



# THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

## AFTERNOON EXCHANGE

October 6, 2020

Annette V. Moore, Executive Director, opened the meeting by thanking everyone for accepting the challenge of attending the zoom meeting. Joining her on the zoom were Karen Kerstetter (Director of Sales and Marketing), Lauri Weeks (Director of Resident Services), Chuck Palmer (Director of Facilities) and Pam Barnette (Director of Dining Services). Annette mentioned that she would also be showing PowerPoint slides for those who preferred to read along. Annette added that over the last six months, all PMI's have been collected. She hoped that the more pressing issues would be discussed today.

Karen started out by offering a welcome to all of the new residents who have moved in since the beginning of this calendar year during the pandemic. She mentioned the twelve names and units that have been occupied.

### **Annette:**

Annette started with an update on Covid. She said that all residents in SNF, AL and Memory Care have no symptoms or have had any interventions. Asymptomatic residents are offered the opportunity to be tested on a monthly basis. All staff are tested on a weekly basis and as of October 5<sup>th</sup>, there are a cumulative total of 1753 negative tests. In July, one staff member presented with symptoms, was tested offsite and followed up with Public Health. During the course of his work, he had no routine interactions with residents. He was quarantined for 14 days, and returned to work with no symptoms. During the weekly asymptomatic testing, a staff member tested positive, which was likely a false positive. In any case, she went through isolation protocol and returned to work after her quarantine period and two negative tests. A report regarding the statistics of testing is available for viewing, amongst other places at the Front Desk and is posted by the mail cubbies.

Annette then discussed re-opening plans and said that on September 8<sup>th</sup> it was announced that senior living communities could begin to reopen with plans approved by governing bodies. There has been some confusion regarding the re-opening of

healthcare, which includes AL and Memory Care. Some items were reported in the media at the same time as they were released by the governing body. In IL, plans must be approved by Springpoint. Thus far, plans approved include:

- Transportation to Grocery, Pharmacy, Bank and Medical appointments
- Fitness Center and classes in small groups
- Crosswords, Bingo and Trivia
- Book Club
- Routine housekeeping as of 10-5
- In room maintenance services
- Small group entertainment in the Auditorium
- Outside gatherings

Annette paused at this point to take questions regarding what she had covered.

*Jane Lord, Cottage 43, asked who was working on the Book Club reopening as it is a large group.* Lauri answered that it was Elsie Gould and it is limited to 9 people.

*Sharon Hoover, Apartment 236, mentioned that the recorders are looking for a place to practice. She said there were only 6 to 8 of them and asked if they could practice in the Auditorium.* Annette said they would take this request under advisement.

### **Karen:**

Karen reported that by early in March she had four sales, but then everything stopped when we shut down. She has been working with the Marketing Team to modify their sales efforts. She found alternative ways to show prospects the community by utilizing virtual tours and digital marketing. She hosted a You Tube Live event showcasing a cottage and conducts appointments via zoom. By June, the phones were perking up and she is pleased to report two sales in July, one in August and four in September. She now can meet prospects in the model cottage for tours and is planning a Holiday Luncheon in the Chart Room with a limited number of guests. She reminded residents of a referral bonus payable after a new prospect buys and stays for over 60 days. The bonus is the equivalent of a month's room and board. Karen anticipates fifteen additional sales by the end of this year.

### **Lauri:**

Lauri started by stating that the residents' patience and tolerance during this pandemic, even when in disagreement, has been very much appreciated. She reminded everyone that as we begin to re-open to not forget the protocols of social distancing and masks.

She announced that apartment orientations upon move-in will resume in October. She said that in response to requests, spa offerings like facials and massages will begin in January 2021. Computer classes on topics like Zoom, Google and social media will begin in November. A Halloween Celebration will be held at the Flagpole on Wednesday, October 28<sup>th</sup> at 5pm, with cider and cupcakes. She encouraged costumes and said further information will follow. And finally, she said there will be a Halloween Door Decorating Contest with judging on October 29<sup>th</sup>. The winner will receive a \$50 gift card to Touch of Italy in Rehoboth.

## **Chuck:**

Chuck reported that Maintenance has been working on the porches and balconies. Three (3) had been identified as critical and are on the process of being removed or replaced and four (4) were identified as serious and are scheduled to be completed by the end of the year. He said that availability of contractors continues to be an issue due to the fires in the west and the hurricane and tornado damage in the south.

