

**CADBURY AT LEWES
AFTERNOON EXCHANGE
March 19, 2009**

Vic Amey, President & CEO, welcomed residents to the "Afternoon Exchange" forum. He congratulated the Cadbury at Lewes resident Wii bowling team for winning the recent tournament against the Cadbury at Cherry Hill team.

Vic reported that he is finalizing the tabulating of the results of the resident satisfaction survey sent to all residents in January. There was a 75% return rate which is excellent. At the next Afternoon Exchange, Vic will present a power point presentation of the results of this survey. **Therefore, the next Afternoon Exchange will be held at 3:30 p.m., instead of 4:00 p.m., on Thursday, April 16, 2009.**

The Centers for Medicaid and Medicare Services has introduced a 5-star rating system for rating nursing homes. The rating system is based on the state survey of the nursing home, staffing levels and quality indicators and not necessarily on any complaint investigations. Cadbury at Lewes received 5 stars, which is the highest rating.

The Building and Property Committee met earlier in the week and discussed many issues. Residents are reminded that plantings around their units need to be approved by Cadbury staff. Residents who live on the ground floor are encouraged to not use their porch screen doors to enter and exit their apartments. Guests must be directed to enter and exit through the main door of the community building and to sign in and out at the receptionist desk. The issue of using stepping stones as a walkway to the sidewalks by apartment residents is still under review by the Building and Property Committee. Stepping stones could make it very easy for an outsider to gain access to the main building instead of signing in and receiving a visitor badge.

The "flip a check" system is moving forward after being approved by the Resident Life Committee. This system, which involves a resident opening his/her door every morning by a certain time and allowing a very small piece of wood to be released, allows staff to ascertain that a resident is well. Residents who reside in cottages are welcome to participate in the "CROC" program, which stands for "cottage residents on call", whereby the resident calls the receptionist by a certain time every morning.

Chuck Rendulic, Director of Support Services, reported that the housekeeping staff is currently revising task sheets of duties and prices for housekeeping services. The new forms will be reviewed with residents when they are completed.

Carol Holzman, Director of Resident Services, stated that there will be a seminar on nutrition in the auditorium on March 24. She reported that she is in the process of updating the pet policy and the records of pets. Carol reminded residents to not light candles in their units and, instead, to have a supply of flashlights. It was noted that Don Burgess is now the head of the Resident Activity Committee. If anyone is interested in participating in the newly formed mentor program with the local Rotary, Cadbury residents and the Cape Henlopen High School, they should contact Carol. On March 28 there will be a bus trip to the Second Street Grille for dinner followed by a performance

at Bethel United Methodist Church. On March 31 there is a bus trip to East Coast Gardens.

The PMI (Please Mention It) forms received since the previous "Afternoon Exchange" were reviewed:

- Staff will place a resident telephone directory near the resident "cubby" mailboxes by the first floor stairwell.
- Unused storage cages will be offered to apartment residents at a nominal charge. Unused cottage garages will be made available to other cottage residents to be used only for parking a vehicle in the driveway.
- A PMI was submitted asking if anything can be done regarding the water that lies in the roadway near the Health Center entrance after a heavy rain. Staff has been working on this and have consulted engineers.
- A request was made to have a beginner's bridge group. Residents are, of course, encouraged to form such a group if they wish.
- Vic received a PMI inquiring as to why there is a lamp left on in his office day and night. He reported that he thought it looked attractive to have the light on and the 14-watt bulb only uses \$12.23 worth of electricity a year.
- Cadbury staff will wash the filters in the microwaves in residents' units but will not replace these filters.
- A request was made to have a bench or chairs placed by the ping pong table.
- Another request was received to have a sewer cover adjusted properly so it would be quieter.
- A suggestion was received to have a sign placed outside the mailroom to indicate if the mail has or has not been received. This sign has been ordered.

Vic stated that he had received many comments regarding the increase that will take place on April 1. He stated that the FY2010 budget was very challenging due to the state of the economy and the impact that the downturn in the housing market has had on new residents moving to Cadbury. Not having a higher level of occupancy puts a strain on our ability to generate revenue to enable staff to maintain and expand programs and services. Staff realizes the impact of increasing costs to everyone involved and work very hard to keep the increases as small as possible. He stated that approximately 85% of Cadbury's costs are fixed.

Vic reminded residents that their finances are reviewed when they make application to enter Cadbury. If a resident should run out of funds, they will not be asked to leave Cadbury and will receive assistance from the Resident Reserve Fund.

In the next 60 days, budget permitting, two 58" television sets will be purchased and placed along the back wall of the auditorium to be used for Wii Bowling.

Mr. Hein announced that there is a contest to choose a name for the Cadbury resident Wii Bowling team and there is a box in the mail room for any one who might have a suggestion.

REMINDER:

**NEXT AFTERNOON EXCHANGE WILL BE AT 3:30 P.M.
THURSDAY, APRIL 16, 2009**

Recorder
Susan Smith, Administrative Assistant
3/23/09