

# REFLECTIONS

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## LETTER FROM THE EDITOR

Increasingly, our lives are governed by technology. Business is routinely conducted via a laptop camera, appointments are made on a website, health records are condensed and stored in an app, money is transferred with a phone, job applications are submitted with a series of clicks, and dinner is ordered and delivered while sitting in a favorite chair watching a favorite (streamed) TV show. Our phone has become a constant companion, a form of security that leaves us in a state of dread if it is misplaced or forgotten. Even if you are not a fan of technological advancement, you cannot deny that life without Wi-Fi or an internet connection has become not only rare, but nearly impossible to navigate. Life Plan communities like Willow Brook risk obsolescence if we do not move forward along with the world. As such, this issue of Reflections is dedicated to the ways Willow Brook has chosen to use technology to better the lives of our residents and teammates. Whether improving resident safety, enhancing the dining experience, or making it easier to communicate timely information, technology is an important part of life at Willow Brook. While human connection remains at the heart of our work, we are grateful for the technological tools that enable us to better live out our mission, vision, and values for the benefit of our residents, teammates, and families.

Reflections is published by Willow Brook Christian Communities  
Cathy Courtice, Editor  
Christina Dresdow, Designer

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Cover Photo: Willow Brook Run resident Emily using the CATIE system.

Photo Credit: Christina Dresdow



**WILLOW BROOK**  
CHRISTIAN COMMUNITIES

Our Mission: Guided by Christ's love, Willow Brook creates joy-filled community for residents and teammates to live, work, and thrive.



**WILLOW BROOK HOME**  
A WILLOW BROOK CHRISTIAN COMMUNITY

55 Lazelle Road  
Columbus, OH 43235  
614-885-3300



**WILLOW BROOK VILLAGE**  
A WILLOW BROOK CHRISTIAN COMMUNITY

100 Willow Brook Way South  
Delaware, OH 43015  
740-369-0048



**WILLOW BROOK RUN**  
A WILLOW BROOK CHRISTIAN COMMUNITY

100 Delaware Crossing West  
Delaware, OH 43015  
740-201-5640

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Skilled Care | Rehab | Respite | Adult Day Program



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# FIRESIDE CHATS WITH CEO TROY MCKNIGHT



Photo Created with AI  
(artificial intelligence)  
using Microsoft Copilot

## MOVING AT THE SPEED OF TECH

Change is not always welcome, especially as we get older. We become more set in our ways. We crave the familiar. We gravitate to what we understand. Sometimes we lose our patience when we are asked to adapt to ways that are new to us. Still, the world continues to move forward, evolving at a breakneck pace.


And nothing is changing as fast as technology. According to a 2025 survey done by the Pew Research Center, a whopping 98 percent of Americans today own a cell phone of some kind, and over 90 percent of those phone owners have a smartphone that connects to Wi-Fi and runs applications (“apps”). We have access to mobile banking, medical records and appointments, social media sites, food delivery, and just about everything else under the sun at the touch of a screen.

As a personal example, I recently woke up to my iPhone alarm and after a cup of coffee, read the Columbus Dispatch on my iPad. Then I read a digital newsletter article showing a video of a human-size robot playing tennis (this was real, not AI!). That same day I deposited a check using the bank app on my phone and then paid for lunch using ‘tap to pay’ from my digital wallet.

The phone is just one example of the myriad ways technology continues to advance, whether we want it to or not.

Willow Brook’s mission statement is clear: to create joy-filled community for residents and teammates to live, work, and thrive. And our vision statement pushes us to think ahead with its language to innovate and plan for the future. To live out our mission and vision, we must embrace technology. It is not easy. We must do it anyway, in part so that residents and teammates are not left behind as our daily lives continue to be driven by technology. Luckily, our CHRIST-driven values give us a guideline for how to move forward - with Compassion, Harmony, Respect, Integrity, Spirituality, and Trust.

This issue of Reflections explores the ways that Willow Brook is bringing technology into the day-to-day conversation. Campus by campus, we are setting the stage for more timely communications, streamlined processes, and enhanced resident safety.

