose occurs during a three-week period in November. Distribution of these funds to employees as cash awards occurs the week before Christmas as a direct deposit into the employee's accounts.

Which employees are eligible to receive these gifts?

Any non-management employee who has been employed for 30 days prior to December 1st is eligible. The amount each employee receives is calculated by adding up all the hours worked during the year. The total is divided into the amount of donations raised to create the hourly award amount. There are no additional criteria such as longevity, position, fulltime or parttime status or merit.

How do Residents participate in the Gratitude Fund?

Residents can make a check payable to WhiteStone and designate it to the "Employee Gratitude Fund" on the memo line during the annual campaign in November. Alternatively, residents can complete an Authorization Form to have a specific amount charged to their monthly invoice to be deposited into the Employee Gratitude Fund account at WhiteStone prior to November 3rd for current year donations.

Is my contribution tax deductible?

The following guidelines regarding tax deductibility make your contributions deductible

- Your gifts are contributions to WhiteStone, which is a nonprofit 501(c)(3) corporation. These contributions are the same as other gifts to WhiteStone and are, therefore, tax deductible.
- The purpose of the fund is to broadly recognize employees at WhiteStone. This recognition is given in the form of an amount awarded to each employee (which is taxable to the employee, but it is not a part of base compensation and is not guaranteed.)
- Neither the Resident Council nor individual donors have any role in determining how the funds are disbursed or who receives them.

How do I contribute?

There will be an information table in the dining area during the November campaign period where you can pick up an envelope and contribute your cash or check gift. If you have questions, contact Walter Doughton (wdoughton@msn.com) or 828-266-5712 or Gary Wegner (GLWegner4406@gmail.com) or 336-707-2487.

WhiteStone

A MASONIC & EASTERN STAR
COMMUNITY  EST. 1912

Founded on fellowship. Inspired by you.

2024 Employee Gratitude Fund Donation Form

For the 2024 Campaign, WhiteStone: A Masonic & Eastern Star Community ("WhiteStone") is offering to include a donation to the Employee Gratitude Fund on your November monthly statement. This would be a one-time donation, and we would need the **form signed and returned no later than November 3rd**. We truly appreciate your generosity in rewarding our employees here at WhiteStone.

Donor Information:

Name: _____

Address: _____

Donation Amount: \$ _____

By signing this form, you allow WhiteStone to include this donation on your November 2024 monthly statement:

Signature: _____

Date: _____

Sincerely,
The Employee Gratitude Fund Committee

Building and Grounds Committee Meeting Minutes

Sept. 9, 2024

1. Meeting was opened with prayer
2. Brightview attended and the fact that the cemetery needed mowing and headstones trimmed was discussed. Pine needles will be distributed in late November or early December. Normal mowing days are Monday and Tuesday. Some plants have again been sprayed and killed that should not have been. Better care must be taken.
3. There are about 130 outstanding work orders on this date but are being worked on steadily.
4. Other tripping hazards-repairs have been identified and will hopefully be addressed on a timely basis.
5. Woodworking shop is still being looked at and it was pointed out that this has been promised now for over 4 years. The Gazebo idea has been put on the 2025 wish list budget.
6. Damaged curb at the end of Fraternity Dr. is in the works.
7. Pressure washing of curbs, gutters and walks is set to begin this week.
8. The fence behind the apartments in the village at the end of Fraternity Dr. has still not been repaired. This needs to be done now. It is a security matter.
9. The handrails along the walls of the IL buildings need to be kept clean. There have been dead insects found in them.
10. There are two large cracks in the concrete walk in front of the Latham building that are unsightly and this section of walk should be replaced. This does not look at all good to visitors on the property.
11. A bench was discussed for the ladies dressing room at the swimming pool. It was determined that it probably couldn't be done because of wheelchair access requirements in that dressing room.
12. As to the alarm that keeps going off in the entrance area of the IL building, I am told that this has been repaired.
13. There are some direction signs (new ones) that can be mis-leading particularly to non residents visiting the community. I will be glad to point these out.

The meeting was adjourned at 2:45 PM.

Respectfully submitted:

Robert Vinroot, Chairman
Jimmie Dowless, Vice-chairman

Auxiliary Committee Meeting Minutes 9/16/2024

Attendance: Don McCrickard, Bob Kelly, Shirley Berthold, Paula Dille, Artie Pulcher, Jill Jones, Doris Rogers, Terry Nottage, Mia Sansbury

Staff Attendance: Allison LeTourneau, Gina Prevost, Mark Lewis, Ray Robinson, Archana Patel, Josh Hillegass, 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.

