

Minutes for the meeting 10/26/23

The White Stone Resident Council Meeting began at 9:30 on October 26, 2023. Bob DellOrfano welcomed those in attendance. The program was also available on channel 1390.

Misty McAden opened the meeting with a prayer.

The first item on the agenda was Employee Recognition and Awards. Traci Armwood announced the new staff followed by the super star winners and those earning service anniversary awards. See attached sheet 1 for the listing of winners, their departments, and their awards.

CEO, Mark Lewis, gave the executive director's quarterly report. He provided two attachments (sheets 2 and 3). The first is the Financial Variance report and Summary Balance sheet for September. The second covers the financial performance for September, the current occupancy update, and the expansion update. Also he gave an update on the property adjacent to our campus. There will need to be work done to clean up those properties.

Bob waived a review of the minutes from the last meeting and moved to the treasurer's report. Nancy Cost reported that as of 9/23 the residence council had \$393.85 and we had collected \$31.00 for a balance of \$424.85. A motion was made by Becky Underwood to give \$150 of the fund money to the Employee Appreciation Fund. It was seconded by JoAnn Cox and approved.

The next section of the program was the reports from each committee chairman. JoAnn Cox, the chair of the Marketing Committee, said in old business that the new move-in survey given to new residents after they had been here 30 days (to get feedback) seemed to be a success. Mentors were being very helpful. She told us that Mark and Marie had been working to have a guest quarters available for resident's to reserve for guests before the end of the year. She reported that maintenance would review washing machine instructions with new residents. Please refer to sheets numbered 5 and 6 for a listing of recent move-ins and their mentors. Ted Fritz had told the committee about the Host Program at the CWC. Karla had stickers for health info to be placed in resident's freezer. The next meeting is scheduled for Nov., 2023.

Craig Wasoff gave the report for the Residential Services Committee. He reported that the garage access door was closed on 10/10 and it was working well. He also reported that the Wine Down Fridays were moved to the fellowship hall as it had more tables and chairs as well as better acoustics. The group approved of the changes. There was no update for the traffic control on Holden. New doors are awaiting hold-open hardware for wheelchairs for 2nd floor and garage. It was requested we have TV's in corridors by elevators and boxes have been requested for the TV's. The woodworking shop should be in next spring as the fire marshal added requirements for the mix use area that would house it. There are no Covid cases on campus at present. Requests for additional slots outside the new IL building will need to wait until IL opens. Several items that were brought for the Residential Services Committee to look into had been moved to the Building and Grounds Committee for follow-up. These included alerting the guard house when guests are coming, trash confusion, vertical parking stripes in garage, concrete markings outside to be ground down to prevent tripping, traffic safety at the front gate, and dumpsters. There will be no meetings in Nov. or Dec. See attachment 7.

The next report was from The Campus Care Alliance. Sarah Hester reported in old business on the Sarah Alert Response after 5 pm and on weekends. An additional nurse, Pauline Townsend had been hired to provide extra staffing. The host program was discussed. A booklet "Welcome to WhiteStone" is given to CWC residents and their families. Boards will be in each CWC room with the host name and pertinent data. The mission statement has been tabled until State and City Inspections have been conducted. In new business, vaccination clinics for flu were held 10/23 and 10/30. A date for vaccinations for RSV will be determined on an individual basis with a prescription from your doctor. There are no current cases of Covid on campus. If masks are worn in the CWC, they must be worn correctly or WhiteStone may get a citation from the Health Department. Resident to resident interviews were conducted by Sarah. Bradley Spake has been hired as the new CWC Dietary manager. Staff is working to answer calls in 5 minutes or less. There have been 20 falls in CWC this period. There are no visiting hours in CVC.

Someone asked about the 30 days annually allowed in the CWC, if sick. It covers any days after your insurance and medicare coverage ends. See attachment 8.

Ray Hall gave the report from the Spiritual Support committee which met 10/4/23. The Blessing of the Animals was held on October 4th. Misty went to people's homes to bless animals if requested. There will be Christmas caroling in December. Carolyn Cotton and Ted Dresie will be in charge. Wi-fi in chapel is being improved. They are looking into having an emergency pull cord installed. Ushers have been found to assist Misty with funerals and memorial services. A new bible study will begin October 19th. The next sing-a-long will be 10/26. Ray is looking into having a Love Feast. They will meet in Nov. and Dec. See sheet 9.

George Troxler, chair of the food and Beverage committee spoke next. He discussed the implementation of "FullCount" on 11/1. We will have online reservations. There will be online A la Carte pre-ordering. A resident portal to view balances and transactions. Residents will be educated to use it 11/1, 11/2 and 11/9. African food night was a success. He told us the reason the host desk is sometimes unattended is because they are needed on the floor to serve guests. Also, late callers slowed down the delivery window for the delivery person to return and host. Suggestions for the naming of the main dining room sections are Ash, Birch, Cedar, and Dogwood. He said that old kitchen equipment would be replaced sometime in the future. Uriah has been promoted to be in charge of the Bistro. She will make changes to help things run better. We now have new larger butter packets. They are considering new policies for containers being used. They may need to review policies for taking things from the dining room and send out a news letter on this. Past management did not allow food taken from the dining room. Sarah Hester mentioned how nice the new menus looked presented in folders for A la Carte dining. See attachment 10.

