

December 6, 2024

Dear Residents, Families and Staff:

“It’s beginning to look a lot like Christmas!” Many thanks to Fran Meehan and the grounds team for transforming our campus and our community with beautiful lights, trees and decorations. This is the season for gratitude, joy and kindness and being surrounded by such beauty at Dunwoody brings much happiness to all. We hope you enjoy the many different trees of Dunwoody!

We are looking forward celebrating the holidays with residents of the Care Center on Wednesday December 11th from 2-4pm in the Auditorium.

Live Christmas Trees

Due to fire safety, no live Christmas trees are permitted in Dunwoody residences or on patios.

Dining Services

On Wednesday, December 25th, Holiday Brunch will be held in the Auditorium with seating times at 11:30am and 12:30pm. The Holiday Brunch is 25 points per resident. The cost for guests is \$30.00; children 5-12 years old are \$15.00. Payment may be made by credit card, or residents can have this cost charged to their account; points may not be used for guests. Pick-up for take-out is 11:15am to 12:15pm. No reservations are necessary for take-out. Reservations are required for dining in and are available through Full-Count.

Reservations will be accepted as follows:

- Reservations are needed to attend the Holiday meal.
- One reservation per unit/residence.
- Residents are permitted up to 4 guests per unit/residence.
- The maximum party size per reservation is 6 people, including the resident(s).
- Residents must be present during the seating time of the reservation.
- Hearthside Dining room will be closed on December 25th with no Dinner Service

Infection Control

No Residential residents nor any Care Center residents have tested positive for COVID at this time. No staff members are positive.

Below are the departmental updates provided at our 4th Quarter Town Meeting held on Thursday, December 5, 2024 in the Auditorium. Mr. John Dubyk’s presentation on finances and the questions and comments will be included in the Town Minutes.

Human Resources: Curt Sayers, Director of Human Resources

Vacation Forms: With the holiday season upon us, residents are reminded to fill out vacation forms as far in advance as possible and please remember to alert the front desk if the dates change for any reason.

Resident Check in: Residents are asked to continue to check in daily by calling 610-345-7170. If you do not call to check in, the system will call you at approximately 12 noon and if you do not press a button to check in, it will call you again. If you do not check in by pressing a button after the second phone call, your name will be flagged as not checking in and security will come to your home for a “Well Check.” You will be asked to sign the “Well Check” form with the date/time of the “Well Check.” If you are not home, security will leave a note

on your kitchen counter and keep a copy. Our check-in system is in place to help identify residents who may have a health emergency. We ask you to consider that if you do not check in, and you are not sick, this is an unnecessary drain of our human resources including the receptionist, security guards and the Health & Wellness staff. Thank you for your consideration and attention to checking in daily.

Visitor Check In: Residents are asked to please remind their guests to check in at reception (either main lobby or Care Center lobby) when visiting loved ones on campus.

Toys for Tots: Our annual campaign is underway until Sunday 12/15/2024. Our residents and employees are so generous each year for this drive. Please note that gifts should be new and not gift wrapped. Stuffed animals cannot be accepted. There is always a stronger need for gifts for older kids (12 – 14 age group). THANK YOU for your support of this annual drive! Our Dunwoody Village gift shop has a nice assortment of gifts – please stop by for your holiday gift needs. Your patronage of our shop is always appreciated!

Dining Services: Julia McCartha, Director of Dining Services

Dining Services has implemented updates and initiatives to enhance the dining experience for residents:

1712: A new menu has been introduced in 1712 to provide residents with an updated and improved selection of meal options.

Fox Den Pub Updates:

Dining Services will be developing a new pub menu for the Fox Den in the near future. Complimentary appetizers are currently being offered in the Fox Den on Saturdays to enhance the pub experience.

Sustainability Initiative:

Dining Services initiated a "Bring Your Own Cup" initiative on December 2nd. Reusable cups were distributed to residential residents on three different occasions to support this sustainability effort. This initiative will greatly reduce the use of plastics on campus. Employees will "Bring Their Own Cup" as well.

Upcoming Events:

Join us on **December 18th** for our annual resident holiday celebration 4:30pm to 6:30pm in the Auditorium. Ring in the New Year with our New Year's Eve Celebration. Details for this event will be provided in an upcoming memo.