Mark Lewis informed the committee about the One Call going out early in the morning. Mark stated that it is progress for communication around campus when an event occurs such as the fire alarm in CWC. He apologized for the inconvenience and will work to ensure only the appropriate party is informed. The Leadership team visited another community, "Croasdaile Village" which is managed by LCS as well. Mark stated that one idea from the trip is a volunteer program to support one another. Neighbor to Neighbor is a program where they have resident coordinators set up services, resident to resident. Ideas include dog walker, reader, phone buddy, plant tender, pet carrier, note writer, card player, TV buddy, and appointment buddy. Mark suggested the Auxiliary Committee discuss the feasibility of creating a "neighbor to neighbor" support structure at WhiteStone. Bob Kelly asked how it would be coordinated. Mark stated, "We introduce the idea of the program to support one another and identify volunteer opportunities on a short-term basis, and a list will be formed of residents willing to assist other residents." This opportunity provides one source for assistance around the community, Jill Jones stated. It sounds similar to the "Care Angel Plan". Bob Kelly suggested that Mark bring up this idea in the Town Hall meeting. Mark stated, "This is another layer of support to provide to the community". Committee members agreed that it was a good idea to explore.

Josh Hillegass informed the committee that there is one active covid case on campus. Josh informed them of the mask mandate in the CWC when they visit and assist. Josh stated that if a resident has signage on their door, to ask the hall nurse the person's availability to have visitors. Please refrain from entering for their protection until authorized by the nurse. Josh informed the group of that staff members may utilize the pool and fitness room, and that they are asked to use it in the off hours to allow residents the priority experience.

Ray thanked the group for their dedication to AL with their visitations. Ray thanked Jill Jones specifically for visiting her friend in AL. Ray mentioned the AL census.

Don passed around the October sign up sheet for Front Desk coverage for members to sign up. Don reminded the residents to try and find coverage in the event something comes up and they are not able to work their "shift." Please let him know if you need help.

Allison LeTourneau informed the committee that calendars will be updated to Uniguest for October and a copy placed in mailboxes. Allison did not provide updated visitation guides but will provide those at the next meeting.

Shirley stated that she is waiting for Tabbie for assistance with photo frame project. Bob informed the committee that money collected at Resident Council raised enough money to provide another photo frame for a CWC resident. Bob asked for 2-3 volunteers to assist with the new photo frame.

Don and Jill Jones mentioned in-service meeting and stated, "we had to pause it due to the covid cases in the CWC". Don informed the committee what is talked about at the meeting. Jill stated that most of the residents on the committee have been through the in-service before. Jill encouraged committee volunteers to wear their masks when working the front desk. Mark suggested the committee encourage and remind visitors to wear masks due to sensitivity of the topic. Don thanked the committee for covering the desk.

Doris Rogers suggested a box be provided for the "Missed You cards" since the cards fell out when Doris was signing in. Gina Prevost informed Doris and the committee that a box will be provided for the cards.

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

The next meeting will be on October 21.

Respectfully submitted by, c

Allison LeTourneau, LRT,CTRS

Recreational Therapist

Community Life Services

Activity Committee and Community Life Services (CLS)

Reference Handout for the Resident Council Meeting

Coming Events – Please keep this as you plan for the activities you want to attend

Remaining Events - September

- Thursday 26th – Fishing at Hilltop Carp Lake in Walnut Grove 2:00 p.m. (call or email to sign up)
- Friday 27th – “Toast to the Ta-Tas” – Earlier.org Event – High Point Country Club 4:00-7:00 p.m.
- Monday 30th – Interactive Choreographic Process – from UNCG – Janet Lilly – 6:30 p.m.

Coming Events - October:

- Wednesday 2nd – Oktoberfest 3:00pm
- Friday 4th – Assisted Living Presentation with Ray -2:00pm
- Friday 4th – Much Ado About Nothing-UNCG 6:30pm
- Monday 7th – Lifelong Learning -Neuroplasticity thru UNCG School of Education- 4 are signed up – WhiteStone driving
- Monday 7th – First Monday’s Speaker Series, Guest Speaker, Bryant Webster (Board Member at WhiteStone) on Estate Planning 6:30pm
- Tuesday 8th – Alice Pearce’s 103rd birthday
- Friday 11th – Greensboro Quilt Show-Circle of Life – presented by Gate City Quilt Guild at Congregational United Church of Christ – 9:30-5:00 (not sure what time we are leaving yet)
- Saturday 12th – Bel Canto Company Ebenezer Lutheran Church 6:30pm
- Monday 14th – Becky King Musical Performance 6:30 p.m.
- Sunday 13th - & Juliet at Tanger Center 5:30pm
- Wednesday 16th – Oak Street Health Line Dancing 11:15

