

# **TMALRA HANDBOOK**

**Guide to The Moorings at Lewes Residents' Association**

**The Moorings At Lewes Residents' Association  
(TMALRA)**

**17028 Cadbury Circle, Lewes, DE 19958**

## **Basic TMALRA Information**

The following contains an overview of information about TMALRA and the breadth of its activities. It also includes some related information about broader functions and activities of The Moorings and is a useful companion to the Residents' Handbook issued by The Moorings management.

The initial section of this handbook is focused on information applicable to all residents. It is followed by additional information specific to apartment and cottage residents.

**TMALRA** TMALRA (The Moorings at Lewes Residents Association) is a member-managed organization separate from but cooperating with Moorings management. As a resident of The Moorings, you are automatically a member of TMALRA.

**TMALRA BYLAWS** is the governing document of the organization. The Bylaws are updated as necessary subject to Board and member approval. The Bylaws are on the TMALRA website ([tmalra.org](http://tmalra.org)).

**TMALRA RESIDENT MEETINGS** are held on the third Monday of each month at 3:30 pm in the Kalmar Nyckel Auditorium. The meetings are listed on the monthly activity calendar. No meetings are held in July or August.

**TMALRA BOARD OF DIRECTORS** are elected for two year terms and may be reelected. Members of the Board include the officers, committee chairs, and area representatives.

**TMALRA AREA REPRESENTATIVES** welcome new residents, and orient them to life at The Moorings and introduce new members at TMALRA meetings and functions. There are four apartment representatives (one for each floor in both the east and west wings), two cottage representatives and one Assisted Living representative.

**TMALRA COMMITTEES** include the following:

- **Activities** – plans trips to restaurants, museums, and other area attractions. The Activities Committee provides input for the monthly resident activity calendar printed by The Moorings.
- **Bylaws** – reviews suggested changes to TMALRA Bylaws and recommends appropriate revisions or amendments to the Board of Directors and final approval by the residents.
- **Communications** – plans, implements, and updates resident communication modes at The Moorings, including the TMALRA Newsletter (TMALRA Free Press), TMALRA website, TMALRA Resident Directory and this TMALRA Guide. The committee works with The Moorings management to improve resident information shown on TV channel 970.

- **Dining Services** – discusses food service issues with the Dining Services Director and recommends changes. It also assists in planning special dining events such as those for Christmas Eve and New Year’s Eve.
- **Employee Appreciation** –oversees the Employee Appreciation Program which provides an annual cash gift to each hourly employee of The Moorings to show our appreciation for all they do for us throughout the year. The Committee plans and carries out the annual Program by informing the residents, soliciting contributions and then distributing cash gifts to the employees in early December.
- **Library** – manages, staffs, and supports the TMALRA Library on the second floor of the Community Building and maintains a collection of spiritual books in the Quiet Room.
- **Program** – schedules educational, informational and entertaining programs including Friday night movies.
- **Wellness** – serves as a liaison between administration and residents of The Moorings regarding health and wellness resources.
- **Woodshop** – facilitates resident use of the Woodworking Shop.

Committee chairs are appointed for a two year term and may be reappointed.

If you would like to serve on one of these committees, please contact the committee chair. The chair can also provide more detail on the committee's work. The mission statement of each committee is on its website page.

**TMALRA BUY-THE-SEA GIFT SHOP** is located by the main stairway in the Community Building. Staffed by resident volunteers it offers snacks, toiletries, greeting cards and various gifts. Many items are donations from residents. Gift Shop hours are Tuesday - Friday from 11-3 and Saturday from 11-1.

**TMALRA WEBSITE** at [tmalra.org](http://tmalra.org) provides daily menus as well as a wealth of information about TMALRA committees and activities.

**TMALRA NEWSLETTER** or the “TMALRA Free Press” is published quarterly. It contains articles written by residents on a wide variety of subjects. Any resident is welcome to submit articles for publication.

**TMALRA RESIDENT DIRECTORY** is produced by the Communications Committee. It includes photos of residents as well as their apartment or cottage numbers, phone numbers and email addresses. It is a useful tool for learning and remembering a fellow resident’s name.

**TMALRA LIBRARY** is located on the second floor of the main building near the Auditorium. It contains a large variety of material including books (fiction and non-fiction), DVDs, CDs and magazines. There is no formal check-out procedure. You may borrow any of these materials at any time and return at your leisure. Please use the Return Box near the west door of the Library.

All materials have been donated by residents and future donations are appreciated. Books, DVDs and CDs may be placed in the Donation Box near the east door. Magazines, recent issues only please, may be placed on the shelf below. A Give Away Table contains materials that are surplus to the Library. Take as many of these materials as you want but please do not return them.

