

THE MOORINGS AT LEWES RESIDENTS' ASSOCIATION
Board of Directors' Meeting
Monday, September 9, 2019; 3:30 PM in the Welcome Room

CALL TO ORDER: President Jim McMullen called the meeting to order. All Directors were present except Tom Reed and Gail Nolting. A moment of silence was observed.

MINUTES: The minutes of the August 12, 2019 Board of Directors' Meeting were posted in the Mail Room, the Library, and on the website. There were no errors found and they will be filed.

CORRESPONDING SECRETARY'S REPORT: Marianne Jarvis reported that she sent 14 cards. Please let her know of anyone who needs one.

TREASURER'S REPORT: Mike Bair for Tom Reed reported that the account balance as of July 31, 2019 was \$11,858 less the Employee Appreciation Fund of \$1,535, leaving an operating balance of \$ 10,322. Income for August was \$987 and expenses were \$357, leaving a profit of \$639. The operating balance as of August 31, 2019 was \$10,952. The Employee Appreciation Fund was \$1,535, leaving an account balance of \$12,487.

COMMITTEE REPORTS:

Activities: Carol Bishop reported that the October calendar contains five lunches and two dinners plus a trip to Hagley Museum, local thrift shops, a movie and lunch, and a day at both Fenwick Island and Bethany Beach. There will be a Saturday special to the Lewes Farmers' Market, and a trip to Clear Space, Coastal Concerts, and the First State Ballet performing at Cape Henlopen High School.

The Committee is considering an Outlet Shopping Trip in November after plans are made on how to move residents from place to place and if the use of the shuttle bus from outlet to outlet will be available.

On September 8th the shuffleboard teams held a pot luck supper to conclude the outdoor play. The top winners for the season were Suzanne Zeigler and Ed Steiner and their names will be engraved on the indoor plaque. The indoor shuffleboard play will begin in mid-October and sign-ups are now taking place.

Cadbury Chorus will resume practice September 10th at 10:30 am and Melanie Bradley will return as its Director.

The Coffee House get-together resumes September 10th at 7 pm in the Bistro. Bob Porter will play music and hopefully many residents will participate and add to the enjoyment and merriment.

Communication: Sallie Corbishley reported that the website is being continually upgraded and improved. The newsletter deadline is November 1st and ways to improve the reproduction are being looked into. Copies of the Residents' Handbook were given to the area reps. for the vacant apartments and cottages.

Dining: Corinne Lehman reported that on August 1, 2019 the average satisfaction comment card count was 4.03 from 20 cards. The Committee met the new Director of Dining, Nicole Butler. She is looking forward to a new undertaking at The Moorings. She looks forward to meeting everybody and welcomes a visit to her office at any time by any Committee member or resident. New menus are in the works for the next six months. A dinner-dance is planned for September 21st. Reservations will be necessary.

TMALRA Board of Directors' Meeting Minutes, continued, September 9, 2019

At the meeting on September 5th, the average satisfaction card count was 4.53 from 31 cards. Nicole has moved her office into the kitchen area to better monitor and observe the skills of the cooks. She will be training the staff in new methods of cooking and using the oven. If a resident desires to meet with Nicole, go to the bistro and ask to see her or make an appointment to do so, if she is unavailable. Serving-size portions are not under state requirements for IL.

Nicole was not informed of past Labor Day buffet offerings and, therefore, did not fulfill our expectations. The buffet for September 7th will be wonderful. Nicole stated that the wait staff, cooks, managers, and dishwashers are all "family" and all should pitch in on a short-staff day.

A lot of the food that Jeff ordered is still waiting to be prepared and new items won't be made until that food is gone. If there is an error on a resident's bill, please take it to Kim to be remedied.

Employee Appreciation: Carol Lader reported that the first Committee meeting was held on August 26, 2019. The Committee reviewed all relevant documents to be distributed during the campaign. It came to consensus on the following:

- The kick-off of the campaign will be the distribution of the initial campaign letter on October 1, 2019.
- Donation boxes will be located in the IL mail room and the AL mailbox area.
- The distribution of checks to employees will be on Wednesday, December 4, 2019 in the Bistro.