Coming Events – October (Continued):

- Thursday 17th – WhiteStone’s Annual Fall Event – 12:00-4:00 p.m.
- Friday 18th – Feelin’ Fit Friday Wellness Clinic 10:00-12:00 Linville Activity Room
- Friday 18th – Swing Out at UNCG 7:00pm
- Thursday 24th – LeVar Burton from Storytelling to Star Trek: A Journey of Literacy & Inspiration – 6:30pm
- Saturday 26th – UNCG Collage 6:30pm with performance beginning at 7:30 p.m. – Outstanding program presented by UNCG staff and students – Senior tickets are \$11-\$22
- Sunday 27th – Porter Gibson’s 105th Birthday
- **Remember** – If a resident is 100 or more – a special birthday celebration is an option
- ~~Wednesday 30th~~ ^{Tues. 29th} – Speaker Rabbi Andy Koren – Presentation 6:30 p.m.
- Thursday 31st – Monster Mash, dress in costumes (if you want) we will offer 2 signature drinks and snacks a different twist on wine down (will still have wine down on Friday November 1st) 2:30pm
- Thursday 31st Carrie: The Musical at UNCG – bus leaves at 6:30pm

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 - Please turn in a service photo, if you have one
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- Friday November 15th – The Great Gatsby at UNCG 6:30pm

Coming Events – November - Continued:

- Rachel Boyette and Larkin Pena are organizing the Talent Show Event
 - Thursday 19th – Talent Show – Visual Arts – 6:30-8:30 pm
 - Friday 20th – Talent Show – Performance – 3:30-4:30 (the exact timing is flexible)
 - Deadline for entries for both events – early November
 - Requesting up to 10 volunteers to help
 - Bob D. will set setup the events to be livestreams on 1390
- Saturday November 23rd – Manheim Steamroller Christmas Show – Tanger 6:15

Coming Events - December:

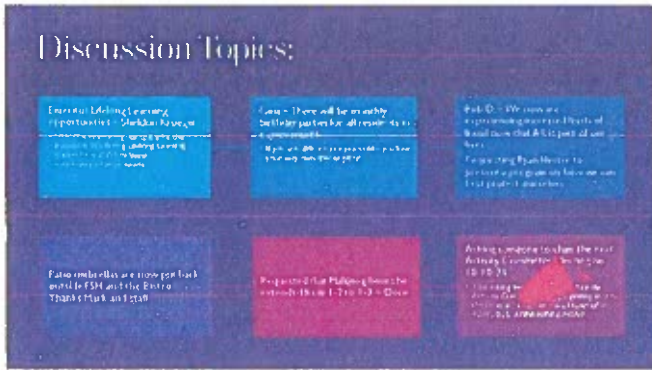
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- Saturday 7th – Twitty & Lynn: A Salute to Conway & Loretta – Carolina Theatre 6:15pm
- Saturday 7th – Greensboro Lodge Ladies Night in FH – NO MOVIE tonight
- Sunday 8th – Bel Canto Company – Tidings – 2:30pm
- Thursday 12th – Silent Auction 10am-4pm
- Friday 13th – A Christmas Carol, The Musical – High Point Theatre – 6:00pm
- Sunday 15th – Bel Canto Company, The Night Before Christmas 2:00pm
- Sunday 15th – Elf, The Musical - Tanger Center 5:30pm
- Monday 16th – Town Hall Meeting (this may be changed) Not set in stone
- Friday 20th – The Nutcracker High Point Theatre – 6:00pm
- Sunday 29th – Hamilton at Tanger Center 12:00pm

Starting in January of 2025, there will be monthly birthday celebrations for all residents. Look for coming details.

NOTE: The dates/times should be stable. However, please check flyers that are in your cubbies, Uniguest, as well as updated information and details from your Community Life Services (CLS) Team



1



2



3

Coming in November

<p>Monday 17th - Monday 17th - 10am - 12pm Monday 17th - Monday 17th - 10am - 12pm - 10am - 12pm - 10am - 12pm</p>	<p>Wednesday 19th - Wednesday 19th - 10am - 12pm - 10am - 12pm</p>	<p>Thursday 20th - Thursday 20th - 10am - 12pm - 10am - 12pm</p>	<p>Friday 21st - Friday 21st - 10am - 12pm - 10am - 12pm</p>
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7

Coming in November

Please remember to pick up the handout

<p>Monday 17th - Monday 17th - 10am - 12pm - 10am - 12pm</p>	<p>Wednesday 19th - Wednesday 19th - 10am - 12pm - 10am - 12pm</p>	<p>Thursday 20th - Thursday 20th - 10am - 12pm - 10am - 12pm</p>	<p>Friday 21st - Friday 21st - 10am - 12pm - 10am - 12pm</p>
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8