Marketing: Monica Knauss, Director of Marketing

Year-to-Date:

- Welcomed Madison Abelson to our Department as Resident Services Associate
- Generated entrance fees projected to be in excess of \$9.1M by year end, \$1.8M over budget
- Facilitated 25 move-ins and 7 Transfers by year-end
- Added approximately 120 households to the Priority List
- Conducted an estimated 600 first-time tours, retours, and showings of available units to waiting list members
- Currently there are 16 moves in process. Remaining available units: 4 studios, 4 juniors, 1 two-bedroom apartment and 1 one-bedroom West Country House. Thank you to all who have partnered with us by allowing us to show your homes during tours, had lunch or dinner with waiting list members, or have said hello as we're walking with visitors.

Looking ahead, we are excited to be returning to our offices in the J Hallway in a few months.

Campus Operations: Brock Nichols, Director of Campus Operations

Putting Green: All work for the concrete, retaining walls, trolley stop and putting surface preparation has been completed. Most of the new or transplanted plant material has been installed as well. We are experiencing a slight delay to the project due to logistics in the delivery of the turf material. This material delivery is expected early next week for immediate installation. Once we have more detailed information on the turf installation and definite timelines, we will be sure to distribute updates.

Comcast: All Comcast boxes have been distributed to all areas of the community. If you have your own account with upgraded channels or service level, you would not have been issued a new box. We do have boxes in stock programmed and assigned for each and every IL unit in the event you do need a new box or want to cancel your upgraded personal account to just basic service.

Digital Work Order System: We have completed most of the behind-the-scenes work to build the Digital Work Order System (WorxHub). We will be testing the system in the next few weeks with a goal of having it up beginning in the new year. This system will integrate with Touchtown and will be accessible via the Dunwoody's Touchtown home screen. Work orders will still be accepted via email and phone and will begin to be filtered through the new system. You will see members of the Maintenance team working from mobile devices as we implement this new process. More information will be distributed in the coming weeks.

Emergency Preparedness: We have been working to update and enhance our Emergency Preparedness plan for the entire community. In doing so, we are inviting guest speakers to the campus to talk about topics related to Emergency Preparedness. These topics will include but are not limited to fire safety, campus security, identity protection, etc. These speakers will be scheduled through a series of Wellness Wednesday meetings held in the Auditorium. Our first program was December 4 and included a Fire Safety Program, presented by our local fire chief. We hope to see many more residents at future programs.

Personal Care: Shari Neidich, Personal Care Administrator

Personal Care continues to move forward with bathroom renovations with completion slated for the end of March 2025. There are 7 bathrooms that are scheduled for renovation, all on Woodlea. Personal Care recently had a mock- survey from one of our partners, FSA, and we are expecting the results in a few weeks. This mock-survey will help us prepare for our annual inspection expected at the beginning of 2025.

The next Dementia Support Group is December 18th at 4:00pm in the Administrative Conference Room. The Dementia Lending Library is available in the Cedar's Lobby. If you borrow a book, please sign it out on the clip board. Our support library offers various types of educational books in addition to books written about personal journeys.

Personal Care has hired a new full-time 7:00am -3:00pm nurse on Leeland and 3:00pm -11:00pm nurse on Woodlea . We are currently recruiting a new full-time Personal Care Nurse Manager to replace Raheem Hollis who has left the organization. Bonnie McGibney, our Cedar's West Nurse Manager is currently covering all of Personal Care. We are also recruiting a new Director of Personal Care & Dunwoody at Home as Shari Neidich is leaving on January 8, 2025.

Dunwoody at Home: Shari Neidich, Director of DaH

Dunwoody at Home is growing and accepting new clients from the Dunwoody community!

Care Center: Lynn Plasha, Interim Director of Health Services and Allison Dent, Interim Director of Nursing

The U. S. News and World Report has once again recognized Dunwoody Village as one of the best nursing homes for 2023-2024. We were ranked in the top 19% in the United States. We have High Performance for both Short-Term Rehabilitation and Long-Term Care. Skilled Nursing continues to maintain our 5-Star Quality Rating. The rating, between 1 to 5 stars, combines results and data from 3 important sources, including:

- Health inspections
- Staffing
- Quality measures

It takes a team effort, from all departments, to maintain such high scores and rankings.

Best regards,
Maureen