



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

November 6, 2018

Carol Holzman, Executive Director, opened the meeting and thanked everyone for attending. She commented on the pictures from Halloween that played as people were being seated. She said the costumes were great and everyone looked like they had a great time.

Carol:

She announced that Chuck was on vacation, so his report would have to wait. She then introduced Kim Applegate, the Business Facilitator, who would help explain a new report.

Kim:

Kim displayed a new report that she said was very similar to the old Cadbury Cash report. She highlighted the sections which include:

- Top section - displays the date range of the report (prior month)
- First line - shows the previous balance from the month before.
- Rollover adjustment - this is monthly deposit made to the dining account for those residents whose balance is below \$450. The highest this deposit could be is \$150.
- Transactions - line by line amounts and descriptions of purchases charged against the cash balance.
- Bottom section - displays the ending declining balance and the total amount spent in the time period.

Kim explained that any charges made after the declining account gets to zero (\$0) will appear on the monthly room and board statement. These charges will not have any transactional detail; however if a resident has any questions about these charges, they may see Kim and she can print out the detail.

Lauri:

Lauri presented the results of the Whole Body Wellness survey that had been distributed in the spring. The survey was an engagement assessment for IL residents, focusing on activities offered for the mind, body and soul of the residents. Currently about 40% of residents participate in activities and Lauri would like to engage the remaining 60%. She recognizes that no one will want to do everything and that she will never achieve 100% participation. However, she wanted to make sure that the Office of Resident Services was meeting the needs of the residents who had expressed interest in a particular activity.

The survey showed that Resident Services and the residents were doing a fairly good job of meeting the needs of the top three major categories. Overall, residents were looking for:

- Fitness & Aquatics - 63%
 - Fall prevention
 - Group exercise
 - Tai Chi
- Learning and Continuing Education - 58%
 - OSHER classes
- Arts and Culture - 58%
 - Music appreciation
 - Theater and ballet
 - Museum visits
 - Book club
 - Probably start a committee to plan for this
- Social Programs - 42%
- Nutrition - 42%
- Travel Groups - 38%
- Environment - 33%
- Sporting - 17%
- Spiritual - 15%

There are three ways to address activity needs. They are:

- Resident Driven
 - Small groups
 - Committees
 - Independent effort

- Recognizing like-minded neighbors
- Staff Driven
 - Weekly programs
 - Special events
 - Speakers
 - Contractor activities
- Outside Providers
 - OSHER
 - Camera Club
 - Bird Club
 - Physical Therapy

In conclusion, between the resident committees and the programs offered through The Moorings, many of the engagement needs of residents are being met. However, there are many in the community who do not participate and Lauri wants to make sure that they can be engaged to the level that they wish to be. Lauri has a lot of data from this survey. So if a resident comes to her and expresses an interest in starting a particular activity, Lauri has data about the residents who have expressed a similar interest.

She asked if there were any questions and a resident made the announcement that the Craft Fair opens up on November 16th and runs through December 7th.

Another resident said that the symphony, which is sold out in Ocean View is doing a performance in Ocean City. He wondered if there would be busing. Another resident answered that the performance is the same program that is held at Cape Henlopen High School. The High School one is much less expensive.

Lauri then introduced Stefanie Willey, the new Wellness and Fitness Coordinator.

Stefanie:

Stefanie started by saying that it is an honor and a privilege to be part of such a wonderful community. She is working with Lauri in structuring a program that meets the wellness needs of the residents, whether they be physical or mental. Currently she offers a body balance class, range of motion class, an aqua class, a cardio class and circuit training. Those are all physical classes. For social health, she currently offers weekly trivia and crossword. And she is very excited to offer TBH - Total Brain Health, which was introduced earlier this month. TBH is partly physical but

also designed to keep the mind engaged. TBH is weekly on Mondays at 2:00 in the Quiet Room.

Stefanie reiterated that she is available to meet with any resident one on one for a personal training session or to answer any questions about health or nutrition. Her office is right next to the Arts and Crafts room and she encouraged residents to stop by anytime.

Carol:

She welcomed some new residents that have recently moved into the community; Sheila Turner in Apartment 141, Bob and Faith Duncan in Cottage 45 and Hector and Vivian Bedoya in Cottage 47.

Carol then reported that Louise Rief, the Director of Nursing who started in August, has moved on. But she is happy to report that we have an Acting Director of Nursing, Kim Bishop. Many may recognize Kim from Assisted Living, where she has worked for over five years. Kim has great integrity and is honest and fair. The residents in Skilled have calmed down since she has been here and Carol feels very confident in her skills. We have an ad in the paper and are accepting applications for the position. In AL, Beth Seeds, the Staff Educator, is serving as Acting AL Manager. We have an ad for that position also.