Coming in December

<p>Wednesday 4th - 10am - 12pm</p>	<p>Thursday 5th - 10am - 12pm</p>	<p>Friday 6th - 10am - 12pm</p>	<p>Saturday 7th - 10am - 12pm</p>	<p>Sunday 8th - 10am - 12pm</p>
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9

OneCall:

- The use of OneCall
- **Warning**
- **Registration**




13

Thank you

Gina and the Community Life Services (CLS) Department
 334-540-6002
gina.gardner@clshouston.org

Bob Kelly, Chair



14



Activity Meeting – Resident Council on 9-26-24

Thought for the day:

“Always be a first-rate version of yourself, instead of a second-rate version of somebody else.” - Judy Garland

Discussion:

- Update regarding Emeritus Lifelong Learning opportunities – received information from Sheldon Krueger
 - UNCG is to evaluate our space for the possibility of offering lifelong learning classes here at WhiteStone (no transportation needs)
- Gina mentioned that there would be monthly birthday parties for all residents in a given month
 - If you are 100 or more – you’ll get your very own, special party!
- Bob D. With the increased levels of fraud now the A.I. is part of all of our lives, requesting Ryan Hester to present a program on how we can best protect ourselves.
- Patio umbrellas are now put back outside FSH and the Bistro – Thanks Mark and staff
- Asking someone to chair the next Activity Committee Meeting on 10/10/24
 - Also asking for a volunteer to chair the Activity Committee to begin getting used to the committee for the official hand-off in April 2025.
- Requested that Mahjong hours be extended from 1-2 to 1-3 - Done

Ongoing:

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

Recent:

- Performance Pontiacs Car Show - Saturday 8-24
- Uniquist Question & Answers 9-4 from 3-4 p.m.
- Royal Shredding – Tuesday 9-10 from 10-11 a.m.
- First Monday Speaker Series - Lori Heimann - "Experiencing Back Pain" 6:30 p.m.

Upcoming Events - September

- Friday 13th – Carolina Theater – “Life in the Fast Lane, an Eagles Tribute” – 7:30 p.m. (call to reserve)

- Saturday 14th - Greensboro Symphony Orchestra & The Australian Tribute Bee Gees Show – 6:30 Tanger Center
- Sunday 15th – The Drifters & Cornell Gunter’s Coasters at Carolina Theatre – 7:30 p.m. (call to reserve)
- Monday 16th - Town Hall Meeting with Mark Lewis – 3:00 p.m.
- Monday 16th – Dr. Lynne Haeseler (Piano) – “Sing and Be Happy” at 6:30 p.m. and on Uniguest Channel 1390
- Wednesday 18th – Lifelong Learning – Navigating Freedom – Program is 1:30-3:00 p.m. - \$60 per person (sign up prior) – Holy Trinity Episcopal Church
- Wednesday 18th Uniguest Question & Answers Wednesday, 9-18 3-4 p.m.
- Wednesday 18th – Charles Angel Piano – 6:30 p.m.
- Thursday 19th – Randy Riggle Comedy Show – 6:30 (No Chair Volleyball)
- Sunday 22nd – Mamma Mia! – Tanger Center – 5:30 p.m. van leaves from WS (call to reserve)
- Monday 23rd - Robert Buxton – Pianist – “Edutainment Experience” 6:30 p.m.
- Tuesday 24th – Dr. Joe DiPiazza “From Bach to Rach(manioff) – 6:30 p.m.
- Thursday 26th – Fishing at Hilltop Carp Lake in Walnut Grove 2:00 p.m. (call or email to sign up)
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Uniguest Update:

- NEW – Planes, Trains, and Cars
- NEW – Virtual Travel
- Associate photos – In process – They are done/updated
- Bylaws - Are now listed under the Resident Council Tab
- Resident photos – Ongoing process
 - Larkin and Bob will
- Additional corrections and improvements made as they are noted
- Resident asked why so many ads for the games section – and that's a Uniguest controlled section
 - Have asked if Uniguest can do anything about those
- Ongoing Questions/Issues:
 - Android users – at least some have difficulty
 - Displaying contents
 - Using Uniguest internal links
 - Pinch/Zoom text
 - Download button (doesn't attach anything, but sends a bank email)
 - Any others having any questions/suggestions/challenges?
- Gina will have a complete voting guide coming out soon (booklet form)
 - Both as hardcopy in your cubby and on Uniguest

Additional:

Next Activity Committee Meeting
Thursday, October 10, 2024 – Linville Arts & Crafts Room – 11 a.m.

