



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

November 10, 2020

Annette V. Moore, Executive Director, opened the meeting by thanking everyone for 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:

Annette started with an update on the weekly testing for Covid. She said that we have been testing employees on a weekly basis for about two months. The schedule for testing is determined by the positivity rate in Sussex County. Last week, the week of November 2nd, all of the staff tests came back negative. In addition, the 58 residents' tests also came back negative.

Annette was asked where she thought the positivity could have come from. She replied that she did not know, but that she has noticed some correlations and she and Mary Drandorff, the DON, have begun contact tracing on these residents. She said they have looked at floor plans, diagnosis, date of admission and staffing pattern and are compiling results. She said that there were two clusters of admissions, three were admitted right around September 24th and another two around October 6th. All the admissions came from Beebe who confirmed that they had tested negative twice, but when tested here at The Moorings, they tested positive. Annette later discovered that Beebe was using the rapid tests, not the PCR tests. That has since been corrected by Beebe.

Another possible factor is that during this time period, residents were administered their flu vaccines. Residents received flu vaccines around September 30th and staff received vaccines beginning the first week of October. The testing kit states that it tests for corona, flu A and flu B. Delaware Department of Public Health has not commented on this factor.

Another possible factor was that a resident who on end of life hospice was permitted family visitation. The resident's daughter visited and then found out she was positive for Covid. The resident subsequently tested positive and later passed away from non-Covid related symptoms.

Another resident who had tested positive passed away here at The Moorings, but from non-Covid reasons. However, because he had tested positive, the death will be recorded as Covid related.

There is one more resident who had tested positive and was sent to the hospital for non-Covid reasons. He later passed away at the hospital, but again, it will likely be recorded as Covid related and attached to The Moorings.

Regarding the staff, of the twelve positives, nine had the flu shot and nine (not the same group) are being treated for seasonal allergies.

Annette stated that she is very confident that there is no evidence of Covid fatigue by the staff and very few vectors in this building.

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

Peg Partlow, Apartment 105, said that she is planning to be tested for Covid here and is that counted in the numbers here? Annette replied that the grid that is posted weekly does include IL testing on the first line of the Asymptomatic Mass Testing section. The grid may be found at the Front Desk, by the mail cubbies and is posted on 970.

Bill Kennedy, Cottage 14, gave compliments to Annette and her team.

Someone asked if The Moorings was considered a distribution center for the vaccine. Annette replied that we had been approached but had to decline. The vaccine needs to be stored at -70 degrees and we do not have a cryogenic chamber in which to store it. Nursing homes and CCRC's were instead offered the opportunity to partner with either CVS or Walgreens, who would then administer the vaccine to residents, staff and the immediate family of staff members. The Moorings chose Walgreens and have signed a Memorandum of Understanding with them.

Fran Tobin, Cottage 21, said that she had taken a Covid test here and it took several weeks to get the results back. She thought that seemed like a long time. Annette agreed and said that she has already identified the issue and corrected it. Sandy, the nurse in Wellness, had been correctly storing the tests in the refrigerator by the Front Desk, but had neglected to inform Annette or the DON that they were there. Annette

found them by accident and immediately delivered them to LabCorp. There is now a process for Sandy to notify when there are tests to be delivered. Generally, results are available within 48 hours.

Karen:

Karen reported that since the last month's meeting, she had two move in's; Michael and Margaret Ackerman in Apartment 122 and Irma Klein in Apartment 111. Irma is still on quarantine. Karen also wanted to officially welcome Henry Hunt as an official resident of the community.

Karen reported that IL census is currently 118 out of a possible 131, which translates to an occupancy rate of 90%. She predicts that census will be 121 by the end of the year.

Karen stated that her first Marketing event since March will be held on Wednesday, November 11th. She will have an open house event at 11am and another at 2pm in the model cottage (C17). There will another open house next week.

Fran Tobin, Cottage 21, asked what the status was for selling the vacant cottages.

Karen replied that she has two cottages move-ins scheduled in December; Cottage 4 and Cottage 13. In addition, current resident Holly Fritts is moving from Apartment 113 to Cottage 5 shortly.

Status of old PMI's:

- *The draperies in the dining room, library and auditorium need to be cleaned.* Annette said she had begun pricing out new drapes and cleaning the existing drapes, but then Covid shut everything down and outside vendors could not come onto the property to measure and give estimates for cleaning. This is still on hold.
- *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. They were in the process of completing a staffing analysis when the pandemic began. With Covid, there is no way to judge "normal" staffing patterns, so this is on hold.
- *The large plants need saucers underneath them.* With the pandemic, the outside vendor was not permitted into the building, so the plants have been removed.
- *The entrances to the Main Building and the West Wing need some attention and maybe a powerwash.* Annette had Facilities powerwash the entrances and the main entrance was decorated. Housekeeping routinely vacuums the main

entrance, but the wind blows in the leaves when the doors are opened, so it does not always look vacuumed. Carol Cascone from Marketing also decorated the tables in the main hallway, but unfortunately the pumpkins rotted in about 48 hours, so the décor had to be removed.