Gene Lewellyn gave his report for Environmental Services. It was decided after input from Brightview that WhiteStone would change from using Roundup to a safer product. Pruning is still being discussed. The chapel Committee is considering the quote from landscaping. Rick has a quote to remove a dead tree near CWC. There are other concerns with Brightview: the wall behind 2 York Rite Ct. and the concern over vision blocked by shrubs and the utility box on the left as you exit to Holden Road. Brightview will look at Kathy Sigmon's problem with mowing and use of pine needles in her yard. Brenda Moore was concerned about a dead bush being removed from her yard. Brightview will replace a dead bush it planted. If the resident planted it, they would need to replace it. If the resident wanted a more expensive shrub, they would have to pay the difference. Other concerns were given: golf cart maintenance- still to be determined, appearance and maintenance of signs, work orders marked completed when they have not been, and uneven pavement marked but not replaced. Rick said shrubs around the Fraternity Drive dumpster are in the budget for next year. There are still some things that still need work in IL West. The entrance on Herman Lane is for staff and deliveries only. Residents can exit there. Barbara Krueger wants to be able to walk out and in the ( currently locked) gate there. Mark will look in to it. The last meeting for the year will be in November. See sheet 11.

Jill Jones head of the CWC Auxiliary Committee presented her report. She commented on a poem that Tabbie had read about smiling—"Leave every person visited with a smile!". Yaa, who works in the CVC Laundry was complimented. Jill passed out sign-up sheets for shifts at the front desk of CWC. Larkin passed out The October calendar for review. Activities for Nov. and Dec. will be announced later. There will be a Halloween party in CWC. The visitation list was brought up to date. Committee members volunteered and all CWC residents have a visitor at present. Doris Nance commented on how much they appreciate the job everyone is doing. Volunteers will be getting name tags. A request was made to help find the purple vest missing at the front desk. Jill discussed the Auxiliary information book and the Auxiliary Sign-Up Book, and reviewed the Volunteer sheet for Gina. The Auxiliary is assisting with Bible Study, Bingo, Checkers, card games, writing notes, reading to residents, and special events: Halloween party (10/31 at 2:30), Angel Tree, Christmas gifts (12/3 at 2) and cards (help needed for distribution), and caroling (Carolyn Cotton). There will be a sign on the door if a person should not have visitors. Larkin spoke about an Intergenerational volunteer Opportunity with

Jefferson Elementary children. Three new members introduced themselves. No committee meetings for Nov. and December. Please check attachment 12 for more information.

Alicia Sharp presented the Activities Committee report. Acts of appreciation for Veteran's Day (donations, card signing, etc) will be happening on a floating basis. After that we will hold the Bell Ceremony. Plans are in process to have Set: Robert Street speak and bring videos from interviews with Veterans. Larkin is going to make signs and wreaths for Veterans. A Saturday night movie will be a movie that is an homage to veterans. A suggestion was made to use the Retunda (which can't be used for social events until the sound problem is solved) for a ping pong table. Mark said we might have a place for a ping pong table once our assisted living area is opened and the therapy area is available. There was a discussion about introducing a talent show in 2024-WhiteStone's Got Talent! Larkin and CC will try to organize a Karake Night in November. CLS will be starting Christmas trees the first weekend of November and discussing how to include Jewish celebrations during the holidays. Intergenerational Collaborations are required of the Community Life Services department and they want residents to help with suggestions. There is interest in helping residents learn ways to avoid being scammed (possibly antiviral software for devices). Larkin and the team will look into finding a speaker who could give us guidance. Community Life Services will try to find someone to talk to us about the Israel and Palestinian crisis. See attachment 13.

Bod said there was no new business to be discussed and ended the meeting with a joke!

*Acting Secretary, Lane Hartley.*

**Cell Phones on silent Mode or OFF**

## **Whitestone Resident Council Agenda**

**October 26, 2023 – 9:30 A.M.**

### **Fellowship Hall**

**Council Officers & Committee Chairs: Bob Dellorano, President; Donna Newton, Vice President**

**Jean Phelps, Secretary; Nancy Cost, Treasurer; Alicia Sharp, Activity; Jo Ann Cox, Marketing; George Troxler, Food & Beverage; Gene Lewellyn, Environmental Services; Craig Wasoff, Residential Services; Ray Hall, Spiritual Support; Jill Jones, Auxiliary; Sarah Hester Campus Care Alliance; Mark Lewis, Executive Director; Nikki Stafford, Finance Director; Gina Prevost, Director CLS; Karla Stapleton, Health & wellness; Tracy Armwood, Human Resources Director; Josh Hillegass, Health Care Administrator; Michelle Holder, Health and Wellness Nurse II; Jonathan Szarke, Director of Food and Beverage; Dani Valentine, IL Dining Manager; Misty McAden, Spiritual Services; Marie Dunn, Director of Sales and Marketing; Rick Hatch, Director of Plant Operations; Robert Reese, Sr. Director of Environmental Services**