Activity Committee and Community Life Services (CLS)

Reference Handout for the Resident Council Meeting

Coming Events – Please keep this as you plan for the activities you want to attend

Remaining Events - September

- Thursday 26th – Fishing at Hilltop Carp Lake in Walnut Grove 2:00 p.m. (call or email to sign up)
- Friday 27th – “Toast to the Ta-Tas” – Earlier.org Event – High Point Country Club 4:00-7:00 p.m.
- Monday 30th – Interactive Choreographic Process – from UNCG – Janet Lilly – 6:30 p.m.

Coming Events - October:

- Wednesday 2nd – Oktoberfest 3:00pm
- Friday 4th – Assisted Living Presentation with Ray -2:00pm
- Friday 4th – Much Ado About Nothing-UNCG 6:30pm
- Monday 7th – Lifelong Learning -Neuroplasticity thru UNCG School of Education- 4 are signed up – WhiteStone driving
- Monday 7th – First Monday’s Speaker Series, Guest Speaker, Bryant Webster (Board Member at WhiteStone) on Estate Planning 6:30pm
- Tuesday 8th – Alice Pearce’s 103rd birthday
- Friday 11th – Greensboro Quilt Show-Circle of Life – presented by Gate City Quilt Guild at Congregational United Church of Christ – 9:30-5:00 (not sure what time we are leaving yet)
- Saturday 12th – Bel Canto Company Ebenezer Lutheran Church 6:30pm
- Monday 14th – Becky King Musical Performance 6:30 p.m.
- Sunday 13th - & Juliet at Tanger Center 5:30pm
- Wednesday 16th – Oak Street Health Line Dancing 11:15

Coming Events – October (Continued):

- Thursday 17th – WhiteStone’s Annual Fall Event – 12:00-4:00 p.m.
- Friday 18th – Feelin’ Fit Friday Wellness Clinic 10:00-12:00 Linville Activity Room
- Friday 18th – Swing Out at UNCG 7:00pm
- Thursday 24th – LeVar Burton from Storytelling to Star Trek: A Journey of Literacy & Inspiration – 6:30pm
- Saturday 26th – UNCG Collage 6:30pm with performance beginning at 7:30 p.m. – Outstanding program presented by UNCG staff and students – Senior tickets are \$11-\$22
- Sunday 27th – Porter Gibson’s 105th Birthday
- **Remember** – If a resident is 100 or more – a special birthday celebration is an option
- Wednesday 30th – Speaker Rabbi Andy Koren – Presentation 6:30 p.m.
- Thursday 31st – Monster Mash, dress in costumes (if you want) we will offer 2 signature drinks and snacks a different twist on wine down (will still have wine down on Friday November 1st) 2:30pm
- Thursday 31st Carrie: The Musical at UNCG – bus leaves at 6:30pm

Coming Events – November:

- Monday 4th First Monday’s Holocaust – Movie “She would Not Take Off Her Boots” – with Q&A following by Jenny Kaiser (and possibly others) 6:30pm
- Wednesday through Friday 6th through the 8th – Biltmore and Chihuly Scheduled WhiteStone Trip
- Saturday November 9th – Quarterly Board Meeting
- Monday November 11th – Veterans Day Program 3:00pm
 - Please turn in a service photo, if you have one
- Wednesday 13th- NC Zoo – “Surprise Topic” – 3:00 pm (will have the 21st as a backup) – he confirmed with me that they will be here.
- Friday November 15th – The Great Gatsby at UNCG 6:30pm

Coming Events – November - Continued:

- Rachel Boyette and Larkin Pena are organizing the Talent Show Event
 - Thursday 19th – Talent Show – Visual Arts – 6:30-8:30 pm
 - Friday 20th – Talent Show – Performance – 3:30-4:30 (the exact timing is flexible)
 - Deadline for entries for both events – early November
 - Requesting up to 10 volunteers to help
 - Bob D. will set setup the events to be livestreams on 1390
- Saturday November 23rd – Manheim Steamroller Christmas Show – Tanger 6:15

Coming Events - December:

- Wednesday 4th – Holidazzle 5pm-7pm
- Thursday 5th – Memory Tree Dedication 3:00pm
- Friday 6th – Assisted Living Presentation – Ray Robinson 2:00pm
- Saturday 7th – Twitty & Lynn: A Salute to Conway & Loretta – Carolina Theatre 6:15pm
- Saturday 7th – Greensboro Lodge Ladies Night in FH – NO MOVIE tonight
- Sunday 8th – Bel Canto Company – Tidings – 2:30pm
- Thursday 12th – Silent Auction 10am-4pm
- Friday 13th – A Christmas Carol, The Musical – High Point Theatre – 6:00pm
- Sunday 15th – Bel Canto Company, The Night Before Christmas 2:00pm
- Sunday 15th – Elf, The Musical - Tanger Center 5:30pm
- Monday 16th – Town Hall Meeting (this may be changed) Not set in stone
- Friday 20th – The Nutcracker High Point Theatre – 6:00pm
- Sunday 29th – Hamilton at Tanger Center 12:00pm

Starting in January of 2025, there will be monthly birthday celebrations for all residents. Look for coming details.

