

SHANNONDALE WEEKLY UPDATE

7/28/23

Timing to change on Shannondale Weekly Update

Communication has always been an ongoing learning process, and we greatly appreciate all the feedback we have been given regarding the format and content of our Shannondale Weekly Update.

Our goal with these updates has first, and foremost, been about transparency and information sharing about the key endeavors we have, and will be, undertaking on the behalf of your communities.

However, through the close work with the Presidents of your Resident Councils, their tireless efforts and valuable inputs, we will be making some changes to the format of the weekly report.

This Friday (July 28th), the weekly update will be published as usual. Moving forward, we will be publishing this update on a bi-monthly basis and your next update will be published on Friday, August 11th. Additionally, we are seeking both the review and input of each Resident Council President for each update to follow, to continue to present a thorough, vetted overview and understanding of where our most significant projects are moving forward.

These bi-monthly updates will continue to be available on the Shannondale website! Navigate to the "News" tab, and click "Restructuring Updates." The reports will be posted on the second and fourth Friday of every month for your review.

Direct Link: <https://shannondaletn.com/Friday-update/>

We are grateful for the continued hard work and collaboration with the Presidents of the Resident's Councils and appreciate everyone's feedback and continued support and contributions to this endeavor.

Weekly Dashboard

Total Occupied Units/Residents- Both Campuses	Units or Beds	Week Ending						6-Week Trend
		6/23	6/30	7/7	7/14	7/21	7/28	
Independent Living-Units	337	316	317	317	316	315	315	No change
Assisted Living-Residents	89	45	45	46	44	44	43	Dn
Skilled Nursing-Residents	250	150	143	148	149	148	146	Dn
Occupancy Rate (%) - Both Campuses	Units or Beds	6/23	6/30	7/7	7/14	7/21	7/28	6-Week Trend
Independent Living-Units	337	93.7%	94.0%	94.0%	93.76%	93.47%	93.47%	No change
Assisted Living-Residents	89	50.5%	50.5%	51.6%	49.44%	49.44%	48.30%	Dn
Skilled Nursing-Residents	250	60.0%	57.2%	59.2%	59.20%	59.20%	58.40%	Dn
Total Full Time Equivalent Employees (FTEs)*			6/30	7/14	7/28	6-Week Trend		
Total			311.7	285.3	284.15	Dn		
Regular			264.39	245.56	245.69	Up		
Total Premium			47.31	39.74	38.47	Dn		
Premium**			6/30	7/14	7/28	6-Week Trend		
Baylor Weekday			5.69	4.4	6.39	Up		
Baylor Weekend			17.78	17.53	15.94	Dn		
Total Overtime			23.84	17.81	16.14	Dn		
Incentive Pay			6/30	7/14	7/28	6-Week Trend		
Total Incentive Pay			\$17,653	\$23,970	\$16,370	Dn		

* Based on worked hours only

Market Value vs. Re-sale Membership Fees - Clarification

In response to questions raised surrounding current resident refunds, we felt a need to clarify the refund policy.

The refund a resident will receive upon their exit from the community is defined as the lower of the market value of the residence and the refund amount owed to the resident.

Please note that the market value of the home is not defined by the membership fee a new resident pays to enter the community. The market value is an assessment of the property regardless of the membership fee structure a new resident selects.

This means that a new resident selecting a 0% refund option with a lower initial membership fee will NOT affect the refund amount paid to the former resident. The refunds that will be paid to residents upon their departure from the community will NOT be affected by the new membership fee options.

We apologize for any confusion or concern this may have caused and appreciate the feedback requesting clarification.

Resident News

The first bi-monthly Resident Town Hall will take place during the first week of August and repeat every two months thereafter. The meetings are open to all Independent Living and Assisted Living Residents. The town halls will be conducted by the local community management teams that have direct responsibility for resident safety and services. At Knoxville, Keith McCord, Angie Schiller, and Sandra Franklin will conduct a panel discussion with the residents. The same format will be employed at Maryville with David Maxwell, Dawn Doud, and Suzy Cooper, leading the program. The presidents of the Campus Residents' Council will be asked to moderate the meetings and to pose resident questions to the panel members. The meetings are scheduled as follows:

- Maryville – August 2, 2:00 PM - Independent Living-Maryville (Chapel)
- Knoxville - August 3, 10:00 AM - Independent Living-Knoxville (Lodge Chapel)

For Resident News please submit to the following individuals by 1:00 PM Wednesday the week before publishing:

Knoxville

Angie Schiller

email: Angie.Schiller@ShannondaleTN.org

865.690.3411 Ext. 511

Maryville

Dawn Doud

email: Dawn.Doud@ShannondaleTN.org

865.982.4599 ext. 202

Employee News

As previously noted, we are pleased to announce that the Board of Directors has approved the recommendations for significant changes to our wage and salary structure for RNs, LPNs, and C.N.A.s. The approved pay increases will be implemented with the payroll period beginning August 7, 2023, which will be reflected on the payroll checks dated August 25, 2023. Individual meetings with Nursing employees and their direct supervisors will be held in the near future. In addition, since June 1st, 2023, we have had 82 employees depart and have welcomed 18 new employees, with a net reduction of 64.

For Employee News please submit to Linda by 1:00 PM, Wednesday the week before publishing:

Both Campuses

Linda Wolfenbarger

email: Linda.Wolfenbarger@ShannondaleTN.org

865.690.3411. ext. 113