



# THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

## AFTERNOON EXCHANGE

February 4, 2020

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

### **Annette:**

Annette reported that IL census is 116, Skilled is 37, Safe Harbor is 12 and Assisted Living is 29. She added that the IL census had dropped slightly due to a death, a move to AL and a move-out, but there were two recent IL move-ins; John Hawkins and Silvia Ritchie in Apartment 212 and Stephen and Elizabeth Bonsall in Apartment 138. More move-ins are scheduled in the coming months.

Annette saluted Andy Abele, the latest employee who had been recognized with Making a Difference cards. She gave him a certificate with a copy of The Star Fish Story and the residents applauded.

Annette reported that on Thursday, February 6, she and three additional senior management staff were going to an Active Shooter drill held by the state. She expects to return with manuals and guidance on what to do in such a situation. She related that there was an active shooter scenario in an Assisted Living facility in Delaware last year, so although tragic and unfortunate, it does happen and one should be as prepared as possible.

Annette further reported that she is working with Lauri and Shar on some continuing housekeeping issues that had come up in a recent Cottage Forum. She said that they have developed a form that should be completed after the housekeeper leaves. The form is a simple check-off list for tasks expected to be completed and a place to mark overall performance with a score of Excellent, Good, Fair or Poor. There is also room for the resident to make comments if desired. The housekeeper will bring the form with her when she arrives and Annette stressed to complete it after she leaves and give the form to Lauri or Shar so there is no need for embarrassment or confrontation. Annette anticipated using the form as a tool for educational opportunities and then the topic will be re-visited in a few months.

## ***Status of old PMI's:***

- *Can whole grain cereals be added for breakfast?* - **Update** -Annette reported that Shredded Wheat, Cheerios, Rice Krispies, Raisin Bran and oatmeal are always available. The Always Available Menu will be updated to reflect these choices.
- *Can prunes, raisins, banana and grapes be available in the Bistro?* - **Update** - Annette and Pam discussed and bananas are now sometimes available and raisins will be packed in small soufflé cups and made available in the Bistro. Grapes will likewise be packed in small cups and placed in the cooler, probably by the end of the week. Pam will go to the grocery store to buy a small quantity of prunes and they will be packed in soufflé cups for the cooler and Pam will see how popular they are.
- *Can the Chart Room dining menu be displayed in a bigger font?* - **Update** - Annette said this was currently being worked on.
- *It takes a long time for the water in the kitchen and shower to become hot.* - **Update** -Annette reported that Chuck has ordered two new boilers to replace the existing ones. They should arrive at the end of next week and Chuck's plan is to install them overnight. He will place notices as to when the work will occur. During the installation, cold water will be available, but no hot water. Installation will begin at 8pm and continue until finished. The new boilers are 96-98% efficient, compared to the 80% efficiency level of the current ones. The cottages will not be affected.
- *Has the ductwork for the dryer vents ever been cleaned for the personal dryers?* -**Update** -Chuck said he was meeting with a vendor on Wednesday and another one next week to get quotes on cleaning all of the dryer vents.
- *Leaking problems with porches-* **Update** -At last month's Afternoon Exchange, Chuck discussed the need for inspection of all of the enclosed porches. On Tuesday, February 18<sup>th</sup>, at around 1:30 -2:00, he and Brian Lessard will take the first step of addressing this issue by coming to inspect all of the second floor enclosed porches. They will take measurements, make sure they are level, check the flashing, check the supports and address any issues.
- *Battery chirping on smoke detectors-* **Update** -Chuck's crew replaced all the smoke detectors and checked all pull cords on the East Wing first floor last week. Tomorrow, his crew will do the same for the East Wing second floor. His plan is to continue this work on Wednesdays by wing floor, and then cottages.

## ***New PMI's:***

- *Some of the draperies in the dining room are off the hooks.* Annette reported that Shar has been up on the ladder fixing them. She added that she would like to take down the draperies in the dining room and Auditorium and see if they could be

cleaned. A resident added that the Library drapes should be cleaned also. Another resident asked if new draperies could be purchased instead, so Annette replied that she would price out the difference between cleaning the existing ones versus buying new ones.