**WELCOME**

**PRAYER**

**EMPLOYEE RECOGNITION AND AWARDS**

**EXECUTIVE DIRECTOR'S REPORT**

**REVIEW AND APPROVAL OF LAST MEETING MINUTES**

**TREASURER'S REPORT – NANCY COST**

**COMMITTEE REPORTS: Please have copies available for the secretary**

<b>Marketing</b>	<b>- Jo Ann Cox</b>
<b>Residential Services</b>	<b>- Craig Wasoff</b>
<b>Campus Care Alliance</b>	<b>- Sarah Hester</b>
<b>Spiritual Support</b>	<b>- Ray Hall</b>
<b>Food and Beverage</b>	<b>- George Troxler</b>
<b>Environmental</b>	<b>- Gene Lewellyn</b>
<b>Auxiliary</b>	<b>- Jill Jones</b>
<b>Activity</b>	<b>- Alicia Sharp</b>

**NEW BUSINESS**

**NEXT RESIDENT COUNCIL MEETING January 25, 2024 (FELLOWSHIP HALL)**

**ADJOURNMENT**

**Please set your cell phones on silent mode or off**

### **Opening remarks**

**Welcome to all those present and to those viewing this on Touchtown**

**Thank you all for coming: A special thanks to the committee chairpersons and for all who are serving on the committees whose aim is to improve our already terrific quality of life.**

**I ask that all the presenters be as concise as possible and not lose the essence of their report**

**And I am asking all of you to refrain from asking your question until the presenter is finished.**

### **OPENING PRAYER**

**Next on the agenda is the employee recognition and awards**

copy  
bullet

Jaci Greenwood

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### Super Star Awards

Employee Name	Department	Star	Award
Cathie Gartland	Nursing	1	Key Chain
Josephine "Rita" Glover	Environmental Services	1	Key Chain
Monica Hurd	Marketing	1	Key Chain
Sheila Jackson	Environmental Services	1	Key Chain
Terri Jones	Human Resources	1	Key Chain
Sonya Kennedy	Food and Beverage	1	Key Chain
Jennifer Manning	Nursing	1	Key Chain
Krista Mendoza	Food and Beverage	1	Key Chain
Shanice Miles	Nursing	1	Key Chain
Tanika Peoples	Food and Beverage	1	Key Chain
Arlina Sledge	Nursing	1	Key Chain
Joanne Taylor	Environmental Services	1	Key Chain
Florice Wistehuff	Nursing	1	Key Chain
Abiezer Rivas	Plant Operations	10	Snickers
Matalyn Dennis	F&B	25	Tumbler
Dani Valentine	Food and Beverage	75	Blanket
Jonathan Szarke	Food and Beverage	100	Day off w/ Pay

pictures made with of those present

### Service Anniversaries

Employee Name	Department	Year
Christopher Hicks	Food and Beverage	3
Kaelah Wiggins	Food and Beverage	3
Matthew Zirker	Food and Beverage	3
Tracy Lynch	Food and Beverage	5
Curtis King	Security	10

Good afternoon.

② operating loss because of expansion

Attached you'll find the Financial Variance Report and Summary Balance Sheet from WhiteStone for September. The month ended with an actual NOI of (114,093), a negative variance to budget of (9,015). Net operating income YTD is exceeding budget 473,875.

Total operating revenue was less than budget for September by (310,301) and remains off budget YTD (583,083). Health center revenue was under budget this month by (138,217) but is off budget YTD by (481,205). Revenue was better than budget in IL for the month by 15,999 and YTD 261,946. Assisted living remains a major contributor to revenue being off plan. Due to the memory care neighborhood being closed for renovations as we await final approval to occupy the new AL building, September variance was (190,953), and YTD (711,631).

company stores

Total operating expenses were under budget for the month 301,285, and YTD are under by 1,056,958. Plant Operations was the only department exceeding budget in expenses for the month (9,741) but remains under budget YTD 116,799. Overall, labor costs for the community continue to under budget for the month 267,635 and YTD 1,049,887, with the delayed hiring of new staff related to the expansion.

A. Charles Foundation

If you have any questions following a review of the documents, please let me know.

our community is a model that working for the health of the community

**Mark Lewis | Executive Director**

**Upcoming Out of Office: October 18<sup>th</sup> through October 23<sup>rd</sup>**



Managed by Life Care Services

**700 S. Holden Road  
Greensboro, N.C. 27407  
Office: 336.547.2992 | Mobile: 330.618.5130**

Financial statement

Mark

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# WhiteStone Masonic and Eastern Star Home

## Resident Council

October 26<sup>th</sup>, 2023

### I. Financial Performance

- Net Operating Income
  - September NOI variance to budget (9,016)
  - YTD NOI variance to budget 473,875
- Operating Revenue
  - September revenue was off budget by (310,301)
    - AL / MC (190,083)
    - Health Center (138,217)
  - YTD revenue off (583,083)
    - IL YTD variance 261,946
    - Health Center YTD variance (481,205)
    - AL YTD variance (711,631)
- Operating Expenses
  - September expenses under budget 301,285
  - YTD expenses under 1,056,958

### II. Occupancy Update (Current)

- 177 occupied at 83% & 190 sold at 89% of 213 total IL units available:
  - IL Buildings x 19 / Villas: x 0 / Cottages: x 1 / Residential: x 3
- AL Memory Care 0 out of 12 occupied (0%) – Due to phase 4 renovations
- Health Center 67 out of 74 occupied (90%).

