



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

August 6, 2019

Annette V. Moore, Executive Director, opened the meeting and thanked everyone for attending.

Annette:

Annette said she is so proud to be here and is still learning her way around the buildings, but wanted to assure everyone that she was available 24/7. She said that Lauri will post phone numbers in the case of an emergency. She said she is mixing up her schedule a little bit and plans to leave at dinner time and then come back at night for the 3pm-11pm shift and then again sometime on the 11pm - 7am shift.

Annette saluted the latest group of employees who have been recognized with Making a Difference cards. She said that employees in the service industry have a calling to take care of people and want to make an impact on people's lives. It is so gratifying to see that a resident took the time to put pen to paper to recognize the effort. She called up Dave Van Beveren, Cheryle Messick, Kenni Walters, Ellie Cordrey, Kathleen Esposito (she was not able to be present), Teresa Johnson, Clairissa Evans, Jennifer Wyatt, Joanne Feather, Jenn Silvestri, Glen Hayes, Lenai Austin and Pauline Tarr to the front of the room. She read cards with the description of their efforts of going above and beyond and the residents applauded.

PMI's

1. *Can someone look at the carpeting on the second floor of the West Wing?*
Annette said that she understands that the humidity at this time of year can make the situation worse. However, Chuck Palmer has already requested pricing from a carpet vendor to replace or repair multiple spaces within the community. The previous vendor, Tri-State, had indicated they were not interested in continuing the relationship.

2. *Can we consider changing the day of the grocery shopping trips? Most of the sales start on Wednesdays.* Annette stated that she would need to have Jean Carpenter take a look at this and possibly send out a short survey to the residents who typically take these trips. She does not want to interfere with other trips already planned for Wednesdays.
3. *The driveway in cottage 8 is cracked and sinking, particularly by the mailbox.* Dave Wean and Chuck Palmer did a walk around the property last Friday and have an extensive list of areas that need to be looked at. Chuck has contacted a cement vendor who is presenting a proposal to repair all of the areas.
4. *I have a concern about the pond on the east wing between AL and Skilled. It's becoming very muddy.* Annette had asked Chuck to take a look and he will try and reposition the aerator to see if that helps. The current position of the aerator hits the bank, which causes mud to flow into the pond.
5. *Movies, movies, moviesthe equipment doesn't work and it is very frustrating.* Annette deferred to Lauri Weeks to discuss later in the meeting.

Annette stated that there were two recent new hires whom she wanted to introduce. She called up Nicole Butler and Chuck Palmer. Nicole Butler is the new Director of Dining Services. She understands that Nicole has already made an impression with serving dinner on new plates. Chuck Palmer is the new Director of Facilities and he has already cleaned up the entire area out by the recycling bin.

New Business:

There is standing water on the sidewalks and it is a real problem in the winter. There is flooding by cottages 38, 39 and 40. Chuck said that he has become aware and he will walk the property with the concrete vendor and show him the areas of concern.

Update: It has since been determined that low lying areas require drainage assessment.

Do you know what happened to the benches that were removed from the west pond? Chuck did not know, but promised to look into it.

Update: The benches were removed because of safety concerns. Replacements will be ordered by September 30, 2019.

I have a screened in porch on the second floor and during certain rain storms, it floods and drains down to the apartment below. Chuck replied that he was just made aware of the issue and will have the builder come and take a look at the drainage and present a solution.

Update: Lessard Builders will assess and provide a quote to Chuck.

I live in apartment #121 and my porch does not drain at all. Chuck said he will check this out.

Update: Lessard Builders will assess and provide a quote to Chuck.

There is a group of photos of the standing water around the various cottages. I will send it to your e-mail. Chuck said his e-mail was cpalmer@sprinpointsl.org and thanked her. Lauri added that she will send out an e-mail to the TMALRA site with the e-mail addresses for Chuck, Nicole and Annette.

Update: Chuck received the photos and determined these are low lying areas that require drainage assessment.