- *Can the pricing for medical transportation to Lewes be adjusted?* Annette replied that an analysis needed to be done to look at driving distance versus time and the amount of time the driver needed to wait for the appointment to be finished. She said that she and Lauri will look at this and see what, if anything, could be done.
- *Can a reduced rate be offered for the Guest Room during off season months?* Annette said she would review the pricing.
- *Can the Bistro hours for breakfast and lunch be extended?* This was brought up in January and Annette had said that she and Pam Barnette would need to review the Bistro sales to see if they justified paying for staffing. Annette is requesting more information from the residents, perhaps the Dining Committee, on what exactly is being asked. She needs more specific information; for instance what are the hours being requested, are residents asking to push the closing up an hour, is it on the weekends, is it so residents can call the kitchen and then come pick up the food. She needs more specific information in order to do a staffing analysis.
- *The large plants need saucers underneath them.* Lauri replied that Peppers has been contacted and will replace the plants since they are root-bound.
- *The entrances to the Main Building and the West Wing need some attention and maybe a powerwash.* Annette said Chuck will take a look.
- *The entrances need larger plants.* Annette said she would look at this.

## **QUESTIONS:**

*Pat Bock, Apartment 125E, said that the water in her shower was fluctuating from cold to hot, back to cold. Will this be fixed by the new boilers?* Chuck replied that this sounds like a different problem. He suspected that the mixing valves in the shower needed to be adjusted or replaced and he will send someone to look at it.

*Floyd Cook, Cottage 41, said that his smoke detector battery has been chirping. Can this be addressed soon?* Annette said that Chuck will send someone out to replace the battery now since the cottages will not be on the replacement schedule for a couple of weeks.

*Is it possible to get a bell in the Bistro so that staff can be alerted that someone is waiting?* Annette replied yes; she will speak with Pam.

*Is medical transportation available only to patients of Dr. Sehgal?* Lauri replied that medical transportation is available to all IL residents. Currently, transport is free to Zone 1 for Dr. Sehgal's patients. She is currently working on analyzing distance radius

and driving time to determine how to restructure the medical transportation costs. The zones will likely be adjusted somewhat so that transport to Zone 1 is free to all IL residents, regardless of the doctor.

*Why is the charge for the Guest Room comparable to local hotels when we are a non-profit?* Annette said she would need to analyze this, but was not interested in regularly adjusting the price based on what local hotels are charging.

*Why are weekend staff not able to make reservations for the Guest Room? It is not convenient.* Lauri replied that she had restricted access to avoid double bookings. She said that if it is urgent, all staff have been told they may contact her over the weekend to check and see if the room is available; otherwise they may leave a message and Carl or Lauri will contact them on Monday morning.

*Will we ever have a model cottage available for guests?* Dave Wean replied that they have been thinking about this, but there has been a problem with sand in the showers in the past. Annette said she would speak with the VP of Sales, Jimmy Tavormina.

*I want to give thanks to Chuck's crew for the re-installation of the benches overlooking the West Wing pond.*

*Have you picked a vendor to fix the pool?* Chuck replied that he has a vendor to drain the pool and then resurface it. The work will start in about 3 weeks and will take about 2-3 months so that the plaster cures completely. During that time, he will replace the doors. He is still looking for a vendor to replace the decking with a non-slip surface.

*What is the status of the firepit?* Annette said that a team is working on this project; there are many issues to consider, such as a dedicated gas line and protection against anyone falling in. Michael Oakes, Sr VP of Springpoint Foundation added that he has been gathering pricing information and will meet with the residents interested in this project to see if it will move forward.

*Another resident questioned the desire for a firepit and another resident asked about a putting green.* Lauri replied that is why having a professional fundraiser like Michael Oakes is so important. She said that if a group of residents come together and champion a project that cannot be handled through cap expenditures, then they have Michael to assist them in fundraising for the project. A resident added, especially for the benefit of newer residents, that an appropriate place to start to find champions for a project would be the Resident Association.

Annette thanked everyone for coming.