

CADBURY AT LEWES
AFTERNOON EXCHANGE
April 17, 2009

Vic Amey, President & CEO, welcomed residents to the "Afternoon Exchange" forum. He stated that he had been asked if the Cadbury at Lewes bus would be able to take residents on more trips than are currently scheduled. He replied that, until a second bus can be acquired, trips cannot be expanded.

Vic stated that it had come to his attention that residents living on the east wing would like to have keys to the east wing fire doors as the residents of the west wing have for the west wing fire doors. It was explained that the same code system used for the west wing has been ordered for the east wing fire doors.

Cottage and apartment residents who go away on a trip or have surgery are required to complete an "away slip" obtained at the front desk.

Residents were reminded that candles are not to be used in apartments and cottages and all residents should have flashlights in case of a power failure.

The Building and Property Committee is considering the request by apartment residents on the first floor to allow stepping stones from their porches. Only residents are permitted to use their screen doors and guests must sign in at the front desk.

In answer to a PMI, there will now be coffee service in the Bistro area after 6:30 p.m. A cart will have coffee, hot water, tea bags, etc. and will be restocked in the morning.

Chuck Rendulic, Director of Support Services, is finalizing the revised housekeeping documents and when they are ready he will distribute them to residents.

Carol Holzman, Director of Residential Services, stated that the pet policy has been revised and distributed to everyone that has a pet.

On Fridays in April and May staff can wear blue jeans to work by contributing to the "Health Care Patio Fund" to purchase needed patio furniture. Any one desiring to make a contribution may contact Lynette or Patti in the Foundation.

"Lewes in Bloom" will be assisting with preparing Cadbury's Memory Garden for the summer and any residents who also wish to help may call Carol.

Vic Amey then gave a power point presentation on the results of the Cadbury at Lewes 2009 Resident Satisfaction Survey. He stated that surveys are conducted approximately every 18-20 months and Cadbury at Cherry Hill has been using the form that was distributed at Lewes since 1995. There was a 76% return of the survey form, which is an excellent return, and the results overall are as follows (1 = poor, 2 = fair, 3 = good, 4 = very good and 5 = excellent):

Residence	3.7
Dining Service	3.97
Medical Team	3.34
Communication	3.36
Marketing	3.96
Transportation	4.51
Activities	3.7
Finances	3.27
Maintenance	3.94
Security	4.61
Overall	3.87

The goal is to achieve higher than a 4 and, therefore, this survey reveals that there is room for improvement.

Vic reported that he had received a PMI (Please Mention It form) regarding the fact that the Health Center door is not locked Monday - Friday from 8:00 a.m. to 5:00 p.m. Resident volunteers have been sitting at the desk by the Health Center door however, at the present time, there are not enough volunteers to cover the entire day every day.

A PMI was also received regarding renting empty cottage garages. Vic stated that this would be acceptable but that **only** cars could be stored in a garage and nothing else. Also, when the cottage is sold the resident renting the garage must vacate it immediately.

The next Afternoon Exchange will be held on Thursday, May 21 at 4:00 p.m.

Recorder
Susan Smith, Administrative Assistant
4/21/09