



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

April 2, 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 was measuring for the bike sheds at the end of the East and West wings. They will be a lean-to style, with a covered roof and sides.

Chuck reported that his crew is finishing up the edging today and will mow the lawn for the first time tomorrow. The next fertilizer treatment will be applied in late April and he will notify residents with notices in their cubbies.

Chuck is very happy to report that the storage building is complete and he has emptied all of the off-site storage.

Chuck confirmed that the recycling program had not yet started. The vendor who is working with Waste Management will be meeting with them next week to discuss the program.

Chuck stated that there will be a water shut down this week in order to fix some of the leaks and to do a study. It will be shut down for about four hours and he will give as much notice as he can.

Chuck is planning on getting a lift into the Bistro to fix the cracks in the walls up by the ceiling. He will wash the windows at the same time. The Bistro will have to be closed while this takes place.

QUESTIONS:

What is the difference between the vendor and Waste Management? Springpoint hired a consulting company to negotiate with Waste Management on behalf of all of the communities.

Do we need to pull up anything in preparation for mowing? No, the crew will mow around items like bird feeders and then weed wack around them.

What is the procedure for pest control? Chuck said that the Front Desk should be called and residents will be put on a list. The pest control representative comes weekly on Mondays or Tuesdays. If he does not show up, Chuck would like to know. *The resident reported that they did not show up this week and Chuck said he will look into it.* He later responded that the rep is coming on Wednesday this week.

Lauri:

Lauri said that she is very happy that the bus service from the cottages to the community building on Mondays, Wednesdays and Fridays is going so well. Residents report that they are very happy with Joni, the new driver.

Lauri reported that the hydraulics problem in the Fitness Room has been fixed. A repairman came and looked at the treadmill. He fixed it so that it now runs, but he had to order another part so that it will incline. He will be back as soon as it comes in.

Lauri announced a few new activities that are coming up. First, is the Paint Night Social in the Bistro on April 23rd. It is BYOB and a light dessert will be provided. There are only two spots left, so if there is interest, please sign up at the Front Desk.

The second event is a Line Dancing Class on May 1st in the Auditorium. Lauri said she knows the instructor from the YMCA and she is confident that the class will be a great deal of fun.

The last activity is a weekly trip to the State parks. The hikes will start on Thursday, April 11th from 11am - 1pm and will run for seven weeks. A boxed lunch will be available for purchase. When the weather gets too hot, the hike will become a beach visit. The bus seats fifteen and there are sign-up sheets at the Front Desk. As a reminder, those residents who drive can get the cost of the Park sticker credited to their account by seeing Kim Applegate in the Business Office.

Lauri mentioned that she has been posting pictures of the fun events on The Moorings Facebook account. She told everyone that has an account to make sure that they friended The Moorings.

At the end of the month, there will be another Nutritional Moment with Liz Carpenter. The theme this month is anti-inflammatory food. The Nutritional Moments will happen every month, each with a different theme. Lauri encouraged

all to bring their favorite recipe and Liz will discuss how to substitute healthier ingredients.

Carol:

Carol reported that census in IL was 117, AL was 33 and Skilled was 36. Ed Steiner took possession of Apartment #203 the last week of March. Jim and Helen Hunter are moving into Apartment #112 on April 8th and Mary Ann Kahane (Apartment #229), Jackie Buttmer (Apartment #213) and Carol Wilkinson (Cottage #23) are signing contracts to move in May.

Michael Tuccillo, the Director of Customer Service and Hospitality Engagement, was at the community in late February and again on March 28th to focus on the dining experience in the Chart Room. We changed the menu in the Bistro and added a LivWell option. We are moving to an a la carte selection for the Chart Room on May 1st. This means that instead of paying \$10 for salad and an entrée, residents will be able to buy just the entrée for \$7 and only eat what is wanted. We continue to look at the end of the month catering which is slowing down the kitchen. There will be more to come on that topic.

