



# THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

## AFTERNOON EXCHANGE

December 4, 2018

Carol Holzman, Executive Director, opened the meeting and thanked everyone for attending. She said that she received ten PMI's about the DVD player being broken, so she would start with Chuck.

### **Chuck:**

Chuck said that he wanted to talk about a number of hot topics, the first being the DVD player. He announced that it has been fixed and he had Charlie double-check it.

The next topic was that he said there have been a lot of calls about re-scheduling the semi-annual cleaning until after the holidays. He said that unfortunately he is unable to assist with this. The schedule is based on the move in date and cannot be changed. He said that his staff is cleaning approximately nineteen (19) units per month plus the AL units. He hopes that everyone understands.

Recycling is the next topic. He is aware that there have been some issues and wants to reiterate that Waste Management will not recycle anything that has bags in it. They will cart it away as trash. Springpoint is consulting with a new company that will take over February 1<sup>st</sup>. He will check with their rules, but he believes that recycling is a national issue. There are a number of centers that have stopped taking recycling material. Residents living in apartments should keep throwing their loose recycling in the bins; cottages must bring their recycling to the container. Paper bags are fine, but no plastic. All yard waste should go into the large container by the fence.

By now everyone should know that the doors in Healthcare are locked for the safety of the residents and staff. He is aware that the handicap door is not working correctly, but he has ordered a relay switch and anticipates that it will be functional soon. He agrees with the residents that a concierge would be ideal at the back

entrance, but until census is at 90%, there is no funding for this position. A resident asked if volunteers were desired and Carol said absolutely and to speak with Lauri.

In terms of the grounds, the mowers have been put away and the irrigation system turned off. Chuck has brought over the snow blowers and has signed a contract with a company to plow. His grounds crew is still working outside prepping the beds for mulch and trimming the grasses. His crew will plant 2,500 bulbs so it should look really nice in the spring.

There are contractors around the grounds doing renovations. He warned everyone to be careful of the dumpster by Cottage 11. It is temporary and as soon as they are finished, the dumpster will be removed.

There will be an electronic recycling event after the holidays. It is scheduled for January 7<sup>th</sup> and no one has to move anything. Just call Alan and he will have a staff member come and get the equipment. He will be putting a notice in the cubbies and will include a list of items that are acceptable.

After the holidays, there is a plan to renovate the bathrooms in The Bistro and outside the Auditorium. There will be a great deal of activity, but it should only take two weeks. Residents will need to use the restrooms by the pool.

There was a question about the status of the pole barn. Chuck replied that we finally received approval and, depending on the weather, construction should start at the end of December.

A resident asked if it were possible to paint his woodwork and trim. Chuck directed the resident to call him and he would have it taken care of.

## **Lauri:**

Lauri thanked everyone for decorating the tree over the weekend. She said it looked very festive.

She reminded everyone that the Lights of Love would take place on December 11<sup>th</sup> in the Bistro. She announced that the order forms for the tags and stars were in the main hallway by concierge. Residents could pick up their tags and stars beginning at 4:30, and the ceremony begins at 5:00.

Lauri also wanted to remind all residents that transportation for medical appointments was only available on Wednesdays, Thursday s and Fridays. The drivers are needed for other tasks on Mondays and Tuesdays.

Her last announcement was that the Afternoon Exchange in January will be pushed back by one week and be held on January 8<sup>th</sup>. After that date, it will remain as the first Tuesday of each month.

## **Carol:**

The current IL census is 115 residents, AL is 39 and the SNF has 35 residents. She welcomed some two residents that have recently moved into the community; Patty Canby in Apartment 122 and Donna Blomquist in Apartment 217.

Carol reminded residents that all of the proceeds from the Lights of Love goes to the Resident Reserve Fund. She said that tags cost \$20 and the stars are \$50.

Carol announced that a large Marketing event will take place this coming Friday. Karen is expecting fifty (50) people to attend. Carol is anticipating that the IL census will increase in 2019.

Carol said that vocabulary changes have occurred with the affiliation with Springpoint. She said one example is that Springpoint uses the word Clinic, but at The Moorings, we call it The Wellness Office. She said the purpose for the Wellness Office is for Dr. Sehgal's patients to be able to see him here in the community on Thursdays. But Carol reminded residents that The Wellness Office could be used for miscellaneous medical purposes, such as getting blood pressure taken. If a medical issue like changing a bandage is done there, then there will be a charge on the monthly bill. Medicare only considers an expense like this eligible if it is performed in a doctor's office.

Carol also reported that the State came into Skilled Care to conduct a survey on October 15<sup>th</sup> and left on October 24<sup>th</sup>. On November 14<sup>th</sup>, we have received what is called a Form 2567 that lists the things that need to be fixed. Carol and her staff are currently working on the response, which is called the Plan of Correction. Carol is not able to share any results until the Plan of Correction is accepted, but once it is, the results will be posted in Skilled, or is available on-line under the Division of Long-Term Care.

## ***PMI's***

1. Carol said that there was a PMI about the semi-annual cleaning, but that Chuck had addressed that topic previously.
2. The remaining PMI's were all about the DVD player not working. Carol said she understands that it was very frustrating, but the system is complicated and although staff come up and test it frequently, sometimes things happen. She apologized that it happened. There was a great deal of

discussion about how frustrated the volunteers were. Carol assured everyone that it was fixed and there would be a test before the Marketing event. Lauri added that staff, including Charlie and herself, comes up periodically and before event to make sure the system is working.

Carol thanked everyone for coming.

Jennifer Silvestri, Recorder  
12/4/2018