We are in the people business. Nothing will ever replace in-person communication and connection. What we can—and should—do is leverage tech resources to elevate both the resident and teammate experience. Now is the time! Together, we can adopt technology that works for us and set a foundation for future growth and long-term sustainability. Guided by Christ’s love (and an open mind), I hope you will join me. 



# COMMUNICATION AT YOUR FINGERTIPS

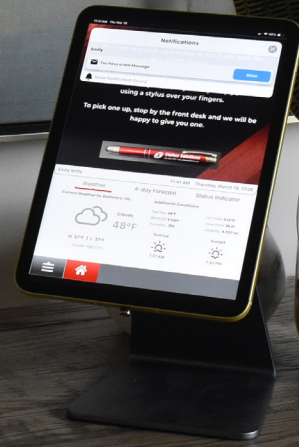


Photo Credit: Christina Dresdow

What if technology advancement came with the side benefits of keeping active and developing friendships? That is just what Willow Brook Run resident Emily discovered when she agreed to help implement CATIE, a new resident communication portal, on her campus.

CATIE, a system created by from Westerville, Ohio-based tech company Status Solutions, stands for Communication and Access to Information Everywhere. CATIE is Willow Brook's new self-service and resident engagement software that helps independent living residents connect with, and keep informed of, community happenings. With a touch or swipe of a screen, you can see the day's

menu and make a dinner reservation or peruse the month's activities. You can log a maintenance or housekeeping request or quickly see if the mail is in. Important campus communications, like weather alerts, are also broadcast on CATIE giving residents immediate information as it happens.

Emily was recruited by Chief Information Officer Ed Nice and the CATIE administrative team to be a "CATIE Champion," helping residents with the on-the-ground implementation of the portal, users access from a CATIE iPad provided by Willow Brook. Emily agreed to help because it was a challenge and a way to keep her mind active. "I am always helping

residents with their phones and TVs, and this seemed like the next step in the process. It also forced me to be more proactive with my own devices. I can troubleshoot anything!" says Emily.


A twin-single resident, Emily visits residents in their homes and apartments if they need assistance using their iPad or the CATIE platform. "I have formed a lot of new friendships by visiting folks, especially with those residents who do not often leave their homes," Emily says.



Willow Brook Run residents learning the CATIE system. Photo Credit: Christina Dresdow

All residents were invited to attend multiple trainings and live demonstrations to learn how to use their device and the software. CATIE has been fully implemented at Willow Brook Run and is now in the process of being rolled out at Willow Brook Village.

As with any kind of change, it takes some time to get used to, especially when it involves doing things differently than in the past. Says Nice, “If Willow

Brook wants to deliver the best resident experience, keep up with rapidly-growing senior housing market, and remain viable in the future, we must invest in technology now. It is a big change, but a necessary one. This is not the time to rest on our laurels or assume that the way we have been doing things will bring success in the future-it will not. Now more than ever, we need to think ahead, and CATIE is a step in that direction.” 