The next meeting of the Committee will be a working session on September 25, 2019 at 3:30 pm.

Gift Shop: Gil Kaufman reported that the income from June, July, and August, 2019 was \$1,191 and expenses were \$244 so the profit was \$947 to be contributed to TMALRA's treasury.

Beginning in September the Gift Shop has had a highly successful special sale of "antique" Cadbury souvenirs, hats, and shirts, the last chance for residents to get items imprinted with Cadbury at Lewes or something similar, and all at reduced prices. The first week of September we sold \$237 worth of merchandise, with sales of "antiques" accounting for \$100 of that.

Some donations have been trickling in though not at too great a rate. Please encourage residents to donate those items for which there is no room in their apartments or cottages.

Library: Judy Burgess reported that the Third Annual History Book Festival at Lewes is scheduled for September 28th with 20 some presentations given by authors of books of historical interest. The Keynote Address will be given on the 27th of the month at Bethal United Methodist Church. Rick Atkinson will present his book, the first in a trilogy about the American Revolution. A few tickets are still available—302-228-7488; www.historybookfestival.org.

The Library has been given a large collection of CDs and DVDs. Elsie Gould and Judy Burgess are still in the process of listing and organizing these discs. Diane and Mike Bair have been helping to make records of all of these. Many of the movies will be of interest to the Program Committee and a complete list will be given to it when ready.

The next Committee meeting will be September 12th at 4 pm in the Library. A housekeeping session will need to be scheduled.

Nominating: Gil Kaufman reported that the Nominating Committee met on August 27, 2019 and was able to successfully complete its development of a slate of Board members for the 2020-2021 term of

TMALRA Board of Directors' Meeting Minutes, continued, September 9, 2019

office. Following the meeting it was learned that Gail Nolting does not wish to continue as the Area Representative for Assisted Living and a nominee for replacement for that position is being determined.

Program: Rich Woolley listed the movies that are scheduled which are on the website and reported that the monthly Tuesday 7 pm programs will be:

- 9/17 Camp Rehoboth Small Ensemble
- 10/15 Cycling and Hiking thru Scotland – David Biel
- 11/15 Food Presentation – Denise Clemons
- 12/17 Rehoboth Quartet

The next Committee meeting will be October 2nd at 1 pm in the Welcome Room.

Wellness: Sarah Cook reported that the Committee did not meet during July and August. The Chair did meet with Annette Moore, the new CEO and with Lynn Bennett from AL to begin exploration of wellness activity specifics.

Beside the liaison activities described in the mission statement, there are other wellness activities—LivWell programs from Springpoint (it is not clear what that comprises), exercise programs, nascent nutrition classes, and perhaps voluntary discussion groups about issues of retirement.

The Committee will begin a more detailed discussion of these issues this month and Annette and Lynn will attend the meeting.

Wood Shop: Ron Trupp reported that Dean Hoover continues to build various sized tables and items for the fall Arts and Craft Show. Richard Thomas has continued to build various bowl designs. The shop has fixed a chair and repaired a lamp for residents and made some shelves for the Library. The air compressor was repaired under warranty and supplies have been purchased to restock the shop.

AREA REPORTS:

West Wing, 1st floor – Nancy Krail reported that there has been no change; two vacancies

West Wing, 2nd floor – Pat Cummings reported that there has been no change; two vacancies

East Wing, 1st Floor – Bunny Guerrin reported that there has been no change; three vacancies

East Wing, 2nd floor – Adele Trout reported that Jerry Green has moved into Apartment 229; two vacancies

Cottages – Franses Mason reported that Marie Jackowski has moved into Cottage 23; nine vacancies

Assisted Living – No report

OPEN FORUM: President McMullen reminded the Board of the Afternoon Exchange today at 4 pm.

Bunny Guerrin stated that she is concerned about residents who are being placed in IL when it is apparent that AL would be a more appropriate placement. Several Board members agreed. She wondered if Springpoint has a way to avoid this confusion.

Gil Kaufman reported on The Moorings at Lewes Board of Trustees Meeting for the third quarter which was held on September 5, 2019. Gil participated by teleconference.

