

**CADBURY AT LEWES
EVENING EXCHANGE
September 6, 2011**

Vic Amey, President & CEO, welcomed residents to the Evening Exchange. Vic opened the meeting with his usual light hearted story with the lesson to make room in your life for the important things.

Vic announced that the Business Office hours will be Monday thru Friday from 9:00 am to 2:00 pm. He also advised that he realizes we are having some problems with Cadbury Cash. We are working with the software vendor to resolve and hope to have the solution by the time the next statements are generated.

The following PMI's were reviewed:

- There are slugs on Cottage 19. This is due to the increased amount of moisture and humidity.
- The patio off the Chart Room is unattractive. This area is not of high priority, but we will consider doing something in the future.
- Communications during an impending weather event. Administration made several attempts to communicate about the special resident meeting held prior to Hurricane Irene's arrival. Information was posted on the Cadbury Channel and the CALRA website. No telephone tree was implemented, but several residents instituted one on their own.

Vic reminded residents that if there is an anticipated emergency to please check the Cadbury Channel (#970). Staff have a telephone tree and we also have good staff support.

We have purchased a First Alert NOAA radio to ensure we get information as soon as warnings are posted. Since the storm, we had a chance to critique our procedures. It will now be recommended for residents located on the 2nd floor to move to the corridors on the East and West wings on the 1st floor, just off the Bistro. Cottage residents should move to the most interior space of their residence.

Vic reminded everyone that when a Watch is issued, it means that conditions are right for the event to occur; whereas a Warning means that the event has been seen or spotted.

Vic turned the microphone over to Carol Holzman, Director of Resident Services for some important September activities:

- Artwork from the Coastal Camera Club will be exhibited at a Happy Hour Reception on Friday, September 9th at 3:30 pm in the Bistro.

- On Sunday, September 11th is a trip to Rehoboth for a 9/11/01 Memorial Service. The time has been changed to 2:30 pm. The event will be held outside, so dress accordingly.
- Starting on Mondays at 1:30, the Academy of Life Long Learning will hold their Opera Class. Cadbury residents are welcome to attend.
- Don Burgess arranged for a Piano Bar Night with Daryl Grant Lindsay on September 29th at 7:30 pm

Carol advised residents that the Heart Walk is scheduled for October 21st and benefits the American Heart Association. Residents can participate in a 1 or 3 mile walk. She is also fundraising for the event and allows employees to pay \$2.00 to wear blue jeans on Fridays between now and the event date. Carol will accept donations to the American Heart Association and assured residents they would receive a receipt.

Hilary Lavender is back from having a baby boy, Carter. She will be here tomorrow to run Body Balance, Chair Exercises, and Water Works.

We have three new residents:

Bill and Maryse Neubrand in apartment #108; Ann and Ger DeGeer in Cottage #16; and Jo O'Hollaren is moving in today into apartment #226. Carol asked that we all reach out to new residents and that Marketing has seven new move-ins scheduled before the end of the year.

The LEAP Program has been very successful over the past two months. We have had as many as 20 residents participate. The art program that Sharyn is doing has been well received.

Chuck Rendulic, Director of Support Services, advised that Fire Alarm Testing will take place on Monday and Tuesday of next week. He asked for a resident volunteer to evacuate. The testing is required annually.

Chuck reminded residents that trash pickup days are Mondays and Thursdays by 9:00 am. He asked that Cottage residents please place items in bags.

An aerator was purchased to assist with Fall seeding and is expected to start within the next two weeks.

There were 178 work orders initiated in June. Two are outstanding – one of which we are waiting for parts and the other one is on the schedule to be completed. There were a total of 154 work orders in July, all of which have been completed. He will report on August at the next meeting.

Drains were installed on Friends Way and they have already proven to prevent standing water.

Be reminded that when using garbage disposals they cannot take everything. They should only be used for table scraps, no light bulbs or chicken bones. Maintenance has been searching on line for the proper drain covers. When they find the right ones, they will order a supply.