NOTE: The dates/times should be stable. However, please check flyers that are in your cubbies, Uniguest, as well as updated information and details from your Community Life Services (CLS) Team

WhiteStone

A MASONIC & EASTERN STAR
COMMUNITY EST. 1912

Founded on fellowship. Inspired by you.

SEPTEMBER 2024

MARKETING

MINUTE



OCCUPANCY REPORT

94% occupied / Sold to 96%

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

SEPTEMBER EVENTS

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

OCTOBER EVENTS

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

AUGUST 2024 MOVE INS:

8/13	Marshall White	ILS 315
8/21	Dianne Delaney	Cott 2-A
8/21	William Burch	ILS 419
8/22	Peg Otterberg	Lin 309
8/30	Ron & Barbara Cassell	907 FMD

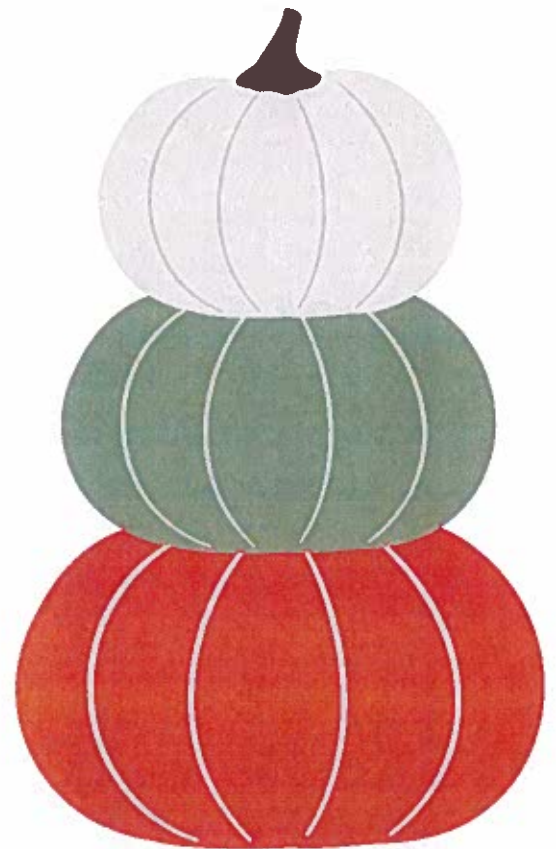
SEPTEMBER 2024 MOVE INS:

9/6	Beth Syverson	705 FMD
9/23	Peggy Jones	Ben 145
9/25	Lisa & Bill Fullington	ILW 232
Sept	Irene Vanderwerff	ILS 311

It's hard to believe that September has arrived. As we step into the crisp, (hopefully) cooler days of fall, I am reminded that while I am sad to see the summer come to an end, the turning leaves and change in the air bring a sense of anticipation of new things to come. Like the change in seasons, transitions are inevitable and as our Sales Team and this Committee step into this next phase, I am looking forward to all the amazing things we will accomplish together.

Thank you for your on-going support and encouragement! In August WhiteStone welcomed 7 new Residents to our Community (6 homes) and 7 more are slated for September/October.

Thank you,
Debi Bryant



WhiteStone

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SEPTEMBER 2024
**MARKETING
MINUTE**



September Marketing Event:



WhiteStone
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YOUR HEALTH *Our Priority*

Join us for WhiteStone's Wellness Fair.

WEDNESDAY, SEPTEMBER 11 | 2:00 - 4:30 P.M.

RSVP by calling
336-920-7002 or visiting
liveatwhitestone.org/events.



MARKETING COMMITTEE:

Chair: Bob DellOrfano
Secretary: Nancy Howard

MARKETING TEAM

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

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

Monica Hurd, Residency Counselor mhurd@LiveatWhiteStone.org

Meredith Cooper, Marketing Coordinator mcooper@LiveatWhiteStone.org

Resident Referral Program:

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

NEXT MARKETING COMMITTEE MEETING:

OCTOBER 1, 2024 AT 11:15AM

**Summary for Resident Council Meeting of The Residential Services Committee
9/25/2024.**

The committee met on (9/9/2024)

There were 15 committee members present along with Archana Patel, Ryan Hester, Karla Stapelton and Mark Lewis

Bob opened the meeting with a short prayer. Elected not to review the previous minutes of 8/12/2024.

