

July 19, 2025

Dear Residents, Families and Staff:

As you may be aware, a security patch from CrowdStrike—a major cybersecurity company—caused worldwide technology outages that span many applications and platforms that we all rely on for work and home life, including Microsoft products. Airlines, credit card companies, banks and healthcare organizations were among the many industries that were impacted. Dunwoody Village was also impacted by this outage. Overnight our teams became aware of outages in our community IT systems including Point Click Care (our medical records system) and MyCall (our nurse call bell and pendant system), along with other operating systems. Our IT and healthcare staff, led by Brock Nichols, Scott Hill, Susan Bankert and Shari Neidich, seamlessly implemented our policies and procedures to safely navigate us safely through such an event. We utilized Alert Media to communicate important information to our residents and staff. At this time, Point Click Care and MyCall are working and other systems are slowly coming back on line, and we anticipate full restoration of all systems.

Dunwoody also wants to remind our residents and staff to be aware of computer scams who continue to plague our residents.

#### 5 Types of Tech Support Scams

1. Unsolicited phone calls from “tech support” specialists
2. Fraudulent tech support phone numbers that come up in search results or on social media
3. Fake text messages or emails saying your device or account is at risk
4. Website pop-ups claiming your company has a virus

An unsolicited phone call indicating there is a problem is a red flag. Never give a caller access to your computer. Do not believe your caller ID; callers can spoof a number to make it look like they are calling from a legitimate business. Do not react to urgent phone calls, texts, emails or pop ups on your computer. Nothing is that urgent. If a caller says there is a problem with something like your bank account or credit card, hang up and call the bank or credit card company directly. They can help you if there is a real problem. Ignore fake pop ups on your computer that have error messages or say there will be consequences if you don't act quickly. There are no consequences. Never give out personal information over the phone, through text messages or email or through your computer. Never give out passwords or authentication codes. Never give access to your computer. Also be reminded that federal, state, and local governments will never contact you by phone, email or text asking you to pay a bill. If you have been the victim of a scam, please report it to the police and call Health and Wellness to report it.

#### **Resident Tech Support**

Android Phones: Barry Kaufman, William O'Toole

Apple Phones: Frank Millheim, Chik-Kwun Tang

PC Computers: Margaret Ennis, William O'Toole and Marge Smink

Contact team members between 10:00 a.m. and 6:00 p.m.

## **Driving Caution**

When driving, please be alert for walkers or bikers who might be cutting through the property. Please observe the 15-mph speed limit on Dunwoody campus.

## **J-Hall Renovations**

Starting the Monday, August 5th, the Club Room will be relocated to the Terrace Annex in preparation for the remodeling of Club Room, Board Room, Administration, Marketing and the Gift Shop. We will also begin removing the furniture in the Board Room and any other remaining items in these areas. We hope to start the demolition in these areas shortly thereafter.

## **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 29<sup>th</sup>. 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.

## **Check-In**

It is Dunwoody policy that guests and all vendors are required to check in through Accushield at the reception desk and wear a badge before entering any area of the facility or any residence. Please do not allow guests or vendors access to the facility or your residence without using the check-in process.

## **Infection Control**

One Residential and one Care Center resident tested positive for COVID and are on quarantine. Four staff members tested positive and are at home on isolation.

Best regards,

Maureen Casey