

October 11, 2025

Dear Residents, Families & Staff:

Residents of Dunwoody Village will soon be invited to participate in a resident survey being conducted on behalf of Dunwoody Village by Holleran, an independent research firm. The Resident Survey will consider all aspects of resident life at Dunwoody Village, including culture, engagement, fulfillment, health care, dining, environment, and other important factors. This study is critical to our continuous improvement process and will provide a “benchmark” for future studies.

On Monday October 28, 2024, the resident survey will be available to complete by an anonymous online survey link, using a secure web address that will be provided to you by Holleran. The survey will also be available on the Touchtown app as well as with a QR code. Paper surveys will be available if you do not wish to complete the online survey. Details will be provided on how to obtain a paper copy of the survey. The paper copy will be provided in a pre-addressed, postage-paid envelope for you to mail your completed survey directly to Holleran. Please do not throw this envelope away! The best way to complete the survey is online. It will go directly to the Holleran staff; it can be tallied more accurately and more efficiently. Staff and members of the DVRA and Tech Squads will be available to provide support with the survey if needed. Family and friends can also help you fill out the survey. Holleran will also provide their toll-free telephone number in the event you (or your family) have any questions. Your participation is voluntary, and your responses will be held in strict confidence by Holleran. A summary of the data will be returned in a report for Dunwoody Village to review. While individual surveys will not be shared with us, all comments will be reported. We encourage constructive feedback but ask that you refrain from including any identifying information in your comments. Our goal is to provide our residents with an opportunity to voice their opinions and ideas. Results will be shared with the residents. We will identify the top concerns and form small work groups to identify solutions and monitor the outcomes. We look forward to continuous improvement in our care and service to residents. You will soon receive more information on the process. Thank you in advance for taking the time to complete the resident survey.

Similarly, our staff recently completed a Staff Satisfaction Survey through Holleran. We value our staff and we know that they have chosen to work at Dunwoody Village. We want to hear their concerns and feedback regarding their satisfaction at Dunwoody and their top concerns and ideas for improvement. When the results of this survey are received, we will also share them with the staff and form small groups to improve the areas of concern. Many thanks to our team! Our response rate was fantastic. As a thank you to staff we will be scheduling Pizza Parties in all areas! Congratulations and thank you Dunwoody Village employees for your wonderful work and for your great response to the Employee Satisfaction Survey!

This week we also had Anniversary Celebrations around the clock with all of our staff. We had a lovely Italian meal from Luigi and Giovanni's. By ordering the meal, our dining team was also able to relax and enjoy themselves instead of cooking and serving the meal. It was great to see them sit down during a party! We had a DJ and many staff enjoyed dancing, including doing a train through the auditorium, line dancing and lip syncing on the stage! A great time was had by all. We recognize that it is our staff who help us to carry out our mission and the vision of William Hood Dunwoody each and every day.

### **Fitness Committee**

The Fitness Committee invites residents and staff to “Take a Stand Against Sitting.” For improvement of health, stand up and move every 30 minutes for 3-5 minutes. Move during a commercial or just get up and move. You will see reminders to move on Touchtown. “You can't be vital by being idle.”

## **Putting Green**

Construction on the putting green is underway in the courtyard of the Arts & Crafts Studio and Library. Please do not use the doors that exit into this area until further notice. There will be heavy equipment and uneven surfaces for the next several weeks and it could be unsafe.

## **Hallway Furniture**

On Thursday, October 10, 2024, members of Administration, Facilities and our Safety Committee met with Chief Young of the Newtown Square Fire Department. We have had feedback from residents, families, staff and visitors regarding concern for the appearance and the safety of the Village Hallways. The team took the time to assess our hallways and other common areas concerning the height, width, and placement of hallway furniture and other items, in order to maximize the safety and security of our residents. This includes general safety but also takes into consideration fire or other emergencies where evacuations would be required.

While walking the halls, it was noted that some residents are in violation of the current policy which includes:

- a limit of 3 items on the floor
- no walkers, wheelchairs, nor medical equipment in the hallway
- no shopping carts in the hallway

Size and placement of items is also of concern. Following the assessment and upon the advice of the fire chief, we do find it necessary to begin work on an updated policy that will provide clear guidance on furniture size and type of items permissible in the hallways. We will share the updated policy when it is completed. In the meantime, residents should be in compliance with our current policy. Please make the needed adjustments immediately to comply with our current policy if you have:

- more than 3 items on the floor
- walkers, wheelchairs or medical equipment in the hallway
- shopping carts in the hallway

Residents who fail to meet our current policy by October 25, 2024 will be contacted individually in writing. Please note our policies are to keep Dunwoody Village safe and esthetically pleasing for all residents, families, staff and visitors. We appreciate your cooperation in keeping your home and your fellow residents safe.

## **Resident COVID Clinic**

On Thursday, November 5, 2024, Phoebe Pharmacy will be administering COVID vaccines to Residential residents who reserve a dose. Health & Wellness MUST submit your information to Phoebe no later than Monday, October 21<sup>st</sup> by noon. Please call H & W between 8:00am and 3:30 pm Monday through Friday at 610-359-4417 to have your name added to the list of residents wishing to receive the vaccine. Once the list is complete, we will provide information on the clinic's time. It is recommended that individuals wait 3 months from the time they had COVID before receiving this vaccine.

## **Infection Control**

Five Residential and three Care Center residents tested positive for COVID and are on quarantine. No staff members are positive at this time.

## **Marketing**

We kindly request that residents make an appointment when they need assistance with a flyer or any other assistance from Marketing. Additionally, there are DVRA Photocopy Request Forms that residents can fill out and leave with their documents/forms/flyers to be copied.

## **Parking**

Reminder that cars are to be parked in designated areas only. There is no parking in the circle. Scooters and walkers are to be parked in a designated area; they should not be left in the lobby or the hallway if a resident is going out to the parking lot. There is designated scooter/walker parking off of the main lobby near Hearthsides.