There is a Topaz machine that will enlarge print too small to be read comfortably. The directions for use are printed on a sheet of paper on the machine or ask any member of the Library Committee for assistance.

Books and magazines of a religious nature are located in the Quiet Room on the first floor. Returns may be placed on the top of one of the bookcases.

**CADBURY CHORUS** welcomes all residents who enjoy singing. The chorus gives two concerts a year.

### **TMALRA WEBSITE (tmalra.org)**

The TMALRA website has useful information about TMALRA and, in some cases, The Moorings. It is not, however, a substitute for The Moorings Resident Handbook.

Upon opening the website, the first (home) page has information under the tabs at the top of the page (more on that later), a search box for the website, upcoming events, links with additional general information, birthdays and anniversaries, and the official monthly calendar published by The Moorings.

For the area that is not the tabs:

- **Events** – any events sponsored by TMALRA
- **Movies** - for additional information on a movie listed click on the movie title and it brings up a link to more info.
- **Links** – these are general headings. Click on the link to obtain additional information. [NOTE – the exception to this is Channel 970 which links to a display of the information found on this channel on the TV.]
- **Birthdays, Anniversaries** – self-explanatory.

- **Calendar** – Click on the month to display The Moorings calendar.

Tabs across the top:

- **Menus** – the daily breakfast, lunch, and dinner menus. The box on the right side within this topic has links to the Additionally Available items, Dining Hours, the Catering Guide, and the Moorings Market items available. Also in this box is any additional information applying to dining at The Moorings.
- **Newsletters** - Click on the month/year for the newsletter. Note – all newsletters from the beginning of Cadbury/Moorings (2007) are available.
- **Organization** – pulls up a drop list with other items as follows (some items require sign-in; for name and password use the “Contact Us” button at the bottom of the page):
  - Board –the current board members
  - Bylaws – the current TMALRA bylaws
  - Committees –the current committees and members
  - Finances –the monthly budget report, the current year budget, and the actual expenses against the budget at the end of the year
  - History – the history of TMALRA (formerly CALRA)
  - Minutes – all the minutes of residents’ meetings
  - Statistics – resident statistics
  - Staff Phones – phone and email for key Moorings staff
- **Maps** – displays the location of the cottages, apartments, and The Moorings.
- **Handbook** – the TMALRA handbook
- **Directory** – displays the name, picture, unit, phone and email of residents.

(For name and password to access the Directory, use the “Contact Us” button at the bottom of the page.)

### **GETTING THE MOST OUT OF LIFE AT THE MOORINGS**

The following selected information is covered by The Moorings Handbook, but is briefly summarized here for the convenience of residents. Please consult that handbook for more detail or related information. The items below are applicable for both apartment and cottage residents. Additional information for apartment and cottage residents is in addenda to this document.

**IDENTIFICATION TAGS** issued to each resident can be worn with a lanyard or clipped on a lapel or pocket. Residents are encouraged to wear these name tags at gatherings where they may be meeting new residents, such as Happy Hours, picnics and parties.

**MONTHLY ACTIVITY CALENDAR** is placed in your "cubby" (a mail slot assigned to your apartment or cottage number and located adjacent to the bottom of the main staircase in the Community Building). It contains activities and trips scheduled for the month. If you wish to go on trips requiring bus transportation, you must sign up in the book located at the Front Desk. Most trips are free, but occasionally activities such as theatre, concerts, etc. must be paid for by the participant.

**AFTERNOON EXCHANGE** is a monthly meeting held in the Auditorium where the Executive Director of The Moorings brings residents up to date on things going on. All residents are invited to air their concerns. This meeting usually takes place on the first Tuesday of the month at 3:30 PM.

**PMI** stands for "please mention it." Residents wishing to express their appreciation or concern about something at The Moorings are encouraged to write down their thoughts and place them in the specially marked box in the mail room. Comments will be addressed either in an afternoon exchange or individually by the Executive Director.

**FORUMS** are held in the Auditorium by The Moorings Administration. There are individual Forums for East Wing, West Wing, and Cottages where specific areas of concern can be addressed. They are generally held twice a year.

### **COMMUNICATIONS**

- *TV Channel 970* shows items of interest such as menus, activities, and emergency information.
- "*Cubby*" Items of interest are usually placed in your mail slot in the main building adjacent to the main stairway.
- *Daily Tablet* The TV outside the Coat Room in the main building provides the schedule of activities for the current day.
- *Bulletin Board* in the Mail Room displays information of interest to residents.
- *Posters* displayed at the end of and beside the cubbies (next to the main staircase) provide information about movies of the week, programs, books, etc.
- A *Community App* has been developed by the Director of Resident Services (Lauri Weeks) to allow immediate access to useful information about the Moorings. If you were not given login information when you first came to the Moorings, contact Lauri.