I wanted to clarify that you have inspected all of the driveways? Chuck said that he had inspected some, but not all of them. He understands that some of them are pretty bad. He asked where her driveway was and was told by cottage 47 and 48. He made a note of it and said he would look. Lauri added that a lot of the concrete and water issues were outlined in the Cottage Forum and she has shared the minutes with Chuck so that he is aware.

Update: A comprehensive survey and quote is planned.

There were housekeeping issues also discussed at the Cottage Forum. Is Chuck aware of those? Lauri said that he was and that there is a meeting already scheduled to discuss further.

Update: There is a team meeting scheduled for August 15, 2019.

What is the status of the purchase of the bike shed? Annette replied that she understood that the residents thought it had been approved and ordered, however that was not entirely correct. The shed was approved, but the order was never processed. Dave Wean has now authorized the purchase and Chuck is finding an avenue to order and get the bike shed here as soon as possible. Annette said the shed will be set up in a manner so that the residents could lock their individual bikes. She added that a double lock would be set up after the season is over, but when a resident said she rides her bike year round, Annette amended her statement and said the shed would either be unlocked or Chuck would look into some kind of combination lock.

Update: Chuck is reviewing vendors the week of August 12th.

Will the descriptions on the menus be changing? Nicole replied yes; that she has been working with Mary on how to better present the menus.

We live in apartment 234 and we had requested an estimate for enclosing our porch. The contractor came out and gave us a quote, which we approved, but we never heard anything more about it. Chuck will check on this.

Update: This will be reviewed as soon as possible.

Chuck:

We had 204 work requests during the month of July. The partial breakdown is 67 electrical, 31 internal components, 28 plumbing, 15 HVAC, 16 special resident services, 13 appliances, 7 fire systems, 6 technology and the remainder were medical equipment, grounds, structure, paint and pest control. The average response time for emergencies was 1.08 days, intermediate was 1.49 days, and 24 hour response was 1.66 days. He will work on getting the response times down. He is learning the system and who can best take care of the issues. Anything with fire will be prioritized. If a repair requires ordering parts, he will make sure that residents are advised and kept abreast of the progress.

Chuck gave an update on some of the work already completed:

- The white metal poles by the Healthcare entrance were sanded and painted
- The siding around the facility will be repaired
- He is working on the mixing valves now
- The contractor is coming to work on the asphalt and concrete issues
- Grounds crew is working on taking care of the shrubbery and partially cut down a downed tree.

QUESTIONS:

Do we still call Alan to get repairs done? Yes, that is the same.

I am wondering about the reliability of the audiovisual system. Lauri happily announced that first quarter of 2020, the entire system will be replaced. She has approval to order a system that is guaranteed to be reliable for ten years. She is replacing the projector, the sound system, making the board simpler and getting rid of all of the wires. There will be an integrated headphone system for those who are hard of hearing. All users will be trained and there will be one set of instructions posted.

Lauri:

Lauri announced that about one month from now, the first annual Grands celebration will occur. She said this grew out of moving the butterfly release from June. She will have invitations in the residents' cubbies today for the Saturday, September 7th event. She is planning a barbecue lunch, the butterfly release, Mr. Whippy's Ice Cream truck, a magician, kite making and a bouncy house. She will also be inviting employees and their families. She added to please let her know if someone would like her to mail the invitation to a family member.

Lauri asked for prayers for one of the concierges, Mary Jo. Mary Jo will be out for a couple of months to take care of her husband, who is ill. Lauri wanted everyone to know that Mary Jo was out and she knows that Mary Jo would appreciate the good thoughts.

Annette:

Annette reported that census in Independent Living is 115, Assisted Living is 37 and Skilled is currently 32. She then asked if there were any other questions.

A resident thanked her for preparing answers to the outstanding PMI's.

Another resident added that there are two new residents in the community on the second floor west, Dave and Ann Jaeger.

Annette thanked everyone for coming.

Jennifer Silvestri, Recorder
8-6-19