

July 25, 2024

Dear Residents, Families and Staff,

We have been made aware of some additional scams experienced by Dunwoody residents. The latest one claims to be the Bureau of Elections. A resident reported receiving many text messages claiming to be the Bureau of Elections. The texts indicated that the resident “is not registered to vote and will need to re-register prior to the election.” A Dunwoody staff member called the Bureau of Elections to verify this information. The Bureau of Elections representative stated that they have been receiving many calls from people who have been receiving the same text message. It is a phishing scam where someone is attempting to obtain your personal information. The Bureau of Elections will never text you. Please be reminded not to give out your personal information to anyone who calls you, texts you or emails you; it is likely a scam. If you are unsure about a message that you have received, please feel free to reach out to one of our social workers for assistance.

Pendant and Pull Cord Concerns

We have been made aware of concerns regarding the functionality of the emergency pull cords and pendants. Residents are asking if these services could be impacted with the recent phone system outages and subsequent replacement. The emergency pendants and pull cords are completely independent of the phone system and the two have no interconnection. We receive daily reports on the pendants and pull stations to proactively address any issues detected as well as test random devices daily. We did experience a temporary outage of the pendant and pull cord system last Friday, July 19th due to the global IT outage caused by the CrowdStrike Software upgrade. This outage started around 1:00 AM and was resolved by 9:00 AM the same day. When the system was temporarily down on July 19th, the resident check-in system continued to function properly. We also made additional calls that day to residential units to check on the safety of our residents. In the Care Center, we went to a manual system and immediately distributed tap bells and began rounds on all residents as is our policy. Please do not hesitate to contact Maintenance or Security to have your device tested if you have concerns with your pendant or pull station.

J Hall Renovations

Due to a request from the Resident Anniversary Committee, we are planning the start of the J-Hallway (Admin/Marketing/Club/Board Room) remodel at the end of September. Clean out of the area (including the Club Room and Board Room) will take place the week of September 23rd with demolition to start the week of September 30th.

Staff Ice Cream Social

As a “thank you” to our staff, the Leadership Team will host a summertime Ice Cream Social for employees on Wednesday, July 31st. Staff members should stop by Hearthside for an ice cream treat on July 31st between 2:30PM – 4:00PM.

Bryn Mawr Avenue Road Closure

Per PennDOT, Bryn Mawr Avenue is scheduled to be closed from 7:00 PM Friday, July 26, to 6:00 AM Monday, July 29th. A detour will be in place. While lane restrictions will be necessary on the West Chester Pike at this location during the week, West Chester Pike is not scheduled for closure.

Infection Control

There are no Residential residents who are positive for COVID at this time. Five Care Center residents tested positive and are on quarantine. Two staff members are positive and at home on isolation.

Best regards,
Maureen Casey