

Our July 10, 2026

Dear Residents, Families & Staff:

We are excited to announce that Jennifer Whitlock has accepted the position of Nurse Manager for Dunwoody at Home! Jen has been a valued member of the Dunwoody team for the past seven years and an integral part of our Skilled Nursing team. During her time at Dunwoody, she has been known for her strong clinical knowledge, attention to detail, commitment to quality, and dedication to our residents, families, and team members. Jen also brings more than 30 years of nursing and leadership experience to her new role. Throughout her career, she has served as a Clinical Coordinator, Assistant Director of Nursing, RNAC, Director of Nursing, RN Supervisor, and Unit Manager. Her experience includes long-term care, skilled rehabilitation, staff leadership, quality improvement, care planning, and regulatory oversight. Earlier in her career, she also successfully led a skilled nursing facility through JCAHO accreditation while serving as Director of Nursing.

The addition of a Nurse Manager is an important next step in the growth of Dunwoody at Home. Jen will help strengthen clinical oversight, support our caregivers and clients, and expand the services we are able to provide. Her leadership will also help us grow Dunwoody at Home beyond our campus and into the surrounding community. As we expand, we have an exciting opportunity to make Dunwoody an even more recognized and trusted name throughout the greater community. Dunwoody at Home allows us to bring the same commitment to quality that has defined our campus for more than 50 years directly into the homes of those we serve. We also know how important Jen is to our Skilled Nursing team. She has graciously agreed to see the current transition through before fully moving into her new role, and we are incredibly grateful for her commitment to making this change as smooth as possible. Please join us in congratulating Jen! This is an exciting next step for Jen, for Dunwoody at Home, and for the future of Dunwoody.

New Team Members

Our Accounting Department is pleased to introduce Cathy Hentschel as our newest Finance team member. With 20+ years of experience in accounting and financial operations within the senior living and healthcare industry, she brings extensive expertise in billing, accounts payable and receivable, financial analysis, and month-end accounting. She has successfully led numerous process improvements and software implementations that have enhanced efficiency and accuracy. Her knowledge, dedication to excellent customer service, and commitment to supporting residents make her a valuable addition to our Finance team and community.

Human Resources Department is thrilled to introduce Trenity White as the new HR Assistant. Trenity comes to Dunwoody Village from the Domestic Abuse Project in Media, PA where she has been since 2022 and had most recently served as the Intake Coordinator. In this role, she was responsible for training, recruiting, and onboarding volunteers and interns for the organization. Trenity has a B.S. in Psychology from East Stroudsburg University and is excited to gain hands on experience in Human Resources while she is pursuing her Masters in Human Resources and Employee Relations at Penn State University. Please join us in welcoming Trenity to Dunwoody Village!

We welcome both Cathy and Trenity to Dunwoody Village.

Celebrating Our Dunwoody Team!

Dunwoody recently completed several important regulatory surveys with outstanding results, including a deficiency-free Skilled Nursing survey, minimal violations in Personal Care, and only five minor deficiencies during our Life Safety inspection. These results are a tremendous accomplishment and reflect the hard work and dedication of team members throughout our entire community.

To thank our staff and partners, we will be hosting a special employee celebration on July 16. Residents may notice food trucks on campus throughout the day as we celebrate our team members from Dunwoody,

Dunwoody at Home, Functional Pathways, and CCL. We are incredibly proud of these results and grateful for the wonderful team that makes them possible. It truly takes a village!

Campus Operations

- The J Building Roof replacement project is scheduled July 14 until July 17 (weather permitting). Contractor working hours will be 8:00 a.m. to 7:00 p.m. daily during the project.
- Grounds staff will be cleaning and preparing the atriums in the West Country Houses for upcoming mulch installation.
- Window cleaning operations are currently paused while completed and outstanding areas/units are being assessed to identify locations that still require service.

Dining

Dining Services is committed to providing an enjoyable dining experience for everyone. Your feedback is one of the most valuable tools we have to help us improve, and every comment you share is reviewed by our team.

We encourage you to let us know how we're doing by using the Happy/Not link available on Uniguest/TouchTown or at the Kiosk located at the Hearthside entrance, directly across from the salad station. Your comments truly have an influence and help guide improvements to our menus and service. We share the feedback with our team, including your comments on positive interaction with our staff! They really appreciate that you recognize their efforts to provide you with the best possible service. Based on your recent feedback, we want to share what we're doing well and where we know we can improve.

Our Strengths

- Residents have shared positive comments about several menu items, including favorites such as the Lemon Pepper Haddock and Lasagna, noting their flavor and quality.
- Our efforts to introduce greater menu variety, including themed and ethnic-inspired dinners, have been well received by many residents.

Areas of Opportunity

- Improving food quality and consistency, including preparation, temperature, and ensuring meals are served as ordered.
- Providing clearer and more accurate menu information, including ingredients and nutritional details, so residents can make informed dining choices.

You may also notice that we've refreshed the look of our menu boards and printed dining menus. These updates are designed to make menus easier to read while creating a more enjoyable dining experience.

Thank you for taking the time to share your thoughts and suggestions. Your feedback helps us celebrate what's working well while focusing on the areas where we can continue to improve. We appreciate your partnership as we strive to make every dining experience a positive one.

Best regards,
Maureen