He reported when we had sustained damage from the back to back storms in September, it was his Maintenance staff and the Management team who initially responded and worked through the night to address the damage. It was not until 4 pm the next day that the outside contractors were able to come on-site and complete the mediation.

Chuck further reported that Maintenance has also replaced all of the lighting, painted and carpeted the IL first floors. They completed a renovation on the pool area, replaced the doors and expanded the fitness area. The bathrooms in AL have also been removed and no longer look so institutional.

He reported that Alan Kapner had resigned in July and the position was filled by promoting Andy Abele. Andy is handling the scheduling of all of the maintenance calls and can be reached at 302-644-6388.

Chuck said that his staff is getting back on track with preventive maintenance and are checking filters, HVAC, smoke detectors and pull stations. Due to the pandemic, there was a delay in the cleaning of the dryer vents because up until this point, an outside vendor was not permitted on-site. He is working on creating a schedule and plans to have the vents cleaned by the end of the year. He prefers that residents are not in their unit when the cleaning occurs. He will work with Lauri on communicating this process.

There have been a number of PMI's on the accumulation of trash and that the bins are full by Friday night. Trash service is scheduled for Mondays and Thursdays and it is not possible to add additional days at this time. The volume of trash has increased by over 50%, largely due to the To-Go containers for food. Annette encouraged everyone to try and break down or pack the containers inside of one another to reduce the volume.

Chuck reported that Housekeeping is returning to a routine schedule as of October 5<sup>th</sup>. Deep cleans have been initiated and will take until the end of the year to complete. There will be no window washing this calendar year, but power washing of the porches began two weeks ago.

Chuck reported that the Grounds staff has completed replanting by the main entrance and has been working to remove the dead trees and branches from the storms. Some of the trees are too large for the staff to safely remove, so he is waiting on outside contractors and has gotten bids from Sposado and Brightview. Chuck reported that the planting beds at the rear of the cottages cannot be maintained by The Moorings. If a resident chooses to plant something behind their cottage, then they must maintain it because he does not have the manpower to keep up with it.

Annette paused at this point for any questions.

*Jane Lord, Cottage 43, asked when the pool will be reopened.* Lauri replied that she was awaiting approval from Springpoint and has been following up daily.

*Sandy Spence, Apartment 127, mentioned a new resident might not be aware of what a “PMI” is.* Lauri agreed and explained that the abbreviation was for “Please Mention It” and that questions could be written on a card and dropped in the box in the mailroom for that purpose. PMI’s are then read and addressed in a group setting at the Afternoon Exchange, which in non-pandemic times is held monthly, on the first Tuesday of each month in the Auditorium. PMI’s could also be e-mailed directly.

### **Annette:**

Annette stated that there have been some PMI’s about parking and/or speeding. She said that a communication is planned to all staff reminding them where to and where not to park. She further stated that she will examine whether more clearly marking the areas might be beneficial. Staff and resident speeding throughout the community has been a concern but Annette said that speed bumps are not an effective corrective option due to the need for emergency vehicle access. She added that a camera that photographs the license plate of all vehicles entering and exit the property has been installed. Digital records are kept so that if a resident notes the date and time of a speeding offense, Chuck has the ability to look through the records to try and identify whether the car belongs to a resident or staff member. The Moorings has a contract with Coastal Towing and new signs have been added to the property with a warning that cars are subject to towing if the owner of the car is not a resident, staff or visitor.

There was a PMI about whether a crosswalk or sidewalk could be added with right-of-way from the Governor’s property to ours. Action of that type will not occur without

the involvement of a government representative. Annette said she does not have connections of that sort and invited anyone who might to get involved.

Annette reminded all residents that while pets are permitted at The Moorings, all pets need to be leashed and in the control of the owner at all times. Pets are not permitted to be let outside of apartments and cottages on an unattended basis. The fox has not been seen recently, although he was not removed by the trapper that had been retained by The Moorings.

Annette paused at this point for any questions.