Ryan Hester discussed where we are with Single Digits. He and Mark are building a case for breach of contract due to their inability to provide adequate and reliable coverage particularly to the Villages. Their contract expires in 2026, but Mark Lewis stated that legal council is working with Whitestone to terminate the contract before 2026.

A question regarding the availability of using Spectrum for the homes and cottages in the villages was discussed but SD is hardnosed about continuing to improve the area reception and unwilling to adjust their contract.

Service in the Chapel for Sunday worship service is questionable at best. I have experienced beyond a 30 second delay in the live broadcast of the service with times that the video is frozen for 10 seconds or more. I will bring my spectrum analyzer because I have a suspicion that it is signal strength (decibels per milliwatt) and not bandwidth issues. After measuring it on a weekday, using my own wifi to drive the analyzer it hit levels of -80 dbm.

The water retention issue with lanyards for your SARA alert buttons will be addressed at the next meeting.

It was reported that the existing gym equipment has had maintenance on the equipment and Mark Lewis has opted to add newer and different equipment which will be placed as a request on next year's capital budget list. Nancy Howard volunteered that she and Tom would purchase and donate a piece of equipment. Mark said he would discuss it with them.

Regarding the Randolph Clinic – It is planned to be moved to the 5th floor of the IL south building where the old salon was. Projected completion by 10/1.

This move should take care of the current waiting room space and provide more privacy with the exams that are going on.

Randolph care doctors are generally not at the clinic during their prescribed hours unless patients have scheduled a planned visit. The Doctors plan to place an LPN during times when they have contracted to be at Whitestone but do not have scheduled visits at our facility.

The issue with the AL facility having patients request help with a SARA alert button has been addressed by instructing the security personnel to pay attention to the location of the call as well as instructing the AL residents to use the alert pendants in the room.

During weekends the Linville front desk is unattended, and visitors often seek help for various reasons. The sign on the desk is clearly marked and places the burden on Whitestone security to resolve the issue.

A discussion on vaccine was brought up and Mark mentioned that the Whitestone staff will be available to dispense the Covid and Flu vaccines on the September 24th. See flyer for details.

Vaccinations for the Respiratory Syncytial Virus (RSV) would have to be discussed with Kali Hollingsworth at our pharmacy or with your primary care physician. Need insurance authorization for this vaccine.

Our next meeting is Monday October 14, 2024, at 11:15 in the Arts & Crafts Room.

Bob Dellorfano

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Mentor Name(s):

Mentor Phone Number:

Mentor Email:

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

SUMMARY for RESIDENT ADVISORY COMMITTEE MEETING 9/26/2024

On the table at the entrance to the hall I have left copies of the "September Marketing Minute" that highlights the events going on during the month, like the Wellness Fair on 9/11. key occupancy data, new resident move ins, and key events happening in October. If you haven't already, pick one up as you leave the meeting.

We met on September 4th at 11:15 AM. There were 19 members present along with Mark, Debi, Monica, and Meredith.

Sales have remained strong! January through today there have been 40 Sales! Many thanks to Debi and the team for remaining diligent in their efforts.

As of September 26th there are 6 total Independent Living units available on campus. 0 cottages, 0 villa homes, 1 apartment and 5 residential apartments.

YTD we currently have 56 move-ins and 4 more planned. The sales team has exceeded their stretch goal of 42 move ins for 2024.

The team continues to host prospective residents at marketing events each month. They offer educational opportunities as well as general education luncheons to learn more about WhiteStone and what we offer here! As always, the Marketing and Hospitality Committee stands ready to support. To date we have mentored 66 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.

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

In closing, **Independent Living is occupied to 95% and sold to 97% today!**
Bob Dellorfano, Chairman, Marketing Committee

CAMPUS CARE ALLIANCE

Minutes September 17, 2024

On September 17, the Campus Care Alliance convened at 10:30AM in the AL Education Center. Jo Ann Cox, Chairman, presided. Others in attendance were: **PROFESSIONAL HEALTH CARE TEAM** - Josh Hillegass, Health Care Administrator, Crystal Condy, Director of Clinical Services, Ray Robinson, Assisted Living Administrator, and Karla Stapleton, Navigator. **MEMBERS** - Ted Fritz, Anita Greenstein, Allen Greenstein, Bob DellOrfano, Don McCrickard, Beverly Cato, John Proudfit, and Sarah Hester. An agenda was distributed.