Easter Brunch notices will be going out the end of the week. This is a popular event, so residents will need to make reservations to attend.

Carol announced that in March, the Manager on Duty program was initiated. This means that every weekend, a director or first level manager works for five hours on Saturday and on Sunday and then has two days off during the week. If a resident needs to speak with a manager, they may go to Concierge and he/she will locate them.

Last month, Lauri spoke about the Making A Difference cards for employee recognition. Carol wanted to highlight some of the recent submissions.

- Gil Kaufman commended the Skilled nursing staff and in particular Ellie, Kathleen and Clarissa.
- The Hoovers commended Toni, on the Housekeeping staff, for her thorough dusting and cleaning of the Quiet Room.
- George Maxey and Bill Dunn commended the Maintenance staff for installing new lights over the shuffleboard table. They made a point of singling out Chuck, Charlie and Tom. Many other residents added their name to this card.
- Pat O'Hanlon commended Teresa for demonstrating how to use the recliner.
- Kristen received a commendation for the assistance she provides in the Bistro.

PMI's

1. *What kind of quality workmanship took place in the new bathrooms? It was very sloppy.* Carol said she has noticed that the toilet paper holders are upside down, there are holes where screws should have gone and the grab bar is not in the right place. Chuck confirmed that all of these topics were discussed at the most recent construction meeting and they all will be taken care of.
2. *A resident wanted to know what happened to the missing shade in the middle auditorium window.* Carol agreed that it was missing and Chuck said he would replace it.
3. *Two residents complained about the temperature of the hot water in the Bistro saying it is always only lukewarm.* Carol agreed and pointed out that a new hot water canister was recently added in place of the thermos that used to be there. It is in the middle between the caffeinated and decaffeinated coffee.
4. *A resident complained about a large corner cabinet in the West Wing.* Carol said that a new resident's family member could not figure out how to get it up to the second floor and he just left it there. Lauri has been trying to contact the family member to instruct them to either move it to the resident's apartment or to remove it. She will continue to follow up.

QUESTIONS:

What is the Springpoint 5 Star Club? This is a customer service program initiated by Michael Tuccillo. The 5 Stars spell out SALSA, which stands for Smile, Acknowledge, Listen, Serve and Attitude.

What is the new policy in the dining room that you can't be seated until the servers are ready? Carol explained that servers typically can handle three tables and they can't serve everyone all at once. Carol wants people to be able to be served once they are seated in the dining room.

It seems you are simply shifting the waiting from the dining room to the more uncomfortable Bistro. Carol asked if the group would prefer reservations, but the answer was no. Carol said that everyone was aware of the dining issues and were working on solutions.

Someone asked why couldn't the hostess ask if you would prefer to wait in the Bistro or the dining room. Perhaps the hostess could serve water while waiting. Carol said that Jeff could discuss this at the Dining Committee meeting this week.

A resident asked if dining would go to all buffet in the summer like last year. Carol replied that it depends on the availability of servers during the summer months.

Lauri

Lauri got back up to display some teddy bears that were part of a Seasons Hospice volunteer program. She said they are very hard to make, so The Moorings decided to not participate in that program. But from that experience, another opportunity evolved. She said that many residents are so creative and can do things like knit, crochet and make pottery. She talked about the Lend a Hand group that donates goods during the Christmas season. She would like to utilize that talent in an informal group that could meet on a regular basis to discuss needs and opportunities. She said the group would meet weekly on Thursday afternoons at 3 and Friday mornings at 10 in the Arts and Crafts room to work on projects. She called up Bunny and Judy to demonstrate some of the goods that they have created. Bunny showed a cross stitch that she is hoping can be made for families of those who pass in Skilled; a bear that served as a first toy for disadvantaged children; and finally a red scarf that is part of a care package for college students who do not have families. They said that Michael Tuccillo expressed interest in the scarves and said that families in Springpoint's low income housing would really appreciate them.

Carol thanked everyone for coming.

Jennifer Silvestri, Recorder
4-2-19