



## **AFTERNOON EXCHANGE**

### **March 3, 2020**

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

#### **Annette:**

Annette saluted the latest group of employees who have been recognized with Making a Difference cards. She read both cards and brought up one of the employees for applause.

Annette gave an update on the Covid-19 virus and stated that it is unfortunate that the situation has been politicized and the media has been making the situation very scary. Annette stated that CMS and CDC have issued guidelines about infectious diseases in nursing homes and community living. The Moorings is following the guidelines closely and have the equipment and supplies to keep residents safe. The best defense against the virus is hand-washing and not touching the face. If anyone feels ill, please make management aware immediately. **{Update - Covid-19 updates have been occurring and signs have been posted.}**

Another major update is that all of Springpoint has experienced a computer glitch and there is currently no access to e-mail and computer files. **{Update - e-mail has been restored as of 3-12-2020.}** Electronic medical records and hosted services like ordering and payroll have remained accessible.

Annette announced that Kim Bishop had resigned as Director of Nursing on January 27<sup>th</sup> and she exited within the next week. Kelley Graden, the current Assistant Director of Nursing, was immediately named as Acting Director of Nursing. Annette has hired Mary Drandorff as the new Director of Nursing. Mary will start at the end of March.

The final update is that Annette, Chuck, Kelley Graden and Lynn Bennett attended an Active Shooter training that was held by the State at Dover Downs. Staff will be

trained and Annette will schedule a drill here at The Moorings next quarter. She will communicate with residents before the drill occurs.

The census in Independent Living is 118 today. Bill Richardson moved into the Apartment 123 on March 2<sup>nd</sup> and there is another move-in tomorrow.

***Status of Old PMI's:***

- *Has the ductwork for the dryer vents ever been cleaned for the personal dryers?* **Update** - Chuck received two quotes for the services that were dramatically different. He is in the process of reaching out to the vendors to reconcile the quotes and make sure the scope is the same for both.
- *Leaking problems with porches* - **Update** - Chuck and Lessard Builders did the assessments on all of the glass enclosed porches. The assessments went better than expected and Annette reassured that all comments were heard. Six of the porches will need corrections and three of the porches will need to be re-done in the spring.
- *Battery chirping on smoke detectors* - **Update** - All of the smoke detectors have been replaced in all of the IL apartments. We have currently replaced approximately 1/3 of the AL apartments and will be starting the cottages in mid-March. **{Update - AL has been completed}** While the detectors were being replaced, Chuck's crew also tested all of the pull cords.
- *Can prunes, raisins, bananas and grapes be added for breakfast?* **Update** - Pam added all of these items and there was 95% waste. As an alternative, Pam is adding a variety of items in the Bistro cooler such as granola and pepperoni. If you have ideas on items to be added, please share them with Tim.
- *Can the Chart Room dining menu be displayed in a bigger font?* **Update** - Larger boards have been ordered and this will happen soon.
- *It takes a long time for the water in the kitchen and shower to get hot.* **Update** - The boilers were recently replaced with more efficient ones. The problem should be resolved.
- *Can the draperies in the Chart Room, Auditorium and Library be cleaned?* **Update** - Annette has received several estimates on cleaning them, but she is also looking into whether it might be more cost effective to replace them.

- *Can the Bistro hours be extended for breakfast and lunch?* **Update** - Pam is still analyzing staffing and the hours.
- *The main entrance of the West Wing needs to be cleaned.* **Update** - The entrance was swept and all entrances will be cleaned by the end of March.
- *Is it possible to get a bell for the Bistro when staff are not there?* **Update** - Pam will work on this.
- *Can the pricing for medical transportation be adjusted?* **Update** - Effective on April 1, there will be no charge for medical transportation if the round trip mileage is 15 miles or less. This will be effective for all IL residents, regardless of their primary doctor. Trips over 15 miles will be priced at .77 per mile, a decrease from the current price.

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

- *For the IL wings, can the sign be changed to say Apartments, instead of rooms?* Annette and Lauri will work on a signage package.
- *What happened to the photo directory of staff members?* Annette and Lauri will work on this project.
- *Can a Clearance Sign be placed on the front entrance overhang for the DART buses?* **Update** - Chuck placed the sign up last week.

### ***Questions***

*Can we switch to a five week cycle menu?* Pam is looking at all of the menus.

*Is it possible to get a cup of soup and half of a sandwich for lunch?* Pam will look into this.

*Can the "Always Available" menu be available in the Bistro?* Pam will look into this. She is also looking into the \$7 versus \$10 meal in the Chart Room.

*My bathroom is very cold and there is no heater. I live in Apartment 141.* Chuck will look at this.

*The heater in my room is very noisy. The unit is 238.* Chuck will send someone to check out the HVAC system.

*What do I do with the Housekeeping forms?* When the housekeeper comes to your home, she should bring a blank form with her. After she leaves, you complete the form, indicating whether your home was cleaned to your satisfaction. The forms may be returned to Concierge and they will be given to Shar.

Annette thanked everyone for coming.

Jennifer Silvestri, Recorder  
03/3/2020