### III. Expansion Update

- CWC Renovation Ongoing – Phase 4 – Awaiting DHSR Licensure Inspection
- IL building – Move-ins in progress / contractors still finishing punch list
  - 46 new apartments are now occupied.
- AL building – Awaiting DHSR Licensure Inspection
- Current IL expansion pre-sales 54 (81%) of 67 apartments.

### IV. Other

- Update on property adjacent to campus (Tire Shop).

### V. Question and Answer

forewarned  
 Tire shop checked - not cleared up  
 need to be removed so can  
 clean up  
 home torn down prob all  
 working on clean up of  
 properties.



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1. after move 30 days  
Mentors  
2. Mark & Marisa  
2. reply cards  
quest cards -  
before coming in.

**Marketing Committee Minutes  
October 4, 2023**

Jo Ann Cox, Chair

**Members**

Aurora Almy	Beverly Cato	Sylvia Davis	Alan Atwell
Betty Atwell	Don Etherington	Ted Fritz	Bob Rathbone
Sandra Wegner	Nancy Howard	John Proudfit	Alan Martin
Don McCrickard	Bob DellOrfano	Donna Newton	Ed Phelps
AnitaGreenstein	Allen Greenstein	Jean Phelps	Carolyn Cotton
Helen Ulrich			

Staff: Marie Dunn, Meredith Cooper, Debi Bryant, Monica Hurd

Opening: Jo Ann provided an inspirational quote from a Buddha Daily prayer.

Minutes were approved.

**Old Business**

**A. Reports on September move ins:**

o 9/1	Phyllis Thomas	IL 335	Alan & Betty Atwell
o 9/6	Loma Zelenuik	IL433	Nancy Howard
o 9/6	Linda Wyrick	IL 115	Jo Ann Cox
o 9/7	Bruce Hicks	Lat 261	Bob DellOrfano
o 9/20	Lib Cox	IL226	JoAnn Cox

**B. Move-In Satisfaction Survey**—Jo Ann will distribute the survey at the residents 30 day anniversary to be turned in to Meredith and reported back to the committee. *She used mentors doing well - This is going well*

**C. Washing Machine Instructions:** Maintenance to review with new Residents.

**New Business**

**A. Marketing Monthly Overview**

IL total units at WhiteStone are 213 (81 % occupied; 88% sold)

**B. Signup Sheet for October Events** was passed around.

**C. New Resident Orientation** — October 25

**D. Future move-ins and their Mentors** (assign needed Mentors).

1. 10/4.	Fran Rafanovic	232.	Ted Fritz
2. 10/6	Susan Roberts.	Cott 6G	Bob DellOrfano
3. 10/10.	Elaine Ostrowski	905 FMD	Donna Newton
4. 10/17	Judie Austin.	IL 424	A & A Greenstein
5. 10/25	Billie NeSmith	IL 421	Carolyn Cotton
6. Oct	James & Martha Kaley	IL 437	Anita Greenstein

7. TBD	Michael James	IL 534	Bob DellOrfano
8. TBD	Susan Kirkman	IL107	
9. TBD	Billie Nesmith	IL421	Carolyn Cotton
10. TBD	Jerry & Linda Christensen	IL421	Bevely Cato
11. Nov	Jean Anderson	IL 114	Carolyn Cotton
12. Nov	Terry Nottage	IL423	Bob K & Ted D.
13. TBD	Walker/Stanely	IL 230	Bob K & Ted D.
14. TBD	Bill & Barbara Walters	IL 329	John Proudfit
15. Dec	Fleming & Meg bell	IL 322	Nancy Howard
16. Nov	Abe and Zulie Bhadat	5 YRC	Donna Newton

**E. Mentor Checklist Reviewed**

**Open Floor:**

**On Satisfaction Survey, we suggested to delete the word "outstanding" in the Administrative Staff question.**

**Ted Fritz told us about the Host Program at the CWC: The HOST program is an advocacy program that is LCS based. It links a CWC resident with a staff member upon admission to assure that the expectations of the resident and family are met.**

**Jo Ann suggested more activities over the weekend.**

**Karla has stickers for Health info to be placed in the freezer.**

**Mark and Marie are looking at the best unit in which to offer guest quarters.**

**Open Floor**

**Closing**

**Next meeting will be November 1, 2023, at 11:15 a.m. in the Fellowship Hall.**

**Submitted by Donna Newton and Jo Ann Cox**

*Mark & Marie will have guest quarters available before end of yr  
Residents can reserve it for guests*

# 10-9-2023 RESIDENTIAL SERVICES COMMITTEE MINUTES

I. CALL TO ORDER and at 11:30 AM by Chair Craig Wasoff

1. ATTENDANCE

Members present: Craig Wasoff, Suzanne Pell, Allen Greenstein, Jerry Davis, Amelia Caison, Robert Vinroot

Member absent: Jerry Pell, Pat Haun

Ex officio members present: Bob DellOrfano, Mark Lewis

Staff present: Karla Stapleton, Mark Lewis

Visitors present: Anita Greenstein, Beverly Cato, Kathy Long, Joel Dobson, Pat Vinroot, Sandy Sanderson, Tom Parham, Leslie Caison, George Troxler, Connie Donnell, Gail Sigler

III. APPROVE MINUTES of September 11, 2023

IV. OLD BUSINESS

1. Campus Security: Chair Craig Wasoff asked Ex. Director Mark Lewis about the requested letter to be sent to all Residents that "highly recommended" that Residents notify Security when visitors are invited on campus. Ex. Director Lewis acknowledged that said requested letter from both August's and September's Residential Services Committee Meetings had not been sent to Residents. Mark said that he had been working on other projects. Mark ended the discussion with his request to speak with Craig after the meeting.

