

Dear Residents, Families and Staff,

June 14, 2024

I am writing to update you on our telephone outage which includes:

- the front desk and reception areas
- Skilled Nursing
- Personal Care
- Health and Wellness – if there is no answer call the front desk and ask that the receptionist radio the nurse.
- Dunwoody Village offices (administration, finance/billing, marketing, dining, maintenance, environmental services)
- all common areas
- guest apartments in The Village

Residents living in the Village, the Country Homes and Penrose can still receive and make calls from their landlines; these phones are not impacted by the outage.

As we have shared, it is unlikely that the phone system will be fully restored; however, there has been some progress. Over the last several days, our technicians have been working through a series of updates and downloads trying to bring the system back to some form of functionality. Currently, the vast majority of users (residents and staff) have the ability to dial out after pressing "8" as usual. The recipient of these calls will see "unknown" displayed on their caller ID. Incoming calls are still experiencing routing issues, meaning they are not going through directly to the intended recipient, with most going to the front desk. Additionally, we have deployed more iPhones to each skilled and personal care neighborhood. These phones have been programmed with residents' names and the names and phone numbers of their emergency contacts so that the staff can easily assist with calls to loved ones. We will continue to update and work on the programming in hopes that we can continue to restore functionality.

For some employees, Webex/Soft Phones are being deployed through their workstation. These employees will receive incoming calls, intended for their direct dial line, through their work computer. The call will come to their computer and voicemail will be delivered as an attachment in an email. These employees can also make outgoing calls through their computer. Outgoing calls will be seen as a different phone number by the recipient. This is only temporary and will be addressed in the near future.

We receive updates daily from our vendor on both the hardware procurement and the installation plans. We will continue to provide routine updates on the telephone outage and the interim solutions. If there is specific telecommunication support needed by a resident, please feel free to contact the social worker.

If you are residing in skilled nursing or personal care, and wish to make a call, in the event of an emergency or if you hear a fire alarm or smell smoke, please be sure to contact 911 directly via your cell phone or pull the call bell to alert staff. The nurse call system has been, and continues to be, fully functional. We will continue to keep you updated on our progress.

We appreciate your feedback. If you have any telecommunication needs or suggestions, please contact us at one of the numbers listed on the phone directory.

Sincerely,

Maureen Casey
President & CEO, Dunwoody Village