## USEFUL PHONE NUMBERS

Front Desk	302-644-6370	Housekeeping	302-644-7990
Maintenance	302-644-6388	Dining	302-344-3250

DINING (Note – this section describes dining during normal times. Significant modifications were made during the pandemic.)

- *Bistro*: Breakfast, lunch and dinner can be enjoyed in the informal atmosphere of the Bistro. Residents order their food items in the Bistro and carry them to a table in the seating area. The Bistro is open every day of the year, including all holidays, from 8:00-9:30 AM for breakfast, 11:30 AM-1:30 PM for lunch, and 5:00-6:30 PM for dinner. We are also encouraged to use the comment cards available in the Bistro to give Dining Services feedback on the food being served. If a resident finds an entree unsatisfactory, the resident should call dining services with his or her complaint, not wait to fill out a comment card.
- *Chart Room*: Serves a more formal dinner where table service is provided. If you are having guests, \$2.50 is added to the resident cost of the meal for each guest. The Chart Room is open from 5:00-6:30 PM every day except Sundays and holidays and from 11:30 AM-1:30 PM for Sunday Brunch and some holidays.
- *Carry-out*: If you wish, you may order food in the Bistro and carry it out to your apartment or cottage. You may also order your food in advance for pick-up at a specific time by calling 302-344-3250. You may also order by phone and have it delivered for a modest charge.

ALCOHOLIC BEVERAGES are NOT served in the dining room by the staff. You may take your own beer or wine to your table. Residents bringing alcoholic beverages to the dining areas are expected to supply their own beverages and openers and to serve themselves as well as removing everything they brought with them when they leave. Dining Services staff members are not permitted to handle alcoholic beverages except during Happy Hour.

HAPPY HOUR is usually Friday afternoons at 3:45 in the Bistro where hors d'oeuvres, beer, wine and sodas are served. This free social event is a great opportunity to meet new residents and catch up with friends. Once a month Happy Hour honors those having birthdays that month. During the warmer months, Happy Hour is sometimes replaced or supplemented by an Ice Cream Social.

## HEALTH AND SAFETY

**EMERGENCIES** are handled by pulling an emergency cord in your apartment or cottage; this gets prompt assistance from the staff (security and a nurse). If there is a serious health emergency such as chest pains or a bad fall you should call 911 and if possible call the Front Desk (302-644-6370) so they may anticipate the arrival of an ambulance.

**WELLNESS CENTER** is located on the hallway between Independent Living and Assisted Living and can provide limited services to independent living residents. Call the center at 302-644-4060 for information about available services. All residents should familiarize themselves with the section at the Health Services tab in the Resident Handbook provided by The Moorings. Residents requiring attention for minor emergencies when the Health Center is closed should go to the Nursing Station in Safe Harbor.

**SAFETY & SECURITY** is provided 24/7 by vehicles that patrol the grounds several times during the day and at night. For personal safety, pendants are available for purchase by notifying Maintenance (302-644-6388). Refer to the procedures for safety and security procedures specifically for apartment or cottage residents at the end of this handbook.

**SMOKE ALARMS** in your apartment or cottage are hard wired direct to the alarm panel at the Front Desk. They have a 9-volt battery for back-up in case of power failure. When the batteries become weak they will "beep." If this occurs during a weekday, call Maintenance (302-644-6388) for replacement. After hours or on the weekend, call the Front Desk at (302-644-6370).

## MISC. TIPS

**COMCAST CABLE** basic TV service is free. For additional services like broadband and telephone, call Comcast Bulk Services at 1-855-638-2855; mention you are entitled to our facilities bulk rate.

**GOING AWAY** overnight plans should include filling out an "away" form available at the Front Desk.

**HOUSEKEEPING** provides bi-weekly light housekeeping and bi-annual deep cleaning for residents not on a "fee for service contract." You will be contacted about your



scheduled time. Residents on a “fee for service contract” may arrange for cleaning service at an additional expense. Annual window cleaning and porch power washing are provided. Advanced notice is given for these services.

**LIGHT BULBS** in fixtures furnished by The Moorings, such as kitchen, hall, or bathroom overhead fixtures, will be replaced by Maintenance (302-644-6388). Replacement of other bulbs is the responsibility of residents.

**MAIL** will be delivered to your mailbox every day except Sunday and Holidays by USPS. Delivery times are usually after noon.

**OUTSIDE CONTRACT WORK** must be arranged through Maintenance (302-644-6388). Plans for landscaping should be drawn up and approved before any work is undertaken.

**PARKING DECALS** are provided for vehicles soon after one moves in.

**PET FRIENDLY** means you are welcome to have well-behaved and suitably trained dogs and cats. Please be certain to obtain from the Front Desk the Pet Policy statement and provide the requested information. This is important in case of emergency.