2. Traffic safety at the front gate: Visitor Tom Parham pointed out a visual obstruction to seeing the traffic on Holden Rd. caused by bushes around the electrical box near the front gate. Member Robert Vinroot said that he will bring this visual obstruction problem to the Building and Grounds Committee, which meets today.

3. Traffic control: Ex. Director Mark Lewis had nothing to report about this Committee's request that the DOT place flashing lights and slow speed signage on both sides of Holder Rd. approaching the front gates of WhiteStone. Mark said that he again spoke to WhiteStone's Board Member who works at the DOT for follow-up regarding this request for traffic control on Holden Rd. Member Suzanne Pell expressed her frustration with the lack of progress with this traffic situation.

4. Requested four additional parking spots for Residents: Ex. Director Mark Lewis acknowledged Chair Craig Wasoff's previous request for four additional parking spots on Hiram Rd. to be designated for Residents. At last month's (September) meeting, Mark said that he will wait until the week's end when he expects all construction to be completed on campus and the construction workers and their vehicles to leave campus. Then, he will determine if Residents need additional designated parking spots. At this month's (October) meeting, Mark answered that he will wait to give Residents additional parking spots until the Assisted Living Bld. is occupied so that he can determine the number of visitor parking spots needed.

6. Acoustics in the Rotunda: Resident Tom Parham said that he no longer attends Wine-Down in the Rotunda on Fridays because the noise gives him an earache. Tom said that he tested the noise level in the rotunda, and the result was a 85 – 99 decibels. Tom researched that the National Institute for Occupational Safety and Health says that noise above 85 decibels can be harmful to hearing. Tom offered Mark an interest-free loan to WhiteStone to fix the acoustics in the Rotunda. Mark responded that WhiteStone cannot borrow money from a Resident. Mark proposed, and the Members approved that Mark move Friday's Wine-Down from the Rotunda to Fellowship Hall.

V. MISCELLANEOUS

1. COVID update: Ex. Director Mark Lewis reported one Resident has tested positive. Staff Karla Stapleton reported that 110 Residents and 40 CWC patients received the COVID booster. Some Residents also received the limited flu vaccine, per Karla.

2. Woodworking shop update: Ex. Director Mark Lewis said that Director Rick Hatch is working with an architect to fix the issues that the fire marshal's inspection noted with the dual use of the building by Residents and staff. Mark said that the woodworking shop will be a spring project.

3. Trash confusion: Chair Craig Wasoff said that there is confusion about where to throw trash and where to throw recyclables. Craig said that the doors of the chutes are not working. Also, Craig said that there is no signage (promised when the trash confusion was discussed at last month's meeting) to explain that both chutes can be used for trash and recyclables.

4. Parking stripe suggestion: Chair Craig Wasoff again proposed that vertical stripes be used on the walls to help parking in the garage of the new IL building. Ex. Director Lewis said the matter belonged with the Building and Grounds Committee. Member Robert Vinroot will attend the Building and Grounds

5. New access doors: Ex. Director Mark Lewis reported that two new access doors, one on the second

**CAMPUS CARE ALLIANCE MINUTES  
OCTOBER 17, 2023**

On October 17, 2023, a meeting of the CCA convened in the Arts & Crafts Room at 10:30AM. Those in attendance were: PROFESSIONAL HEALTH CARE TEAM- Doris Nance, Director of Clinical Services and Karla Stapleton, Navigator.

CCA MEMBERS - Sarah Hester, Chairman, Ted Fritz, Don McCrickard, Evelyn Russell, Alicia Sharp, Becky and Woody Underwood, Monique Lallier, John Proudfit, Beverly Cato and Jo Ann Cox, Secretary.

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

**OLD BUSINESS**

1. SARA Alert Response after 5 p.m. and on weekends. An additional Health and Wellness nurse has been hired to work 3--8 p.m.-- Pauline Townsend, who will also be available to respond. Michelle has been coming in on some weekends to provide additional staffing. Long term it is anticipated that the nurses in Assisted Living will be doing the main response to SARA alerts as they are expected to be more flexible in ability to respond. Hopefully this will help alleviate any problems. If resident is positive for flu or Covid, this information needs to be relayed to the nurse responder in order that he/she have the required infection protection attire. The CWC has tests available for both Covid and flu.
  