New PMI's:

- *The pool is too cold.* Annette replied that when the area was renovated, the contractor recommended that the pool be kept at 90 degrees to prevent bacteria growth.
- *Why are the flags not flying at all times?* Out of respect, the flags are removed when weather conditions put the flags at risk. Annette also asked if anyone had contact information on where to bring frayed flags to be properly destroyed.
- *Can we get a bigger trashcan in the mailroom?* Annette agreed that a bigger can will be placed there.
- *The work on the porches started and then stopped with no communication. What is the status of fixing the porches and balconies?* Finding a vendor to consistently work during the pandemic has proven to be difficult. We did change vendors, but weather is a factor. We cannot put someone on the roof when it is windy or pouring rain. Annette assured everyone that it is an availability issue; we are not dragging our feet to fix the porches.
- *Can we get shingle shots administered in the Wellness Clinic?* Annette checked with Dr. Sehgal who explained that we are not stocked with the shingles shot due to the expense and the vaccine's shelf life. Apparently the vaccine is very expensive and is only viable for a short amount of time. Rather than having to discard unused vaccines, Dr. Sehgal recommends that residents go to a local pharmacy.
- *Can we have an assortment of breakfast pastries available for sale in the Bistro?* Annette replied that Pam will make these available.

Annette:

Annette gave an update on the issue of dryer vent cleaning. She said that Stanley Steemer was selected as the vendor and that all apartments and cottages would be included. The vendor is currently in the process of staffing up and we are waiting on their schedule. When they come, the washer and dryer will need to be pulled out to service and they expect to be on the campus for two to three weeks.

The reconstruction from the September 4th storm damage is starting up now. The priority is fixing the drywall in two AL residents' apartments and the Employee

Breakroom. We are taking the opportunity to reconfigure and renovate the Wellness area. The Wellness office will be moved to the former Therapy office space next to the Employee Breakroom. This will be walled off from the Breakroom with a door added to the main hallway. The existing Wellness space will be reconfigured and converted to Therapy space so that Rehab has the entire corner from the gym to the former Wellness area.

Annette also reminded everyone to complete their Housekeeping scorecards so that Support Services can continue to improve their service.

Diane Bair, Apartment 240, asked what the scorecard was. Annette and Lauri explained that when Housekeeping is finished with cleaning the resident's unit, they should be leaving a scorecard. The resident is to complete the card after the Housekeeper leaves and drop it off at the Front Desk or put it in the box by Annette's office.

Jane Lord, C43, expressed appreciation that the Wellness Center will be expanded. She commented that she has seen people sitting too close together and that Sandy sits in the office without a mask when she is not working on a resident. Jane also stated that people have to wait too long for their appointment. Annette said that she will make sure some chairs are removed to create more space and that she will speak with Sandy about wearing her mask. The backlog of patients is caused by Dr. Sehgal and Annette said she will try and speak with him about it, but it was out of her control.

Pam:

Pam thanked those residents who have completed a Comment Card. She said she has received about twenty of them and is very appreciative of the feedback. To make giving feedback easier, Lauri will create an e-mail address named DiningComments@spriongpointsl.org. This will be an alternative to giving feedback.

Pam reported that her staff is working on creating Christmas Eve and New Year's Eve menus. She said that about 11 people had notified her that they would be away for Thanksgiving. She asked if anyone would be away to please let her know.

Pam reminded everyone that the deliveries for the evening meal are at 5:30 and 6:00 pm.

Jane Lord, C43, asked if guests were permitted for Thanksgiving. Annette replied that two were permitted, provided they came to the Front Desk to be screened.

Sandy Spence, Apartment 127, asked what time the Thanksgiving meal would be delivered. Pam replied that they will start packing them up around 11:30am and expected to start delivery at noon.

Annette/Chuck:

Annette said that the biggest concern in Chuck's area is landscaping and that we are failing. She said that Chuck only has two full-time employees, although he is budgeted for three. She said that we cannot find staff for these positions. She and Chuck have been discussing and have decided to hire an outside contractor to handle the trimming, weeding, fertilizing and removing of dead trees. It is likely that Sullivan Landscaping will take over the landscaping business for The Moorings.

As residents vacate their cottages, the backyards will be returned to grass only by removing shrubs and trees.

Jane Lord, C43, asked if Marketing had weighed in with this proposal as some shrubs look very attractive. Karen answered that when a resident vacates, she and Carol wait until Maintenance clears the property before they tour it. Therefore prospective residents are not aware of what used to be there. She has not had any negative feedback.

Carol Bishop, Cottage 40, wondered if a resident committee could be formed to discuss this with staff. Gil Kaufman weighed in that this type of discussion used to be held at the Building and Property Committee. He thought the Committee should be reinstated. Chuck replied that he would reinstate the Committee.

Bill Kennedy, Cottage 14, stated that he thought this was a quality of life issue. He would like to see a cost benefit analysis on landscaping versus a lawn. Annette replied that a cost benefit analysis would not be helpful if staff could not be found. She will have Chuck speak with Sullivan's and get a quote on maintaining a 9 or 12 foot bed. That cost could be added to the resident's monthly bill.

Bunny Guerrin, Apartment 131, commented that that would be a good option because the contractor would already be pre-approved and vetted by The Moorings. She also added that she has noticed that the choice of material used for landscaping is not always appropriate as it can be very high maintenance.

Curt Christensen, Cottage 12, was concerned about the backyards that had been put in by Cadbury. If get everything is discarded, he thought it would look very bare.

Sandy Spence, Apartment 127, commented that it would be nice to have groundcover as an alternative to grass. In addition, she stated that it was not only the cottages that had landscaping. Cadbury had planted two bushes outside of her apartment.

Annette closed the discussion by reiterating that Chuck will reinstate the Building and Property Committee.

Lauri

Lauri announced that tomorrow fertilizing would take place and to take note for dogs.

She also stated that regular activities, such as programming in the Living Room, fitness and Lollipops had resumed.

Lauri also said she was bringing back the Moorings Cares dinners. This week the dinner was from Fish On and reminded everyone to give their order and Lauri would deliver shortly after 5pm.

Annette asked if there were any additional questions or comments.

Gil Kaufman announced that the Gift Shop was open again and they are looking forward to shoppers.

Jennifer Silvestri, Recorder
11-10-2020