Jo Ann opened the meeting by reading an inspirational article entitled "Violence Begets Violence", which describes the historical ineffectiveness of violence and its failure to produce desired outcomes. Instead, it proposed that compassionate non-violent engagement and using power responsibly optimizes success.

FOLLOW UP FROM AUGUST

Jo Ann identified one item of unfinished business from the August meeting. She will arrange for an example of a cognitive assessment tool for the committee's consideration at the October meeting.

Gina Prevost, Director of CLS, has been contacted regarding the possibility of listing AL residents in the UniGuest directory. The conclusion is that the system will not allow the merger of the names and that HIPPA regulations do not permit sharing that information. Also, the continual changes in the resident AL population make that constant updating not possible. The best way to determine the location of a resident is to call the front desk.

FEDERAL MANDATORY STAFFING REGULATIONS AND THE YEARLY ASSESSMENT REQUIREMENT

Josh reported on the regulations which were passed in August. The new staffing requirement is being met with resistance from a number of organizations, including Leading Age, as the requirements are not obtainable by a number of providers. There isn't enough staff available to implement those regulations. WhiteStone is following the regulations, regardless of the final decision. He then addressed the self assessment tool, its various requirements, and he gave an overview of how WhiteStone is striving to comply. He emphasized that these requirements are an integral part of the daily operations of the CWC, not simply an annually reviewed document. He then answered questions related to staff training, turn over, and retention rate. At the present time, contract staffing is below 15%. He also addressed nursing coverage for SARA alerts and an identified need to continue educating staff on timely response. He reported that

discharges to attend a future Alliance meeting. Josh assured the committee that the management team is well aware of the issues and are meeting to address them.

MANAGEMENT REPORTS

Josh gave the following statistics for the care center during the month of August: For the month, the average daily census for the care center was 77 residents. Average call light response was 7min. 23sec. To address the call light issue, staff is being re-educated that a light is not to be turned off until the resident's need is met. There were also problems with the call light system. During the month there were cases of Covid which necessitated a delay due to the use of protective clothing. Falls for the month totaled 24 unwitnessed and 14 witnessed. Two residents went to the hospital, but no major injuries were reported.

Ray reported for Assisted Living. Present census is 24 with an additional admission occurring by the end of the month. There were 6 unwitnessed falls and 3 were witnessed. None of these required transfer to the hospital. Ray receives calls from families who praise the staff and the services received. Apartments provide 2 pull cords, and residents are being educated to use these when assistance is needed in the AL facility. SARA pendants should be used when residents are off the unit and out in the community.

Karla stated that there were 19 SARA alerts in August. Nurses responded to 11 of those. Nurses from the CWC responded to 3, but did not respond to 5. There has been follow up to determine the contributing factors, usually because staff was busy with other residents. There were also incidents when the telephone call from Security went unanswered. AL nurses have also responded to the alerts. The response to one question was that there is sufficient staff to provide nurse response to 100% of SARA alerts. Security has done an excellent job of responding.

Karla is making campus accident reports and requested that all information related to accidents be forwarded to her. Jo Ann stated that this request be published in the Chit Chat.

Covid Vaccination - There was clarification relative to CDC recommendations for Covid vaccination. The recommendation is to wait until the quarantine period is over and the person is free of symptoms. CDC does not address a waiting period post Covid.

Having covered the agenda, the meeting adjourned.

Respectfully submitted,
Sarah Hester, Secretary


Spiritual Support Committee Report

1 message

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

Mon, Sep 23, 2024 at 2:46 PM

The Spiritual Support Committee held its regular meeting on September 4.

Misty has purchased memorial books to be presented to the family of residents who have memorial services in the chapel.

A group of about 19 residents toured Temple Emmanuel on September 9.. It was a very interesting tour and we were able to learn a lot about the history of the Temple and Judaism in Greensboro. The committee would like to thank Sheldon and Barbara Kruger, Alan and Anita Greenstein and Elaine Germain for making the arrangements for this tour.

The new Bible study has started and is being held on Thursday afternoons at 3:00 PM in the Linville activity room.

The grief support group HOPEFUL has started again and is being held every other Monday in the activity room. The Support group RISE continues to meet, dates and times are subject to change.

We will have the annual "Blessing of the Pets" on October 2 from 10:00 to 11:00 AM in the area around the patio outside the fellowship hall.

The next meeting will be held on October 2 at 2:00 PM in the Arts and Crafts room. Everyone is welcome.

Respectfully submitted,



Ray Hall
Chairman