2. HOST program
  - a. Appreciation was expressed to Doris in her part in changing the culture of the CWC to one of customer satisfaction.
  - b. A draft of a booklet "Welcome to WhiteStone!" was shared with the committee with the request that we review and submit any suggestions to Josh and Doris. This booklet is given to all incoming residents of the CWC and their families. Doris reviewed the booklet in detail—a copy may be obtained from Doris.
  - c. Boards are being installed or moved in each room so that the resident can see them and each will contain the Host name clearly written. Other pertinent data will also be included.

3. Mission Statement—This continues to be tabled until State and City Inspections have been conducted.

**NEW BUSINESS**

1. Vaccination clinics for flu will be October 23 and 30 in the Fellowship Hall.
2. Vaccination for RSV will be coordinated through the WhiteStone Pharmacy which is collecting the prescriptions. These are required from your physician for this vaccine in order that your insurance will pay for it. Date: to be determined by the pharmacist on an individual basis.
3. No current cases of Covid on campus.
4. Masking Requirements for the CWC—Masking is up to the individual but at the same time, the mask must be worn correctly. If it is observed to be incorrect, WhiteStone may receive a citation from the Health Department.
5. Summaries of "Resident to Resident" Interviews were given by Sarah.
6. New CWC Dietary Manager has been hired – Bradley Spake. He will visit new residents in the first 7 days to check on special food requirements.
7. Calls—5155 in September with the average response time 4 min and 44 seconds. In the staff break room, there is a tally board and each day when responses are below 5 minutes a new mark is made. After 30 days of 5 min. or below, the staff will receive a reward.
8. Falls—20 Total with 3 residents accounting for 11 of these. No serious injuries resulted from these. Some of these are from residents with memory issues—they forget they cannot walk unassisted.

There will be no meeting in November and December due to the holidays.

Respectfully submitted,  
Jo Ann Cox, Secretary

George Troxler

(10)

Food & Bev. Committee Notes 10/12 Main Dining Room

new software to provide FullCount implementation date of 11/1 put on phone

- Online reservations
- Online A la Carte Pre-Ordering
- Resident Portal to view balances & transactions
- Resident education/tutorial TBD
- African Food Next Thursday (10/19) was a success
- Host Stand was unattended (complaint)
  - reason due to servers needing to be on the floor
  - late callers slowed down the delivery window for the delivery person to return and host.

They will educate us on how to use the portal Nov 1st, 2nd 3rd How to do reservations

Suggestions for the Main Dining Room Sections

- (ABCD)
  - Ash
  - Birch
  - Cedar
  - Dogwood

Sarah - comment she likes need a la carte menu - power on glass table-top nice

- Dates for replace old kitchen equipment
- Bistro Breakfast
  - missing items such as milk, juice, bananas, hot items
  - ask bistro cashier to restock if items are low, but in the main kitchen
  - put up a notice if items are truly out of stock

able some deliveries in play? Do it

\* get new Bob- Oriah translated orange butter packs

- Suggestion for new butter on tables — larger butter packs are on tables now
- Container fees for leftover items to be removed. hot charging
- Monitoring what items residents are packing in the buffet room and taking home
  - Witnessing residents take the entire portion of strawberries home for themselves
  - Witnessing residents taking home several desserts in one container
  - Potential solution: past management did not allow food to be taken out of the dining room. If they did leave with food, they were charged a full buffet charge, regardless of

considering new policies for containers being used

Host Nov hot-Dac

someone monitor reservation in writing

revise policy newsletter

it is req education

losses recorded lost several items

ENVIRONMENTAL SERVICES COMMITTEE MEETING  
(Building & Grounds)  
October 9, 2023

The Environmental Services Committee met on Monday, October 9, 2023 at 2:00 PM with the following members present: Gene Lewellyn, Chairman, Maggie Lewellyn, Doug King, Ella Payne, Jimmie Dowless, Katy Sigmon, Gene Russell, Bob Rathbone, and Bob DellOrfano as an ex-officio member. Mark Lewis, Rick Hatch, and Robert Reese were present. Dan Ott and Jacob Huesman were present from Brightview. There were 14 other residents present.

The Chairman opened the meeting with prayer.

**Brightview:**

- After a lengthy discussion over the use of Round-Up and some cost comparisons presented by Brightview, it was determined that Brightview present the committee with another recommendation to be used on our campus for the safety of both humans and pets.
- Pruning was discussed again with the emphasis still being communication between resident and Brightview about what they want to have done.
- The quote for the landscaping of the Chapel area has been given to the Chapel Committee for their consideration.
- Rick said he has a quote for the removal of the dead tree on the mound going down to the CWC.
- The wall behind 2 York Rite Ct. is a safety hazard. Shrubs or a fence is needed to keep people from walking on the wall.
- Katy Sigmon was concerned about the mowing and use of pine needles in her front yard. Brightview will look at her request.
- Brenda Moore was concerned about a dead bush that had been removed from her yard and had been told she would have to pay to have it replaced. Rick said if it was a bush planted by WhiteStone, it would be replaced. If the resident had planted it, then the resident would be responsible for replacing it. If the resident wanted a different shrub at a higher cost, then the resident would pay the difference in cost.
- There is still concern over the utility box and the shrubs around it on the left as you exit on to Holden Road. It blocks your vision for cars coming around the curve under Wendover.

