



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY
AFTERNOON EXCHANGE
March 5, 2019

Carol Holzman, Executive Director, opened the meeting and thanked everyone for attending. She then asked Chuck to come up and present.

Chuck:

Chuck reported that his crew is laying the mulch and anticipates putting down fertilizer shortly. He will notify the residents before fertilizing.

The contractor reports that the storage building should be complete by the end of the week. Chuck is hopeful, but a little skeptical because he has not seen any of the workers.

He stated that renovations are progressing for cottages 17 and 23 and apartments 112, 203 and 206.

Chuck said he had finally heard from the recycling program manager who said that he should receive all the program rules and instructions within the next two weeks.

Chuck also reported that when the weather warms up a little, his crew will install bike sheds at the end of the East and West wings. They will be a lean-to style, with a covered roof and sides.

QUESTIONS:

I have noticed large piles of dirt on the five acre tract of land. I was wondering who left it there and what is happening with it? That is from the excavation for the new storage building. When the area is not so soggy, it will be spread out over the field.

How long after the fertilizer is spread is it safe for dogs? Chuck said the fertilizer is the granular kind which is less dangerous for pets, but he estimates 24 hours to be safe.

Will the bike sheds be on concrete because the kickstands don't work very well on grass? Carol replied that the sheds will be on the back wall where it is flat with no

windows. She and Chuck will look into what kind of surface might be put down underneath.

Lauri:

Lauri said that she was asked by a resident if Medicare ever called directly. To find out, she called the main Medicare number and after being on hold for quite a while, she was connected to a representative who stated that Medicare will **never** reach out by phone to contact someone directly. So if a resident gets a call from someone claiming that they are from Medicare, please do not ever give out any personal information. If they are calling you, it is fraud.

In the middle of last month, Tina Moskunas came and discussed travel opportunities available to residents. The travel is VIP style with door to door service. There is still room for the first trip on May 15th to 16th to Washington DC. If any resident is interested in signing up, Stefanie has the forms to complete.

Lauri stated that residents may recall the presentation on the new employee recognition program called “Making a Difference”. She welcomes residents’ input on recognizing staff members who make an extra effort. She said she had placed a card in all of the cubbies and that residents should feel free to complete one if a staff member wowed them. The cards can be dropped into the wooden box by Alice Lux’s office.

Lauri was happy to report that the new Monday-Wednesday-Friday transportation from the cottages to the community building is being utilized. She said she is using this quarter to evaluate the use of the service.

The last thing Lauri wanted to mention was for residents to double check their belongings when arriving home to make sure that someone else’s coat or gloves or scarf wasn’t accidentally scooped up. If something is found that does not belong, please bring it to concierge. There is a lost and found in the corner cabinet of the lobby, but concierge is often the best resource to check.

QUESTIONS:

A resident wanted to commend the security staff. When playing shuffleboard recently, a purse was left on the sofa accidentally. Security found the purse and brought it to the front desk and wrote a note. They also tried to call her to report that it was found. The resident feels it is wonderful to live in such a safe and trustworthy community.

Another resident wanted to say thank you for arranging transportation to and from the community building.

Carol:

Carol reported that census in IL was 116, AL was 33 and Skilled was 34. She said that residents may have noticed that the numbers in AL and Skilled have fallen, but she is happy to report that Cristi Berrios, the Admissions Coordinator in Healthcare, had returned from leave the day before and she already had six possible admissions for Skilled. Carol is confident the census will improve.

Last Thursday, Michael Tuccillo, the Director of Customer Service and Hospitality Engagement, was at the community and he and Carol observed the dining experience in the Chart Room. About forty people were dining and it was obvious that some things need to change. Michael offered to help make some changes. Tomorrow (Wednesday, March 6th) there will be training for the dining staff. There are six resident volunteers who will be served an imaginary meal at around 3:30. Four more volunteers are needed for training on Saturday. All volunteers will receive a dining gift certificate for participation.

Another thing that came out of the observation is that the fresh flowers are too high. Dining is working on making the arrangement a little shorter so the flowers do not block the view.

A resident mentioned that she hoped that in the course of the training, servers were instructed to not hand diners their glass by the rim. Carol replied that absolutely those types of things would be covered.

Another aspect is the timing of the meal. The times that Carol has dined in the Chart Room, it has taken two hours to be seated, have salad, entrée and dessert. This has caused her to examine the back office processes in the kitchen and focus on things that cause delays. One thing she has noticed is that catering blocks things up and causes meal preparation to be delayed. Carol is not referring to large catered events, like Ed Carter's 100th birthday party, but rather residents special ordering of food items. She said to look for more to come on this.