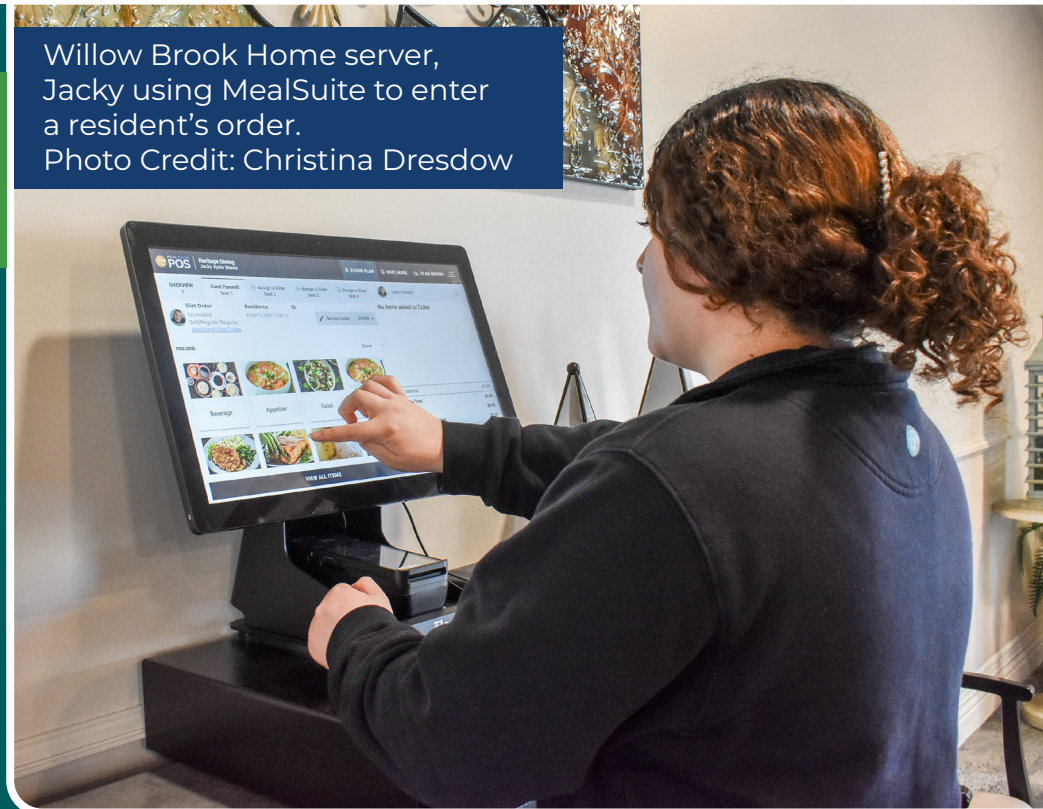
## A “SUITE” CHANGE

An elevated dining experience is at the heart of day-to-day life at Willow Brook. If you live in our communities, chances are you are eating at least one meal a day from our restaurants, whether dining in or choosing a take-out or delivery option. Willow Brook has prided itself on high-quality food for decades, but much more than good food goes into the dining experience.

For example, consistency. If you order the Chicken Parmigiana, you want it to taste the same every time.

And what about nutrition information? You may want to know how many calories or fat grams a meal has. Perhaps you are watching your sodium intake and you need to know what options are best for you to order. Many people also follow specific dietary guidelines or have food allergies and need to know what ingredients are used or if allergens are present.

Willow Brook Home server, Jacky using MealSuite to enter a resident’s order.  
Photo Credit: Christina Dresdow



Finally, there is service. Is your server knowledgeable, timely, and focused on taking care of you? Are they able to answer your questions or accommodate special requests?

Because of all these factors, Willow Brook has begun implementing a new technology platform, MealSuite, to digitize and streamline everything from recipes to inventory management to point-of-sale operations.

Willow Brook Home has been the first community to fully implement MealSuite. We sat down with Dining Supervisor and Events Coordinator Shelly Stewart to learn more about how the system is working in her community.

**Q: How does/will MealSuite impact front-of-house and back-of-house operations?**

A: The MealSuite technology will not allow people with allergies to order foods that contain those allergens. This makes the chef's job easier and provides an additional layer of safety for the resident. We are also able to easily accommodate residents who have different needs in texture and thickness. The point-of-sale system makes the ordering process easy for the server. Everything is automated and operated by touchscreen, which sends an electronic ticket straight to the kitchen.

**Q: What is the impact of MealSuite for the residents? How will it enhance their dining experience?**

A: MealSuite impacts our residents by ensuring a more pleasant, efficient, and safe dining experience. It also allows multiple residents at a table to get their food at the same time and be able to dine together.

**Q: When did Willow Brook Home begin the process of implementing MealSuite? What have been the biggest tasks for the culinary team to get the system up and running?**

A: Willow Brook Home started the implementation of MealSuite almost two years ago. Our biggest tasks have been inputting all the recipes and extensions for special diets into the MealSuite system.

**Q: Why was the decision made to move to MealSuite? What gaps were there with the old system that needed updated, corrected, or created?**

A: The decision to move to MealSuite was made for a couple reasons. Our old system was no longer supported and MealSuite offered (among other things) the ability to manage special diets, allergies, and personal preferences to make the dining experience safer and more enjoyable for every resident.