**Other Concerns:**

- Golf cart maintenance is still an issue.
- There was concern over the appearance and maintenance of our signs on campus. Mark said the completed signs should be here shortly.
- Some work orders are still being marked complete but have not been done.
- The uneven pavement causing tripping hazards has been marked for some time but has not been repaired.
- Rick said the shrubs around the dumpsters on Fraternity Drive are in the budget for next year.
- There are still some things in the 11, West building that need to be taken care such as marking the trash chutes.
- Parking on Hiram Lane for visitors as well as residents is a problem. Mark said this would all be resolved when the Assisted Living building is complete.
- Gina is checking into getting the grips on the equipment in the fitness room replaced.
- Why have all the lights been turned off on the flag at the CWC? One was shining in the new 11, West but the other was not. At least one light needs to be on the flag or take the flag down.
- Resident concerned about lights staying on in unoccupied apartments.
- When will the E-Z pass be available? Rick said these should be available shortly. Please let the front desk know how many you will need.

The meeting adjourned at 3:20 PM

Respectfully submitted by Maggie Lewellyn

## CWC Auxiliary Committee Meeting Minutes

10/16/23

**Present:** Jill Jones, Tabbie Nance, Paula Dille, Shirley Berthold, Don McCrickard, Caroline Meurer, Judy Young, Amelia Sansbury, Artie Pulcher, Linda Wyrick, Alicia Sharp, Martha Merryman, Larkin Pena, Andrew Howard, Gina Prevost, Doris Nance, Josh Hillegass

Jill welcomed everyone to the meeting.

Tabbie read a poem about smiling.

Tabbie complimented Yaa who works in the Laundry in the CWC.

Jill passed out the sign-up sheets for shifts at the front desk of the CWC.

Larkin passed out the October CWC Calendar for the committee to review.

Activities for November and December will be announced later.

Tabbie, Shirley, Alicia, Caroline, Don, and Jill will help with the Halloween Party in the CWC.

The visitation list was brought up to date. Committee members volunteered and all CWC residents have a visitor at present.

Doris Nance commented that we appreciate the job everyone is doing, thanked everyone for all the work they do. Residents appreciate it too. Josh agreed and stated I know Gina and her team appreciate it as well.

Volunteer Nametags needed: Linda Wyrick, Artie Pulcher, Caroline Meurer, Judy Young, Paula Dille, Tom Dille, Martha Merryman – Gina emailed HR to get this taken care of.

The purple vest is missing at the front desk. If you took it home with you, please return it because we do not have enough vests to go around. Jill had a vest to show the group so the new members would know what they looked like.

Jill discussed the difference between the Auxiliary information book and the Auxiliary Sign-Up Book.

Jill reviewed the Volunteer sheet for Gina.

Auxiliary is assisting with Bible Study, Bingo, Checkers, Card Games, writing notes, reading to residents.

Special Events coming up:

Halloween Party – Tuesday October 31<sup>st</sup> at 2:30pm in the CWC.

Christmas Gift Delivery--TBA

Christmas at WhiteStone for IL and CWC residents – December 3<sup>rd</sup> at 2:00pm.

Help needed for distributing gift bags in CWC.

Christmas Cards— Help needed to pass them out.

Caroling— Carolyn Cotton asked about Caroling, which is in the process of getting organized. That will be announced soon and in next calendar and on Touchtown.

Touchtown – must have Spectrum to get Touchtown which is seen on 1390, 1391, 1392. 1390 is IL, 1391 is CWC and 1392 is Assisted Living.

Larkin spoke about an Intergenerational Volunteer Opportunity. 19 children from Jefferson Elementary – need volunteers to be paired with the children – scrapbook – students will have scrapbook for 2 weeks and you will have it for 2 weeks and at the end we will have lunch to meet your buddy. Sign ups will be out on the November calendar.

Gina asked that we itemize all visited and any other activities in the Auxiliary notebook.

Jill volunteered to introduce new members to the layout, etc. of the CWC.

Newer members introduced themselves. Linda Wyrick, Martha Merryman, and Judy Young.

No committee meeting in November and December.

We closed the meeting by reciting the quote: “We cannot all do GREAT things, but we can all do SMALL thing with great Love!” – Mother Teresa

The meeting was adjourned.

Respectfully Submitted,

Gina Prevost, LRT/CTRS--Director of Community Life Services

□

**AUXILIARY COMMITTEE**

**CWC—FRONT DESK SCHEDULE  
SATURDAY AND SUNDAY  
3—5 P.M.**

<b>DATE</b>	<b>NAME</b>	<b>PHONE NUMBER</b>
Saturday, Oct 21	Bren Brundage	703-209-2425
Sunday, Oct 22	Shirley Berthold	336-299-4452
Saturday, Oct 28	Jill Jones & Paula Dille	336-389-2255
Sunday Oct. 29	Tabbie Nance	336-297-4352
Tuesday, Oct. 31	<b>HELP WITH HALLOWEEN PARTY ALL MEMBERS 2:30 P.M.</b>	
Saturday, Nov. 4	Amelia Sansbury	336-409-5430
Sunday, Nov. 5	Tabbie Nance	336-297-4352
Saturday, Nov. 11	Caroline Meuer/Judy Young	941-932-7191
Sunday, Nov. 12	Artie Pulcher	336-214-9450
Saturday, Nov. 18	Alicia Sharp	336-814-7449
Sunday, Nov. 19	Shirley Berthold	336-299-4452
Monday, Nov. 20	<b>NO COMMITTEE MEETING (THANKSGIVING WEEK)</b>	
Saturday, Nov 25	Peggy Butler	336-420-1995
Sunday, Nov. 26	Paula/Tom Dille	336-808-5000