Commented [KH1]:

Commented [KH2R1]:

Commented [KH3R1]:

Commented [KH4R1]:

Commented [KH5]:

Commented [KH6R5]:

Commented [KH7]:

Three new Vice Presidents were introduced: Julia Zauner, VP of Marketing; James Tavormina, VP of Sales; and Matthew Runyan, VP of Information Technology and Chief Information Officer. These officers were named in June and July and have already had a positive impact according to President Argondizza. Karen Kerstetter, The Moorings Director of Sales, now reports directly to James Tavormina.

There were no other significant actions or changes for The Moorings at the meeting. Third quarter finances were reported by CFO Garrett Midgett to be pretty much in line with expectations for The Moorings; both revenue and expenses were about 5 % below budget both for the Third Quarter and for Year-to-Date, so the bottom line was about neutral.

There was again considerable discussion of the Medicare.gov "Five Star Rating System." Some changes have been made in the evaluation system resulting in a drop to three or four star ratings for five of the eight Springpoint CCRCs. The Moorings rating remains at two stars, with a potential increase to four stars anticipated over the next year.

In the Trustee Forum I report about our challenge in dealing with a new executive director, Annette Moore, coming in to replace Carol Holzman, and noted that the transition had gone rather smoothly so far, due in large part to the support and leadership from Springpoint Senior VP Dave Wean.

I will be glad to try to answer any questions you have about this report or my interaction with the Springpoint management and trustees. Contact me by e-mail at gil.kaufman@comcast.net or by phone at 302-703-2422.

RESIDENT LIFE REPORT: Lauri Weeks reported:

- The current IL Census is 114 out of 131 (7 cottages available; 6 apartments available, 3 of which are being applied for)
- MOVE-INS SINCE June—pictures
 - David and Ann Jaeger #206
 - Jerry Green #229
- MOVING IN
 - Bruce and Sherry Chappelle – moving into Cottage 46 in September
 - William and Shirley Rogers – moving into Apartment 218 in October (thinking about using outside services)
 - Carol Wilkinson – moving into Cottage 7 on October 1st
- NEW RESIDENT WELCOME PROGRAM – LPW is working with Marketing before finalizing this program
- HOUSEKEEPING/MAINTENANCE

The concerns of the residents have not been resolved in the cottages and the apartment representatives noted that the newer housekeepers are not yet of the quality they have had in the past.

The residents have been told that if they are unhappy they are to talk to Lynn themselves and that is not a solution—the residents do not want to confront their housekeepers.

The housekeepers are complaining to the residents that they are being judged by the poor housekeepers instead of the poor housekeepers being properly trained and being expected to improve.

Idea: For the bi-annual cleaning, could there be a list that the residents could chose from (1 or 2) to be completed at each session:

Kitchen cabinets wiped down

Sweep and clean the porch

Clean out the microwave (this is being done weekly in some units but not others)

Intake air vents being dusted

Baseboard wet wiping (they want it every two weeks, but maybe if 2 x a year there would be an improvement

Why do we recommend the residents leave a day open for the semi-annual cleaning if it never takes the housekeeper more than half a day to complete the job?

There still needs to be a complete list available of what will be done at both a bi-weekly and semi-annual cleanings.

- OLD BUSINESS

There will not be an automatic door installed in the dining room door due to weather concerns.

- NEW BUSINESS

A new audio-visual system should be installed before the end of the year.

We are currently down one bus—please be patient while we try to keep things scheduled.

- UPCOMING ACTIVITIES

Will begin again in October—weekly State Park hikes/walks from 11 to 1 on Thursdays (picnic lunch will be made available for purchase)

9/7/19 – “A Grands Celebration” At The Moorings

9/21/19 – End of Summer Dinner Dance

- MEETINGS

December 26, 2019 – changed to December 5th at 1 pm (all future meetings will be the first Tuesday of the quarter at 1 pm.)

ADJOURNMENT: There being no further business, the meeting was adjourned at 4:28 pm

Commented [KH8]:

Respectfully submitted, Kathy Holstrom, Secretary