## ENHANCING SAFETY, STRENGTHENING ACCOUNTABILITY

Resident safety is the number one priority in assisted living. That is why Willow Brook Village Director of Nursing Megan Johnson was so glad to launch a new resident alert system and to



Willow Brook Village Director of Nursing Megan Johnson shares about the new nurse alert system and how it works.

Photo credit: Christina Dresdow

train her teammates to get it into place as quickly as possible.

This project started in summer 2025 and was fully implemented by the end of December 2025. "Before our new alert system, nurses and aides were carrying pagers. Audible beeps would go off when a resident needed assistance, which created disruption and agitation in some individuals, and because we had older equipment, it limited us. We were being reactive rather than proactive," says Johnson.

Outdated equipment and technology was replaced with a Willow Brook iPhone to give the care team clear information direct to their location. Wi-Fi connectivity was enhanced throughout the building, and best of all, the new alerts are delivered without disruptive beeping. All calls for assistance are tracked and teammates can communicate with one another in real time to claim a call or delegate it another

teammate if they are busy with a resident. If a call is not answered promptly it escalates by level, helping to assure that no call falls between the cracks. “Our timeliness in answering calls has greatly improved,” says Johnson, “and because a call must be cleared from the source, the new system provides next-level accountability. We expect the best from our team.”

Residents who are at risk of falling have silent bed and chair alarms that alert the care team to provide immediate assistance. “This technology has definitely helped with fall prevention,” Johnson says. “Right away, we can redirect or provide the assistance needed in that moment. It allows us to be adaptable and nimble without frightening or agitating the resident.”

The pager system had been the norm for so long that the idea of switching to a new process created some initial pushback. However, once the new devices were deployed and teammates were trained, it became clear that the technology and interface was user-friendly and would be an immediate improvement. “If we are not doing all we can for the residents, why are we here?” says Johnson. “We have access to new technology that enhances resident safety and pushes the team to do better at our jobs. That is a win-win for me.” 🍷

**“ WE HAVE ACCESS TO NEW TECHNOLOGY THAT ENHANCES RESIDENT SAFETY AND PUSHES THE TEAM TO DO BETTER AT OUR JOBS. THAT IS A WIN-WIN FOR ME. ”**  
-Megan Johnson



Photo credit: Christina Dresdow

## TEAMS FOR THE TEAM

Having three campuses means that Willow Brook has teammates working at three different locations. Our CEO, Troy McKnight, has his office at Willow Brook Run but typically spends at least one day a week at both Willow Brook Home and Willow Brook Village. Community Relations, Clinical, Human Resources, IT, and Sales teams also move between campuses as part of their day-to-day work. What does this mean? Communication is paramount. Being able to join a meeting from an offsite location, make a call from a laptop, or send a quick message without having to dig through an e-mail inbox is critical.

Luckily, Willow Brook has implemented Microsoft Teams across all three campuses. John Regalsky, executive director at Willow Brook Run, was an early adopter of the platform and its capabilities. “I highly value Microsoft Teams for how it’s strengthened my daily productivity and

improved communication across the Willow Brook Run campus. We adopted it early, and in leading by example, I’ve seen it become a reliable tool for real-time collaboration and effective project management,” says Regalsky.

**“ WE ARE ONE TEAM SERVING THREE CAMPUSES. TECHNOLOGY ALLOWS US TO WORK SMARTER. WE ARE LESS ISOLATED FROM ONE ANOTHER AND MORE WILLING TO ENGAGE WITH OTHER TEAMMATES, NO MATTER WHERE THEY’RE LOCATED. ”**  
-Troy McKnight

When Willow Brook can work more efficiently, everyone wins. Troy McKnight, CEO, has been pleased with how teammates have integrated technology into their day-to-day work. “Teams, and the entire Microsoft 365 Copilot suite has done a great job of facilitating communication and collaboration. It has helped us to create efficiencies and to use our precious time more wisely.” 🍷

# REFLECTIONS

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Willow Brook Village resident and her dog making use of the new on-campus dog park (for resident's dogs only).  
Photo Credit: Christina Dresdow



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