**DECEMBER**

<b>DATE</b>	<b>NAME</b>	<b>PHONE NUMBER</b>
Saturday, Dec. 2	Alicia Sharp	336-814-7449
Sunday, Dec. 3	Don McCrickard	336-508-6341
Saturday, Dec. 9	Linda Wyrick	336-580-8722
Sunday, Dec. 10	Caroline Meuer/Peggy Butler	941-932-7191
Saturday, Dec. 16	Jill Jones	336-389-2255
Sunday, Dec. 17	Tabbie Nance	336-297-4352
MONDAY, Dec. 18	<b>NO COMMITTEE MEETING---HOLIDAY</b>	
Saturday, Dec. 23	Peggy Butler	336-420-1995
Sunday, Dec. 24		
Saturday, Dec. 30		
Sunday Dec. 31		

**\*\*\*IF YOU CAN'T WORK YOUR SCHEDULED DAY, PLEASE FIND A  
REPLACEMENT OR AS A LAST RESORT CALL JILL JONES**



Activity Committee Meeting Minutes

10/13/22

Present: Gina Prevost, Donna Newton, Jo Ann Cox, Craig Wasoff, Bob DellOrfano, Don McCrickard, Robert Vinroot, Scott Oliver

Reviewed minutes from last meeting.

Gina will get a free-standing sign for advertising events of the day to use by the fellowship hall. November – decision made to not have a First Monday's speaker – due to the week being so busy.

Donna has reached out to Marshall Johnson 3 times regarding the Madrigals and has called him as well. At this point she will call him one more time and thinks we should not count on the Madrigals. We were attempting to have them as entertainment in December.

Discussed Holiday entertainment for December

Clarification of Menu for Friday, October 14<sup>th</sup> – Menu posted on touchtown is for lunch only.

Dinner will be strictly BBQ. One call made to clarify.

Gina will send a request/flyer for volunteers to help decorate for first weekend in November for decorating.

Veterans Day Discussion – Jo Ann provided everyone with an order of events.

Welcome – Mark Lewis

Invocation – Misty

Presentation of Colors – Robert Vinroot

Glen Howell is confirmed to sing – Scott to tell him to be here at 10:00am – make sure he has background music

Mark Lewis will introduce Doug Copeland – let Doug know to be here at least by 10:15am.

Doug has been to Normandy for the last 21 years.

Lighting of candles and bell toll honoring veterans who were deceased during the past year – Sarah Hester to borrow the bell.

Refreshments? Let Jon know – coffee and Krispy Kreme Doughnuts that morning before the program –Coffee & Conversations in Linville Activity Room at 10:00am. Program starts at 10:30.

Abingdon, VA for a Spring Trip was suggested and will be worked on by staff. Gina to look at play schedule for the Spring – and pick a show residents would like to see.

Suggestion to get Lake Norman on the calendar (we have a year to go on this trip)

Discussed Early Voting – Gina has a flyer in mailboxes detailing when the bus will go to vote.

Discussion of Volunteer Appreciation Event--Committee doesn't want residents signaled out for a volunteer of the year and does not want to pursue individual appreciation acknowledgement.

Vote is not to have a November and December meeting.

Gina will create an Activity Committee Email List so we can email back and forth.

A question was asked about Tanger Center events and do we have that all lined up. Gina stated that Mandy is in charge of this list and we have residents signed up.

Adjourned till next year!

Respectfully submitted,

Jo Ann Cox, Secretary

floor and the other inside the garage, both need a wheelchair hold open devices. Mark added that after the devices are installed, Residents can activate said doors with their cards.

6. Dumpster décor: Ex. Director Mark Lewis said the dumpster issues belong with the Building and Grounds Committee today and raise the issue of the unsightly dumpsters on campus.

VI: ADJOURN at 12:07 PM

Next meeting of the Residential Services Committee will be Monday, Jan. 8, 2024; 11:30 AM; Arts & Craft room

Respectfully submitted Craig Wasoff, Chair; Suzanne Pell, Secretary

## **Spiritual Support Committee Meeting**

### **Ray Hall**

**The Spiritual Support Committee met on 10/4/2023.**

**Blessings of the animals held on October 4. About 20 dogs were blessed. Misty visited residents who were not able to attend and blessed the animals in their apartments.**

**There will be Christmas Caroling in December. Carolyn Cotton and Ted Driese will be in charge. Practice schedule will be published.**

**Wi-Fi in the Chapel is to be improved.**

**We are looking into the possibility of having an emergency pull cord installed in the Chapel.**

**Ushers have been found to assist Misty with funerals and memorial services.**

**New Bible study began October 19. The theme is God never gives up on you.**

**The next sing along will be held October 26.**

**Looking into having a Moravian Love Fest.**

**The committee will meet in November and maybe December.**

