

June 7, 2024

Dear Residents, Families and Staff,

We regret to share that Dunwoody Village continues to experience a phone outage for all phones on our network, meaning Dunwoody phones cannot make nor receive calls.

This outage 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.

When we became aware that the phone system would need replacement, we engaged a telecommunications consultant early in 2024 and initiated requests for proposals to replace the system. A telecommunications solution was selected in April. Unfortunately, this system failure came prior to us being able to implement the full network solution. We know that it is unlikely that the phone system will be fully restored; therefore, our IT and telecommunications team and our partners are working hard to continue to implement temporary solutions. We do not anticipate our full solution to be implemented before August 2024.

Members of our staff have met with every resident residing in Personal Care and Skilled Nursing to understand their phone needs which are varied. Some residents have cell phones and are able to use them independently, others have cell phones but need support charging and using them, still others have no cell phone and need to use a cell phone provided by Dunwoody. Dunwoody Village does have cell phones available for resident use. Upon request, a staff member will bring the phone to the resident and assist with making a call. Additionally, staff will be proactively offering to make calls with a cell phone; staff will also assist with ensuring that personal cell phones are charged. If there is specific telecommunication support needed by a resident, please feel free to contact the social worker.

Temporary emergency cell phones are in place with the following numbers :

Front Desk: 267-889-6821

Medical Nurses Station: 610-680-6510

Cedars East Nurses Station: 610-389-2786

Additional Landline Backup Phone Numbers for Dunwoody:

Patten Nurses Station: 484-427-7269

Med West Nurses Station: 484-427-7169

Fairlee Nurses Station: 484-427-7268

Cedars East Nurses Station: 484-428-3664

Cedars West Nurses Station: 484-428-3783

Woodlea Nurses Station: 484-422-8268

Leeland Nurses Station: 484-422-8269

Health and Wellness Nurses Station: 484-428-3127 (only from 8am until 7pm)

Additional Cell Phone Locations	Number
Fairlee Nurses Station	215-779-9380
Patten Nurses Station	215-962-8614
Lori (Social Worker)	267-268-4513
Human Resources	610-639-0040
Sam (Social Worker)	267-800-5998
Front Desk	267-889-6821
Care Center Front Desk	267-951-4520
Patti O Hara	445-225-7448
Med West Nurses Station	267-742-1868
Woodlea Nurses Station	267-742-1121
Leeland Nurses Station	267-963-4422
Cedars West Nurses Station	445-241-4473
Cedars East Nurses Station	610-389-2786
Dining Cell Number	610-937-4201
DAH	610-389-8217
Accounting	267-449-1828
Administration	267-835-4342
Rehab	267-279-6695
Transportation	267-631-9021
Facilities	215-749-2153
Environmental Services	267-535-1238
Pavilion Nurses Station	484-849-8088
Health and Wellness Nurses Station	445-243-4663
Grounds	215-388-9032
Marketing	215-370-9310
Recreation	215-388-9770
Security	215-420-0074

These backup numbers are not part of the network and are fully functional. 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. We will continue to keep you updated on our progress.

We deeply apologize for this telecommunication outage. If you have any telecommunication needs or suggestions, please contact us at one of the numbers above.

Sincerely,

Maureen Casey
President & CEO
Dunwoody Village