

January 19, 2024

Dear Residents Staff and Families,

After a difficult week last week that included 2 emergency events, we ended the week celebrating Elaine Kaiser and her 33 years of service to Dunwoody Village. Thank you to all who attended! Elaine asked that I share the following with you:

Message from Elaine Kaiser, Retired Director of Marketing

Dear Dunwoody Residents and Staff:

It has been my pleasure to work at Dunwoody Village as the Marketing Director for 33 years. To me this position was a "feel good job"-- helping residents find their final and perfect home in a community that would take care of them for the rest of their lives. I want to thank you all for that opportunity!

I also want to thank the large number of residents and staff for attending the party to wish me well--and-- WHAT A PARTY! Thank you to everyone that made it a fabulous party--administration, staff, my office staff, dining services, Chef for the amazing cake, Steve for the wonderful song, and, finally, all the residents! And, thanks to all the residents for the lovely flowers and the gift card to my favorite restaurant, San Nicola. Thank you all--it has been a wonderful 33 years and I will miss you!!

Elaine

SPA

After working through several issues related to the function of the spa, we feel the spa will be open for regular use beginning Monday, January 22nd. Thank you for your patience while we addressed these concerns.

AED

Presentations on AEDs took place on January 16th and 18th in the auditorium. Forty-eight residents attended in person and the presentations were also broadcast on 1970. The 3 AEDs we have purchased will be hung and ready for use by March 1st. We will have an AED at each reception desk and in the H+W emergency response bag.

If you have decided you do not want to have CPR or have an AED used on your person in case of an emergency, please wear a bracelet marked no CPR/DNR which will be available for purchase in our gift shop prior to March 1, 2024.

COVID

Currently there is one Residential resident who is positive and on quarantine. There are no Care Center residents who tested positive. Three employees are positive and at home on isolation.

DVRA Volunteer Festival

The Dunwoody Village Residents' Association (DVRA) welcomes you to join the Volunteer festival on Friday, January 26 from 3:00-4:30 in the auditorium. The festival will have representatives of all committees to discuss or explain what each one aims to accomplish. We hope that you find a committee that interests you to sign up.

Emergency Preparedness

Brock Nichols and the maintenance team worked with our generator vendor to investigate the power outage on January 9th. We were all surprised that after the brief outage, the generator did not come on immediately resulting in an outage of about 50 minutes. We do have smaller emergency generators that provide emergency power to the Care Center and some lighting to the Village and East Country Homes. We learned that we need emergency lighting in West Country and Penrose and we are working on a plan.

What we suspected, and now confirmed, is that automatic transfer switch on the generator shut down to protect itself during power surges. Those of us in the auditorium and watching 1970 may have noticed the odd flickering and dimming of the lights. When our maintenance team arrived on site, they immediately went to the generator, assessed the situation and manually transferred the power to the generator. This is when the lights came back on. We were on full generator power until about 4am on January 12th. I know people were worried that the generator did not work. The generator worked and it is tested routinely. The transfer switch did not automatically transfer the power; it had to be manually transferred. If this happens again in the future, we will know to immediately manually transfer the power.

Additionally, we have policies in place to guide us and the team followed these policies and procedures during the power outage. Staff responded to the needs of residents in both the Care Center and Residential Living. For residents in Residential Living, please remember to update information as requested/required including if you are on vacation, if you are on oxygen or if you have a pet. This is critical information for Dunwoody staff to know if we have an emergency.

We also have been in contact with the Newtown Police subsequent to the event on Thursday January 11th. It is possible that the call that came in was artificial intelligence, and not a real caller. The FBI issued a memo that these types of calls are happening around the country. Back in April of 2023, I shared information with you about the "swatting" events happening on college campuses related to active shooters. A call comes into the police department, or to a college, that there is an active shooter on campus. The call is a hoax, but the police respond as if it was a real call. This has been dubbed "swatting" because these types of calls prompt swift action from the police SWAT teams. The police have given input to how we might react to such a call in the future and we are in the process of reviewing our policies and procedures and will share this information with residents and staff in the very near future.

Emergency preparedness is constant and top of mind for our Dunwoody staff. Please know we have many policies and procedures that we routinely review, revise and practice. We often practice in the Care Center because of our requirements but will look to share more information and have more involvement from the residents in Residential Living. Some of our policies include: fire safety, utility emergencies, active shooter, bomb threat, elopement and weather emergencies.

Thank you again to all of our staff, residents, families, visitors for your swift action, your calm demeanor and your kindness to one another. It truly was One Dunwoody in action.

Stay warm!
Maureen