*Don Smith, Apartment 127, commented to Chuck that he had developed quite a few professional relationships before he moved to the community and would Chuck be interested in some vendor referrals for services like contractors and landscapers. Chuck replied that he would appreciate any information.*

*Jane Lord, Cottage 43, commented that a crosswalk would typically be negotiated between builders and DelDot. She did not believe that the county would take any action.*

*Curt Christensen, Cottage 12, wanted some additional information about the planting of beds behind the units not being maintained. He stated that the grounds behind Cottage 13 look really unattractive and he asked what Grounds are planting to replace the trees and bushes they remove. Chuck commented that the trees removed from Cottage 13 still need to have their stumps ground up. He is waiting for a vendor and then they will plant grass.*

*Bob Duncan, Cottage 45, said that they had a bush by the bedroom window that needed to be trimmed and would the grounds staff handle that? Chuck said that they would. Bob further mentioned that they had a birch tree planted by a previous owner that drops twigs all over the property and would they have to pick them up? Chuck replied that the mulching mower would take care of them.*

*Jane Lord, Cottage 43, asked if the power washing is just for the porches or will they wash the side of the cottage. Chuck replied that he has told his staff to wash the north side of the cottages.*

*Adele Trout, Apartment 224, noted that ivy was creeping at the entrance by the east end parking lot. She stated that ivy needed to be kept under control before it becomes a problem for the siding. Chuck agreed.*

*Bill Richardson, Apartment 123, said that he moved in on March 1<sup>st</sup> and became settled during the pandemic. He said he has only met three staff members so far. He believes*

*that a document with names, titles and phone numbers of staff is needed to help orient newcomers.* Lauri agreed and said that was being planned.

### **Pam:**

Pam reported that for the first time in over two and half years, the menus have been changed and updated. There are 70 changes, with increased variety, more vegetable choices and, going forward, the menus will be seasonal. Pam commented that there were quite a few PMI's regarding healthy options. She stressed that the Always Available options, which includes healthy options, are available on a daily basis. Pam said that she will soon be distributing the Always Available menu electronically and to the cubbies so residents would be reminded that items like fishes, salad and fruit can be ordered anytime. She said when a resident called to order, to mention the preference. She reminded all that the number to call was 302-644-3250. Pam also reported that she and the Assistant Director are in the process of in-servicing all the cooks to improve consistency and quality.

Pam reported that the Moorings Market is continuing and has added fall items like pies, cider and apple dumplings. She has also revised and revamped the catering menu which will include party platters. Pam anticipates that dining in the Chart Room will resume on October 26<sup>th</sup> at 50% capacity on two week nights. There will be two seatings and reservations are required. Pam is creating a step by step process which will be shared with all residents.

Pam encouraged all residents to complete a Comment Card. The cards are in a box outside of Annette Moore's office. Pam said she welcomes comments and suggestions and that her staff is eager to please.

*Sharon Hoover, Apartment 236, commented that her husband, Dean, cannot eat white starches and that the dining staff have been very good with substituting vegetables.*

### **Annette:**

Annette mentioned some proposals by residents of items to consider for Capital Expense. She reiterated that life and safety concerns will be primary for 2021 but the following were mentioned:

- Pub
- Shading on the patio
- Fire pit
- Protected parking
- Quiet room refurbishment (she asked for some details on what the residents thoughts were for this)

- 10 year Apartment/Cottage refresh (Annette said there was no information on this topic in the contracts)
- Putting green

Finally, Annette shared some resident to resident concerns:

- Please do not use outside trash cans for personal household trash
- Posting of healthcare information related to other residents - Annette stressed that The Moorings is not permitted to do so due to HIPAA concerns
- Speeding - Annette felt that was discussed
- Unattended animals - Annette felt that was discussed.

Annette closed by asking the residents if the next Afternoon Exchange could be re-scheduled from the first Tuesday in the month to the second Tuesday. The first Tuesday in November, is November 3<sup>rd</sup>, which is Election Day. The residents agreed that the meeting could be re-scheduled to November 10<sup>th</sup>.

Annette asked if there were any additional questions.

*Tom Lord, Cottage 43, asked if one had to sign up for the pool to swim laps or take a class.* Lauri replied that yes, you did.

Annette closed the meeting by thanking her staff and saying that none of the staff have ever not done whatever she has asked of them. She said the none of the staff has ever refused to take a Covid test, which is not the case elsewhere. She said the staff has always done their best for the safety and well-being of all of the residents.