



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY AFTERNOON EXCHANGE June 4, 2019

Carol Holzman, Executive Director, opened the meeting and thanked everyone for attending.

Carol:

Carol started by announcing that Chuck Rendulic had suddenly resigned on Monday, June 3rd with no notice. She said it was quite a shock to both her and the Support Services staff. She asked for everyone's patience while a replacement is sought. She said the staff were doing their best and that residents should contact Shar or Alan. If they were not sure how to handle the request, they would escalate to Carol; and if Carol had a question, she would escalate to the Home Office.

She then read three Making a Difference cards for Wil Holt, Rickie Troche and Clairissa Evans that recognized their efforts of going above and beyond. She called Wil Holt and Rickie Troche up to the front of the room so that residents could applaud their efforts. Clairissa was not able to make the meeting.

Carol provided an update on issues that had been previously raised by residents.

- Dining Services reports that with the introduction of the \$7 entrée and sides, they have noticed a 20% decrease in the amount of take-out containers for leftovers.
- It had been asked where the "Always Available" menus could be found. Carol said that the servers will now carry them and share upon request.
- The LivWell menu item has been very popular, so its availability has been expanded. One item has been on the menu Monday and Tuesday, but a new item will now be added for Thursday to Saturday for more variety.
- It was mentioned that it is difficult to find nutritious choices in the Bistro. Carol wanted to confirm that upon request the tuna salad, chicken salad and shrimp salad were available without the bread and could be served on lettuce. Carol also stated that spinach and iceberg salads were in the cooler.

- Carol had asked Chuck to check the enclosed porches that leak in Apartments 115 and 131. Neither resident was present to say whether they still leaked, so Carol will ask Alan to follow through on this.

Carol reported that census in IL is 118, or 90% occupied, AL is 35, and Skilled is 32.

Carol welcomed new resident Jackie Buttmer, who moved into Apartment #213 on May 29th. Prospective residents include Carol Wilkinson, who will move into Cottage #7 in August.

Carol talked about pull cords and the fact that when the cord is pulled, a nurse comes out to check on a resident's status. She reminded residents to only pull the cord in an emergency. She said that the nurse comes from the Skilled unit in the expectation that an emergency situation has occurred.

Lastly, Carol reported that she has heard some instances where residents have not been nice to the staff. She believes there are also occasions where perhaps the staff is not nice to a resident. She asked that everyone take a moment and be kind to each other.

Carol mentioned that Lauri is on vacation, but will be returning on Thursday.

PMI's

1. *I believe that we need another bench by the entrance. Can someone in the Wood Shop make one?* Carol said that wooden benches are beautiful, but they do not age well. The community is using poly-resin now so that they last. She had asked Chuck to look around the community to see if he could move one. She will ask Alan about this.
2. *The air conditioning vents in the Auditorium need to be cleaned. Can someone please take care of that?* Carol looked up at the vents and agreed. She said she would speak with Alan about that.
3. *The bench by the front entrance needs to be moved out of the range of the sprinklers.* Carol said that the bench has already been moved.
4. *The menus are terribly dull.* Carol asked that residents share suggestions with her on how they may want to improve the menus.
5. *Where have all the tables in the Bistro gone?* Carol said that no tables have been removed, but some have been pushed together.

6. *The dishwasher does not seem to be working well. Our glasses and silverware had to be returned for cleaner ones.* Carol said she has noticed this and Jeff is looking at the process to see what can be done.
7. *There used to be a bench in the back by the west side of the pond. Can this be replaced?* Carol said she would look at replacing it.

QUESTIONS:

We had donated a bench which has since been removed because of the condition. Can the donation plaque be put on another bench? Carol said absolutely.

The other night when we were dining, a lady began to choke. We asked three servers to pull the cord, and no one knew where the pull cord was. The servers even looked in the kitchen, but no one there knew either. The pull cord is to the left of the hostess stand and Jermisha, one of the servers, actually pulled it but no one may have seen that. Since that incident, all three of the new servers have been trained on the location of the pull cord. Pull cords are also located in both of the restrooms in the Bistro.

We recently received a letter requesting donations to the Resident Reserve Fund. Do we have residents who are using this fund? No, at the current time we do not. *Do other communities use their reserve funds?* Yes, some of the communities, like Meadow Lakes, are quite a bit older than we are and they do have a few people tapping into the funds. *It would seem that if someone needs it, they would need a great deal of money so it is a good idea to have a robust fund.*

Why can't we use dining dollars for catering from the Bistro? Dining dollars may only be used for catering parties. We have noticed that at the end of the month, residents were coming in and ordering multiple items to go. This created a back-up for the dining staff who were trying to serve other customers.

What happened to the towels at the pool? They seem smaller. Carol said she needed to speak with Shar about ordering larger towels. She joked that there should be an amnesty day to return the big blue towels with no questions asked.

Can the "Always Available" menu be placed on the TMLARA website? Tom Reed answered that it was already there on the right hand side under Additional Dining Information.

Can the servers be informed of what the fish of the day is as well as the vegetable of the day? Carol said that is very reasonable and should be part of training. She will speak with Jeff about this.

I am confused about recycling. Do we use bags for recycling or not? There are signs in the Trash Room that say to put things in plastic bags. Carol said that plastic bags should not be used at all. Residents who live in apartments should just put their recycling directly in the green bins. Carol said she would speak with Shar about removing the confusing signs.

Can the recycling bins that were delivered to cottages be replaced by smaller bins? Carol said that she had Chuck call Waste Management to request this and he was told that smaller bins do not exist.

The recycling bins are unsightly and do not fit in the garage. Carol said she understands that the bins are not ideal, but if residents wish to recycle, they need to put the bins in the garage or around the back of the cottage.

Can the recycling bins be removed? Please call Lauri Weeks if you would like your recycling bin removed, at 644-6373.

How long is the contract with Waste Management? Carol believed that the contract was for three years.

Carol thanked everyone for coming.

Jennifer Silvestri, Recorder
6-4-19