

**CADBURY AT LEWES
EVENING EXCHANGE
May 17, 2011**

Vic Amey, President & CEO, welcomed residents to the Evening Exchange.

Vic said he was going to review results of the last Resident Satisfaction Survey after Chuck and Carol said what they needed to.

Chuck Rendulic, Director of Support Services, provided the following information:

- Maintenance received a total of 164 work orders in March. All but 2 were completed. One was due to a scheduling issue and the other was because they are waiting on parts to come in.
- The fountain in the back pond will be installed once Miss Utility comes out to mark the electrical lines. We hope to have complete by month-end.
- Lawncare – they are getting more mulch to put around trees and the West Wing pond. They will start fertilizing at the end of May and early June. Tags will be placed once treated, so be mindful of pets if you see the tags indicating it has been sprayed.
- They have installed a French drain behind cottages 45 and 46. If all goes well, they will go ahead with the other 2 drains.
- Comcast – They are still trying to resolve any issues. Chuck has new instructions for recording programs. He will duplicate and put in resident mail boxes. Chuck reminded everyone that the TV has to be on Channel 3, and the Cadbury Channel is now Channel 970. A resident asked about getting a printed channel menu. Carol will print and distribute once available from Comcast. If you cannot turn your TV on/off with the Comcast remote, please contact Chuck. On Demand should still be available if you had that feature before the conversion.

Vic added that Comcast gave us no notice they were coming to perform the conversion and they assured us there would be no impact to residents, which was not the case.

Carol Holzman, Director of Resident Services, highlighted some upcoming May calendar events:

- 5/18 – Piano Player at 7:00 pm in the Auditorium.
- 5/21 – Cadbury Resident Choral Practice. This will take place every Saturday at 10:00 a.m., unless otherwise noted.
- 5/21 – Performance by the Woodbridge Community Choir from Washington, D.C.
- 5/23 – Dinner at Villa Sorrento. Mr. DeMul added that on the back of Food Lion receipts there are coupons for 15% off.
- 5/24 – Resident Gil Kaufman will provide a presentation: To Bermuda by Clipper at 7:30 p.m. in the Auditorium.
- 5/25 – The Back Bay Strummers will perform at 7:00 p.m. in the Auditorium.
- 5/31 – There is a music concert at Stango Park at 6:15 p.m. Make sure you bring a folding chair.

Carol presented a butterfly puzzle to the residents. Ellane Hein had spent countless hours working on the puzzle. Karen Consolini thought it was so beautiful that she conspired with Dean Hoover to mount it for hanging. We will hang somewhere in the community for all to enjoy. Carol thanked Ellane, Karen and Dean for their efforts.

Vic continued the meeting with some discussion on a few PMI's:

- Residents are not returning carts to the designated area. Please return them promptly after use.
- Crawl spaces – they will be inspected for dampness/mold
- A suggestion was made some time ago to have the doorway by the bank widened. This has been completed.
- Someone noted that installing a speed bump was not necessary, however, it was installed to encourage people to slow down. We don't have staff available to police the area and hope this will help.
- The Bistro is always out of bagels – Vic has addressed with Ingrid and they will try not to run out.
- What is the status of the lists given to Maintenance? Items have been prioritized and are being completed as soon as possible.
- Hoses for watering flowers – they were removed for grass cutting and should have been put back by now.
- Fencing along the West Parking Lot – some residents wanted a hedge rather than fencing. This was done to block car headlights from shining in resident cottages at night. We didn't have time for the hedge to mature so the fence was constructed. We may look at adding some plantings along the fence line.
- Parking – visitors parking in resident spaces. There is no simple answer, however, we are re-stenciling the curb stoppers and looking at some additional signage. This is an ongoing problem.

Vic continued with his presentation on the Satisfaction Survey. The process started in Cherry Hill where he worked with Press Ganey, the largest hospital satisfaction survey company in the country. He worked with them to develop the survey and initially they tabulated the results. It has been 18-20 months since the last survey was conducted in Lewes. For this most recent survey, Barb White entered the data into the database to tabulate results. We now can use the results to compare between the Lewes and Cherry Hill campuses and see trends that may develop. It also serves as a management tool to identify trends in certain areas. We can clearly see differences between cottage and apartment residents.

Vic gave an overview of the Independent Living area. He noted that we had a 55% return rate, which was down as compared to the last survey. He reviewed the rating scale from 1-5 as 1=Poor; 2=Fair; 3=Good; 4=Very Good; 5=Excellent. Our overall satisfaction rate was 3.85, down from the last survey of 3.87. Vic noted that staff courtesy is the highest rating in every category, and we are very proud of that. Vic summarized each category as follows:

- A. Satisfaction with residence – up 4% from the last survey
- B. Dining Services – up slightly
- C. Medical Team – One of the lower scoring categories - 2.91% in availability of doctors. Vic added that Dr. Sehgal, our new Medical Director, will be introduced at our next meeting.
- D. Communication – it is apparent that the cottage residents feel differently than apartment residents and that some decisions that are made are not favorably received.
- E. Marketing – no significant change since the last survey
- F. Transportation – again, there are differences between cottage and apartment residents.
- G. Activities – up 5% overall from the prior survey
- H. Finances – Down from last time, but not significantly. This is another lower scoring area, as expected.
- I. Maintenance – staff courtesy rates high
- J. Security – only category that scored above 4.5% for each question and relatively unchanged from the last survey.

Because communication is always an issue, a resident suggested considering a separate survey just on communication. Vic agreed this may be a good idea, but we try to communicate in many ways such as the Cadbury Channel, calendars, and by correspondence being put in resident mailboxes. One resident commented that some people cannot read the calendar as the type is too small. Carol will work to address this.

A resident asked if Vic could give everyone an idea of what landscaping was planned for the East Wing. Vic was not aware of any formal plans that had been made. He said they had talked about putting some additional shrubs in the front lawn and that we may do some additional plantings in the front wall near the flag pole. He advised we will discuss at the next Building and Property Committee Meeting.

Vic closed the meeting by thanking everyone for coming.

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

Recorder
Barbara White, Administrative Assistant
5/18/11