**RECYCLING** procedures are different for apartment and cottage residents, so please refer to the specific information on the addenda at the end of the document.

**SHUFFLEBOARD COURTS** located outside the Chart Room are open for everyone’s use in season. Key to open equipment box is kept at the Front Desk.

#### **OTHER HINTS**

- *A State Park pass* is available. For details contact the Executive Assistant at 644-6372.
- *Lost and Found* items are in the bottom of the cabinet across from the Front Desk.
- *A bicycle tire pump* is available in the cupboard on the wall in the coat room.
- *Shredding events* for disposal of sensitive documents are scheduled twice a year.

*Opportunities to volunteer:*

- On TMALRA committees (see Chairpersons)
- In the gift shop (see Gift Shop manager)
- Show DVDs and movies (Program Committee)

## Apartment Resident Addendum

**MAILING ADDRESS** Each apartment wing has a different address. It is not the same address as The Moorings Administration Offices.

- East Wing: 17024 Cadbury Circle
- West Wing: 17030 Cadbury Circle

Community Building Administration offices: 17028 Cadbury Circle.

Your mail boxes are in the Mail Room inside the lobby of the Community Building.

**TRASH AND RECYCLING** Trash should be bagged and tied and placed outside your apartment door before 9:00AM on Mondays and Thursdays or taken to the Trash Room. If Monday or Thursday is a holiday, trash collection will be the following day.

Recycling should be taken to the Trash Room. Any trash or recycling put in the Trash Room should be placed in properly marked containers. Trash Rooms are located in the following areas:

- *First Floor Both Wings:* Bottom of the stairs by the rear double door exits.
- *Second Floor East and West Wings:* Opposite apartments 206 and 239.

**STORAGE ROOMS** Each floor has a storage room with a wire cage for each apartment. There is a hasp, but residents should supply their own padlock.

**DOOR NAME PLATE INSERTS** Name plates for the apartment doors may be obtained by filling out the "Front Door Name Plates" memorandum available at the Front Desk.

**SAFETY AND SECURITY** Morning "Flipper" System – Each hall door has simple, wooden "Flipper" installed at the exterior top corner of the hall door. Your area Representative will demonstrate how opening the apartment hall door each morning before 10:30 will "Flip" a silent visual notice to staff that the residents are up and about. If your Flipper has not been flipped by 10:30 am, you will be contacted to see if you need assistance.

## Cottage Resident Addendum

**TRASH** should be bagged and tied and placed at the end of your driveway before 9 a.m. Thursday morning for pick-up. You can request a garbage can from maintenance, but the trash must first be bagged and tied. If Thursday is a holiday, trash collection will be the following day.

**RECYCLING** material is picked up on alternate Tuesdays quite early, so the recycling container should be put at the end of the driveway Monday night. If Tuesday is a holiday, recycling collection will be the following day.

**MAIL** will be delivered to the mailbox at your cottage. It is suggested that you do not leave mail for pick up in your box overnight.

**GARAGE** lights should not be left on overnight. To change the code for the garage door opener, call Maintenance (302-644-6388). If a car is parked in your driveway overnight, lock its doors.

**SAFETY AND SECURITY** Cottage residents may elect to participate in "Morning Call-in." This is a good idea for those living alone. The resident calls the Front Desk (302-644-6370) before 10 a.m. to inform them that the resident is safe. If a call is not received by 10, the Front Desk will call to ascertain that the resident is all right. If contact is not established, security will come to check on the resident. Notify the Front Desk if you wish to participate.

**BUS SERVICE** One can arrange daily pickup from the cottages during dining hours and to attend TMALRA and Afternoon Exchange meetings as well as movies and programs. A bus makes daily (M-Sat.) pickups from the cottages during the dining hours. To arrange pick up, telephone the Front Desk (302-644-6370) and tell them when you wish to be picked up. Pickup times are at **4:45, 5:15, 5:30, 5:45, 6:15, 6:45, 7:15 and 7:45**. Following dinner the bus will drive you home. Bus service can be arranged to attend TMALRA and Afternoon Exchange meetings. Call the front desk to get on the schedule. Service is also available following most evening activities.

**COTTAGE TELEPHONE TREE** is a procedure for conveying emergency information as efficiently and rapidly as possible. The cottage representatives are

contacted with the message that needs to be communicated; they then activate the telephone tree by calling the first resident listed on a previously distributed telephone chart. Each resident after getting the information and making sure they understand it, calls the next resident on the list. If the person called does not answer, a message is left and a call made to the next person on the list.

**SNOW REMOVAL** is done on our sidewalks and driveways, many times before residents are up and about. To aid in that effort, cars should be parked in the garage when snow is forecast.