

February 24, 2023

Dear Dunwoody Residents, Staff and Families,

I want to share some recent concerns. We were notified that an unauthorized visitor, with what appeared to be a uniform and clipboard, was walking through the Village earlier this week around dinner time. He knocked on at least one door and engaged with a resident about energy bills. When he did not get the information he wanted, he politely left. The police were notified and shared that they received other calls from surrounding neighbors. They were able to find the gentleman nearby, but not on Dunwoody property, and advised him that he needed a permit to solicit in Newtown Township. They confirmed he did legitimately work for an energy company. Upon review of our video cameras, we could not identify that this gentleman entered through an entrance with a reception desk; we believe it is possible that someone let him in the Village through another door. It is essential that all visitors to Dunwoody sign in at a reception desk. Do not let anyone into Dunwoody through any door but the Main Lobby or the Care Center entrance.

All staff must wear their Dunwoody badge so that it is visible, other healthcare personnel should have a badge from their employer that is visible, and visitors should have a visitor sticker visible. If you see someone on campus without visible identification, respectfully invite them back to the reception desk to sign in. You can also call the front desk to report them. Do not let anyone in any door at Dunwoody Village. Politely decline and remind them they need to go to an authorized entrance with a reception desk. Please do not prop open any doors and do not leave garages open.

We also continue to receive reports from the police and from residents that phone scams continue to be prevalent. There is a common Grandparent Scam in which the caller states something to the effect of “your grandchild has been in an auto accident and is hospitalized but they also are in trouble for causing the accident. I am the attorney helping them.” The caller will go on to ask for cash, credit card or gift cards. Do not engage the caller nor respond. Simply hang up. Several Dunwoody residents have received a similar call as recently as this week.

Please continue to be alert on campus. And be alert to phone, email and text scams. We are all busy and sometimes distracted, and this is when we can fall for a scam. Anytime we are asked to pay money, click a link, or leave Dunwoody to do something, it is likely a scam. The police officer we spoke with yesterday said that no law enforcement agency would ever ask for money over the phone, text or email. They will come in uniform to your door to share any news or request that they need to make.

If you do see something on campus that causes concern, or if you are the victim of a scam, please notify the front desk or security immediately.

COVID-19

Currently there is 1 Residential resident and 1 Care Center resident who tested positive and are on quarantine. One staff member tested positive and is at home on isolation.

Fox Den Doors

The work originally scheduled for Monday, February 20th, had to be postponed. On Tuesday, February 28th, beginning at 5:00 a.m., the doors on the *Fox Den* will be reversed (to open outward). The reversal will allow us to lock the Fox Den doors. Morning Coffee and continental breakfast on 2/28 will be moved to outside of 1712, and the *Fox Den* will open for evening bar service.

Dining

- Tuesday, February 28th, resident coffee services will be relocated in front of the 1712 dining venue and returning to *Fox Den* on Wednesday morning, 3/1.

Memory Books for Personal Care Residents

On Monday February, 13th, we conducted a Memory Book workshop for Personal Care Residents. The workshop allowed residents, family, and friends a special time to reminisce and compose a resident's own Memory Book through the use of photos. This workshop was guided by Mandy Cheekis who has been assisting Dunwoody with the establishment of the new Montessori Program at Dunwoody. During this time, the residents were able to share memories with their loved ones through observation of their own personal photos and, in turn, share their personal responses. These individualized photos and special memories are then compiled into a Memory Book for each resident. This Memory Book allows the resident to have a valuable resource that can be used to reminisce and engage each resident. During this workshop, Dunwoody staff and volunteers from Residential Living assisted with compiling all information to compose these books. It was a heartwarming event in which family and friends had a chance to relive their loved one's past and share laughs, love and many smiles. The next Memory Book Workshop is scheduled for May 8th. Contact Carolyn Treadway in Recreation if you would like to participate.

Have a good weekend,
Maureen