

February 13, 2026

Dear Residents, Families & Staff:

As was shared earlier this week, Dunwoody Village will be partnering with Unidine for dining services management beginning on March 1, 2026. We recognize this will be a change for our residents and our staff and you may be wondering why we chose to partner for dining services. Partnerships have been used successfully at Dunwoody for many years, in many different departments. One example is our successful partnership for Therapy Services resulting in a 5-Star Quality Rating with CMS. We also partner for other services like mechanicals, engineering, plumbing and construction. Partnerships help to bring specific expertise and core competencies to Dunwoody when needed. Our partnership with Unidine will bring expertise in dining and provide consistency, high quality, transparency, and engagement in all levels of care, in all venues and in all dining experiences. We know from our Resident Engagement Surveys in 2024, that residents in all areas were looking for improvements in dining services, specifically related to variety and the dining experience. We will focus on the basics like serving hot food hot, presentation and taste, and we will also be updating menus, evaluating inventory in Trolley Stop and planning for engaging events in Skilled Nursing, Personal Care and our dining venues. We are also working on the acoustics in Hearthside and have engaged KDA architects who have already completed the sound study a few weeks back. Some things will happen more quickly; others will take some time. We will provide ongoing communication regarding the changes in dining. Twenty-two staff members, including management, cooks and dieticians, were offered employment with Unidine and their salary and years of service with Dunwoody will be honored. We are very grateful to them for their dedication to Dunwoody, to the residents and to their team. We look forward to them continuing to be a part of the Dunwoody family, through their work with Unidine. The remaining team members, including servers, waitstaff, utilities and other hourly team members, will continue their employment with Dunwoody. Some people have asked if we are considering such a partnership in other departments; we are not considering such a partnership in any other departments. Thank you for your support and feedback during this transition. We look forward to great outcomes through our partnership with Unidine!

The PowerPoint that was presented at Tuesday's meeting and "Frequently Asked Questions" about Unidine is posted under Administration News on our Community App (Uniguest/Touchtown).

Information Regarding the Tax Letter

The 2025 Tax Letter was distributed this week with a major change from prior years. The letter is to assist you in determining the portion of your monthly service fees and, if applicable, entrance fees that may be considered deductible medical expenses for your income tax purposes. The change is focused on recognizing the amount you PAID for your monthly fee, not what Dunwoody Village billed. Every resident will have unique charges that could be deductible and paid in a specific year. At the advice of tax advisors, we removed the amount billed on your tax letter and have only provided the percentage for you to utilize for the amount you have paid. This eliminates misinformation that Dunwoody Village would provide if a resident accidentally forgot or neglects to pay their monthly fee.

To calculate this amount, add your monthly fee (Room & Board fee on your monthly statement), medical supplies, therapy charges, and entrance fee, if applicable, you **PAID** in 2025 and multiply this total amount by the 37.8%. Ancillary charges (hairstylist, housekeeping, laundry, etc.) that may be itemized on your monthly statement are not deductible and should not be included in your total amount.

Any charges for Dunwoody at Home must be treated separately and are not charges allocable to the cost of providing medical care for Dunwoody Village but could be treated as a medical expense.

Our tax letter is provided for informational purposes only. Dunwoody Village, its employees, and the Board of Directors, do not provide tax advice. Please consult with your tax professional regarding the deductibility of these amounts for your individual tax return.

Valentine's Day Dessert Experience

During dinner service at 5:00 PM on Saturday, February 14, Dining Services will feature an action dessert station with Valentine's Day-themed desserts. The dessert station will be located in Hearthside, with selections available at applicable point values.

Love Yourself this Valentine's Day

Join Erika Martin, Licensed Massage Therapist in our Auditorium on Tuesday, February 17 at 1:30 p.m. Erika will offer a relaxed session focused on how corrective massage therapy can help relieve muscle tension, improve mobility and support everyday comfort. Learn more about Erika's specialized approach. Ask questions and explore how massage can be an important part of self-care. If you would like to book a massage, call 610-933-4444.

Town Meeting

Our first quarter Resident Town Meeting will be held in the Auditorium and shown on Channel 1970 on Thursday, March 5, 2026, at 3:30 pm. The Question/Comment form has been distributed and is available on Touchtown. Please return all questions to Marketing or Administration no later than Friday, February 20, 2026. You can also place your form in the mailbox outside of Administration.

Warm regards,
Maureen

Welcome to Unidine.

We're glad to be here.

At Unidine, dining is more than a meal - it is an experience rooted in hospitality, wellness, and care. We create thoughtful dining experiences designed to support well-being and bring enjoyment to everyday life. Our teams lead with service. From preparation to presentation, hospitality should feel warm, attentive, and personal, because every detail influences how you feel.

Our Fresh Food Pledge

We believe great dining starts with real food, prepared with care.

At Unidine, our culinary teams cook fresh, from scratch, every day. We focus on quality ingredients, simple preparation, and flavors that feel both familiar and elevated.

What our pledge means to you:

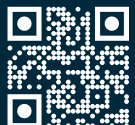
- Meals prepared fresh on site, not pre-made or reheated
- Thoughtful menus built around seasonal ingredients and balance
- Fewer processed items, more real, recognizable foods
- A commitment to quality, consistency, and care in every meal

This is our promise - to serve food you can feel good about, made with intention and pride.

What Sets Us Apart

- ✓ Hospitality-first culture grounded in respect, attentiveness, and genuine care
- ✓ Wellness-centered dining that supports nourishment, health, and vitality
- ✓ Fresh-from-scratch cooking made with real ingredients and culinary craftsmanship
- ✓ Elevated dining experiences inspired by restaurant-quality standards and seasonal flavors

We are proud to bring a refined, resident-first approach to dining - one that values quality, listens closely, and continues to evolve with your needs.



A Few Helpful Details

1

Who is Unidine?

Unidine is a dining services company focused on creating elevated, hospitality-driven dining experiences for senior living communities. We bring together service, wellness, and fresh-from-scratch cooking to enhance everyday dining.

2

What changes can I expect?

You may notice an increased focus on service, fresh food, and overall dining experience. While some familiar favorites may remain, menus and service will continue to evolve with quality, balance, and enjoyment in mind.

3

Is the food prepared on site?

Yes. Our culinary teams prepare meals fresh on site whenever possible, using real ingredients and scratch cooking techniques rather than pre-made or reheated items.

4

How does Unidine support wellness and nutrition?

Wellness is at the center of our approach. Menus are thoughtfully planned to support nourishment, balance, and individual dietary needs, while still prioritizing flavor and enjoyment.

5

Will dietary needs and preferences be accommodated?

Yes. Our teams work closely with residents to accommodate dietary needs, preferences, and nutrition plans.

6

When was Unidine founded?

Unidine was founded in 2001 with a focus on fresh food programs and service excellence. From the beginning, the company was built to offer a more hospitality-driven approach to dining, emphasizing quality, care, and individuality.