Carol said that dining is considering an a la carte menu in the Chart Room. Instead of paying \$10 for salad and an entrée, dining is suggesting making a \$7 entrée available. She feels that this way, residents will be able to order what they want, similar to the Bistro. She hopes this will encourage residents to dine in the Chart Room.

On March 16th, the menu in the Bistro will be changing to offer items like different kinds of burgers, paninis, chicken tenders and different types of salads.

Tonight is the Mardi Gras dinner and the St. Patrick's Day dinner dance will be held on March 16th.

Carol would like to welcome some new residents to the community. New residents include David Bleil, Paul and Jeanne Kehrer, Charles and Carol Lader, Cheryl Snyder, Joy Mingle and Donna Shank.

PMI's

1. *Is it possible to have better lighting installed on the West wing by the puzzle table? Carol said she would have someone look at overhead lighting or some kind of floor lamp.*
2. *A resident wanted to express appreciation that a floor mat has been added to the doorway of each apartment under construction.*
3. *A resident wanted to thank Lauri for filling in with exercise class, despite her busy schedule. It was very much appreciated.*

Carol then introduced Stacey Judge to give an update on the LivWell program.

Stacey:

Stacey reported that it was about one year ago when LivWell was introduced at The Moorings. She said she has been coming down about every six weeks to teach a fitness class or to participate in a program. During that time, she was also gathering quite a bit of data.

Residents may remember the Lifestyle survey that was distributed last June. Springpoint received about sixty completed surveys that reported what individuals were looking for in terms of life enrichment, physical activity, dining and special programming. Data was compared to the data from the Holleran survey to do a SWOT (Strengths, Weaknesses, Opportunities and Threats) Analysis for LivWell.

Another survey was done by Age Well; residents should have recently received a packet to complete the survey again this year. Age Well is run by Mather Lifeways, Northwest University, Zieglers and Leading Age, some very large players in the senior living arena, and is looking at healthy aging experiences.

Stacey is working on a report to examine the intersections between Age Well, LivWell and Holleran and trying to determine the factors that most greatly affect seniors' satisfaction with life in the community and how satisfaction might be improved.

Stacey wants to share the results of the report so that residents are aware of the types of programming they are working on developing. One avenue they are exploring is the travel program with Tina Moskunas. In addition to Springpoint, Tina works with Erickson communities and specializes in travel for active older adults. Stacey also reported that other Springpoint communities have expressed a desire to travel to The Moorings; so she will be working on that.

Another thing that residents are enjoying is shuffleboard. Stacey said that perhaps a Springpoint tournament could be arranged. She said that residents of The Atrium have already expressed an interest to come down and play.

Stacey then shared some of the results from the Age Well survey. She said the results show that people in senior communities live more socially connected and are physically more active than those who do not. She said The Moorings scored above the benchmark with the least number of days that residents felt lonely. The Moorings scored highly with purpose in life and satisfaction with retirement. She also reported that The Moorings residents perceived themselves as 11% younger than their chronological age and scored above the benchmark in physical activity.

Stacey said that if any resident did not receive the Age Well survey invitation, there are a few blank surveys that may be obtained from Lauri. They need to be returned by March 15th.

Overall there have been some wonderful things that have come out of the LivWell program. There are classes in Tai Chi, meditation and overnight travel. LivWell is also beginning question and answer sessions with the dietician. Liz will be available the last Thursday of the month in the Bistro to discuss nutrition.

Stacey announced that over the summer, she will be launching a program called Wellness Around the World. It will be a virtual travel program with themed meals, arts and activities from countries like Greece, Italy and Japan.

Stacey thanked everyone for their attention.

Carol:

Carol said that while Stacey was speaking about how to live well in a senior community, she was thinking about a story about Lauri Weeks and how she worked

with a resident in Safe Harbor who used to be a lifeguard but had confessed to her that he forgot how to swim. Lauri took the resident to the pool and after some time, he remembered the motions and started to really enjoy himself. Carol said this is an example of how the staff try so hard to enable residents to live the best life they can possibly live. She stressed that if there is anything that she and the other directors can do, to please let them know.

QUESTIONS:

Do we have a consultant chef to work with the nutritionist to develop healthier meals? Stacey answered that LivWell has been working on a healthy meals program for a number of years and it is ready to launch here at The Moorings.

Do the chefs here have someone that will actually train them? Stacey replied that she and Jaclyn Barth are available for training.

It seems that the groceries may be a problem. There are no green vegetables to choose from. Stacey said that the chef inspired recipes will contain a lot more vegetables.

Carol thanked everyone for coming.

Jennifer Silvestri, Recorder
3-5-19