Chuck will be implementing a project to help reduce our electric bill. We currently pay an average of \$30,000/month. He will tour the facility and survey about putting in automatic switches and have certain hallway lights turned off at night. Some additional switches may need to be installed.

A discussion was started about the irrigation system. A resident asked about turning it off when it's raining outside. Chuck indicated that the automatic rain gauge is not working properly. He reminded residents that we have extremely dry, sandy soil here and he doesn't want to ruin the beautiful grass we currently have by shutting it off completely. He said we are not paying for the water. He will continue to try and regulate. It is recommended that instead of watering longer, we water twice a day. He will adjust to start at 11:00 pm and finish by 4:00 or 5:00 am. Chuck advised that the timeframe for sprinklers has been adjusted at the East end entrance. He also said he would adjust week to week as necessary. If you see an area that has too much water, please report it to him.

Chuck continued to address some of the items that cottage residents had listed:

- Maintenance men arrive without calling in advance. Chuck indicated that they call about 80% of the time. Chuck indicated that many times when he gets the call he asks the staff to swing by and check out the item immediately.
- Work orders – the question was asked if they need to be submitted more than once. Chuck answered “No” and it was later suggested to assign work order numbers. Sometimes a delay may occur when a part has to be ordered or they are waiting on a particular vendor for a large job.
- Some work order are started and not finished – Chuck agreed that this is the case and he took full responsibility. It was suggested to maybe get signoff from the resident when the request was complete.
- A status of the non-emergency list of items was requested. Chuck advised that they had about 18 or 19 items to complete and will work on as they can.
- A question was asked why it takes two men to pick up trash. Chuck indicated that the job was done quicker with two, as one has to get out of the truck and the other can drive. A question was posed about recyclables being in a closed bag. Chuck will call to find out what proper procedure is.
- Chuck indicated that vent wells will be cleaned out soon.
- Concrete cracks – some have been fixed and more will be fixed.
- Tree pruning will take place in the winter and spring. Some residents brought in their own people, but Chuck reminded them that the vendor must be an approved contractor.

- To help with the work orders, Chuck will be doing a quality control check for 3-6 weeks and ask questions of residents such as:
 - Was the job completed to your satisfaction?
 - Did someone call you to schedule?
 - Did the staff clean up the area?
 - Was a note left if you weren't at home?
 - Etc.

Mr. Bazzoli asked if the second drainage system had been put in. Chuck replied that this has not yet been scheduled.

A question was asked about the Comcast channel lineup. Carol Holzman has a printed list and will put in everyone's mailbox. Chuck reminded residents to keep their TV on Channel 3 in order for Comcast channels to come through.

Mr. Burgess suggested using a robo-calling system that has the capability to delivery 2500 messages per minute. It doesn't cost much and doesn't need to be installed. We would only have to register phone numbers into a registry. He will provide information to Vic for review.

A resident asked about the surplus of phone books in the coat room. We have already called to have them removed, but will follow-up.

More discussion ensued about the recent hurricane and a resident asked how far we are located from the beach. Vic indicated that if a mandatory evacuation was ordered, it just means that if you don't evacuate, the authorities may not help you. We are located about 2 miles from Lewes beach and about 3 miles from Cape Henlopen. Vic happened to talk to the Governor over the weekend and he agreed that the tornado was the scariest part of the storm. Vic indicated that the Health Care center was constructed with metal studs and steel beams and that during the storm all residents were moved away from windows and blinds were closed. Vic added that in preparation of the storm, we had reserved a 48 passenger motor coach in the event we had to evacuate.

Vic had planned to provide a presentation on Cadbury Accounting 101 to residents; however, time did not allow. It was suggested to set up a special meeting or have him present at the next Evening Exchange.

The next Evening Exchange will be held on October 4, 2011 at 7:00 p.m. in the Auditorium.

Recorder
Barbara White, Executive Assistant
9/8/11