

March 27, 2026

Dear Residents, Families & Staff:

We officially transitioned to Premier Labs this past Monday. As expected with any transition, there have been a few initial hiccups; but, overall, the new lab team has been extremely communicative and responsive in addressing questions and resolving concerns quickly. Overall, we are already seeing improvements in both service and the accuracy of results. For our Independent Living residents, Pat Richardson will continue to complete lab draws. We are actively working with the lab to further streamline how those specimens are picked up and processed. At this time, some Independent Living lab results may not be received until the following day. This is largely due to the timing of the courier available for pick-up in those areas. For residents in Skilled Nursing and Personal Care, lab results are being received the same day, which is a positive improvement in turnaround time. We appreciate everyone's patience as we continue to fine-tune this process. If you have any questions about lab services, please feel free to reach out to Laura Smith, Director of Health Services, or Kim LaFountain, Director of Wellness.

Dining Services

On March 21st, Unidine hosted comprehensive Dining Services staff training led by the Regional Onboarding Team. Team members were refreshed on the Steps of Service, with a strong focus on what defines an exceptional resident experience, as well as our continued commitment to culinary excellence. We are proud of our team's engagement and dedication to enhancing the quality of service we provide each day.

Unidine will be introducing a new menu cycle in both the Hearthside Dining venue and Healthcare Dining. We anticipate launching this update in mid-April and look forward to bringing refreshed offerings to our community. Please keep in mind that takeout times for Hearthside Dining are Monday through Saturday: 4:15 p.m. and Sunday: 11:15 a.m.

Easter Brunch – Sunday, April 5

We are excited to host our Easter Brunch in the Hearthside Dining Room. Seating Times are 11:30 a.m. and 12:30 p.m. Brunch concludes at 1:30 p.m. Independent Living residents may reserve through Full Count on Touchtown. Care Center residents and families may call Dining Services at 610-937-4201

Reservation Guidelines

- Maximum party size: 6 people (including residents and guests), with up to 4 guests per residence.
- 25 points per resident.
- Guest pricing: \$30 | Children (ages 5–12): \$15.
- Points may not be used for guests or children.
- Takeout will be available at 11:15 a.m.

We look forward to serving you and appreciate your continued support of Dining Services.

Annual Cocktail Party

We are currently preparing for our upcoming Board of Trustees hosted event scheduled for Wednesday, April 22nd. Additional details will be shared in the coming weeks.

CEO Chat

The next CEO Chat is scheduled for Tuesday, March 31st at 1:00 p.m. in the Fox Den with President/CEO Maureen Casey and Monica Knaus, Director of Marketing.

Maintenance / Grounds

Spring is coming! In anticipation for a beautiful spring / summer, the grounds team has been adding spring plantings. In addition, the awning was installed in the Memorial Garden.

Dunwoody will be contracting with a vendor to clean all patios/balconies and windows. Dunwoody will schedule power washing of ALL balconies and patios in 2026, and window cleaning will occur after the completion of power washing. After 2026, we will schedule power washing of balconies/patios on an every-other-year basis. Window washing will continue on its regular schedule each year. Additional power washing or cleaning can be requested for a fee.

Maintenance is doing a light refresh from the care center entrance up to Cedars East/West, including painting and new carpet. It should be completed by early next week.

The water cooler was installed in the physical therapy room.

Technology

Individual resident technology support can be requested through WorxHub/Uniguest or by calling 610-359-4442. As a reminder Dunwoody does charge a fee for providing personal technology support.

The Easter Rabbit stopped by Dunwoody with plenty of sweet treats after a trip to Christopher's Chocolates. Hop on over to shop -- Monday through Friday from 11:00 a.m. – 2:00 p.m. and on Wednesday from 5:00 – 7:00 p.m.

Warm regards,
Maureen