Carol acknowledged that there has been a lot of turnover lately, especially in healthcare. But she wanted to reassure residents that The Moorings has a number of strong employees who are also strong leaders who help our staff help our residents. Carol reported that eight new CNA's have recently been hired and Alice Lux, the HR Manager, is working hard on recruiting.

Carol also reported that the State came into Skilled Care to conduct a survey on October 15th and left on October 24th. It was a very stressful time for both staff and residents that they were here for so long. The State has fourteen days to release their findings and then The Moorings has ten days to respond. The deadline is tomorrow, November 7th, which would give us until November 16th to respond and offer our plan of correction.

PMI's

For those residents who are not aware, every Afternoon Exchange, Carol reads aloud PMI's, which stands for Please Mention It. Blank PMI slips are in the mailroom. Residents may fill them out and then drop them in the box to be read by Carol.

1. The first PMI relates to an employee, and Carol said Afternoon Exchange is not the forum for employee issues. If a resident has a concern with an employee, they should come to meet with her privately to discuss.
2. *Are cottage windows supposed to be cleaned on the inside during the bi-annual cleaning?* Carol said that she had verified that Support Services will clean blinds and take down and clean the globes on the lights. A correction to what was stated at Afternoon Exchange - the windows of the cottages are cleaned once a year by outside contractors. This was last done in July.
3. *The walls in the hallways are often painted, but what about the trim in front of the cottages? It has been eleven years.* Carol said there is no set schedule to paint the outside of the cottages, but if a resident calls Alan, he will schedule the painters, weather permitting.
4. *The junipers by the Commemorative Walkway are overgrown and need to be trimmed back.* Carol reports that when she read this PMI, she walked out to check the walkway and found that it had already been trimmed.
5. *The invasive weed, wiregrass, has traveled across the cottage lawns and nothing is being done about it. Will anything be done to keep it out of the gardens and shrubbery?* Carol replied that this is a coastal community, and as such, this kind of weed is very common. The only way to control it would be to spray chemicals frequently on the lawns and this is not in the best interest for our health, our pets' health or good stewardship for our funds. But we will keep it out of the shrubbery and gardens.

QUESTIONS:

When the State survey completed in January, what recommendations did they make? Carol replied that we were cited for five items and we submitted a plan of correction for all them. The citations were for things like floating heels. For this survey, we will not know until we receive the documentation what will need to be corrected.

What is the status of the maintenance building? Carol replied that it was progressing and ground should be broken by the end of the year. *Where will it be?* Carol replied it will be built on the grass island outside of AL. The mowers and snow blowers will be kept in there, as well as the bikes.

What is the status of the cottage recycling program? Carol said that we have the opportunity to contract with Waste Management. They can drop off bins and cottage residents will have recycling picked up twice per month. There is no change for apartment residents. She is not sure when it will begin; she

would have to check with Chuck. Cottage residents will need to decide if they wish to participate. It is not required.

If you do not participate in the recycling program, can you still take recycling to the bin on the loading dock? Yes you can.

I wanted to remind residents that there is a reading tonight at 7:00.

As reported last month, the plants in the Auditorium have been discarded. Will The Moorings will replace them? Lauri volunteered that she has a plan for taking care of this.

Any news on the pub? Carol said that the pub is part of the 2020 budget.

For recycling, people need to be reminded to rinse out their cans before putting them in recycling. Also, plastic bags are not recyclable. Carol agreed with this point. She said that Waste Management complained that the plastic bags were jamming up in their equipment and should not be used for recycling.

If The Moorings staff will not be doing the recycling, can we go back to trash pick-up twice per week? It's hard to keep smelly trash for a week, especially during the summer months. Carol said she would need to discuss that with Chuck.

I want to remind people not to throw food out for the ducks. Carol agreed with this point and added that the food attracted animals like raccoons and rats.

The contractor on the second floor of the West Wing never cleans up the carpet at the end of the day. Carol said that this needs to be managed.

We have beautiful firs and spruces that bagworms have invaded. Are we taking care of them? Carol said we do put out traps for the bagworms, which takes care of most of them.

Lauri announced that IL residents could pick up a copy of the new Resident Handbook as they leave. She and Jenn Silvestri would be outside in the lobby distributing the books. Residents not able to pick up the book today could pick it up at the front desk.

Carol thanked everyone for coming.