



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

March 2, 2021

Annette V. Moore, Executive Director, opened the meeting by thanking everyone for attending the zoom meeting. Joining her on the zoom were Chuck Palmer (Director of Facilities), Pam Barnette (Director of Dining Services) and Lauri Weeks (Director of Resident Services). She explained that Karen Kerstetter, Director of Sales and Marketing, would not be joining the call because there was no marketing activity to report since the last Exchange.

Annette:

Annette reported that the Covid vaccine clinic went very well at The Moorings. She stated 99.3% of IL residents received both of the Pfizer vaccines and 98.6% of Skilled and AL residents were vaccinated. One Skilled resident who was not vaccinated was not able to due to monoclonal antibodies and an IL resident had declined but since changed their mind and will be vaccinated in the community. Of the staff, 81.5% received the vaccine, which is quite a bit above the state average. The average vaccination rate for staff working in Delaware nursing homes is 61%.

Going forward, Annette reports that she has applied through DelVax to be a vaccination center so that new residents and staff will able to receive the vaccine. We need to wait for the Moderna or Johnson & Johnson vaccine to be available since they do not require cold storage.

Status of open PMI's:

- *Why are the flags not flown all the time?* Annette stated that, out of respect, the flags are brought inside during inclement weather.
- *The flags are not lit properly.* Annette said that half of the lights had been taken down so as not to shine into the apartments and the other half were lowered to point towards the ground. Update - with all of the rain, Chuck has not been able to make any adjustments yet.

- *The draperies in the dining room, library, Welcome Room 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?* 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. During the pandemic, sales figures remain skewed. This will need to be evaluated at a future date.

New PMI's:

- *Why were the flags flown at half-mast recently?* President Biden had requested that flags be flown at half-mast to honor a day of remembrance for the over 500,000 lives lost to Covid.
- *Standing water continues to be a problem.* Annette said she is aware that the sidewalks are low and that there is drainage issue. She said that we require a hardscape expert to study the movement of the water and make recommendations for a drainage system. She will have Chuck work on getting an assessment and as soon as she has an estimate of the total expense to add drainage, she will speak to residents about whether to add it to the 2021 cap ex budget, resulting in pushing items to 2022 to compensate.
- *I want to give praise to the Maintenance staff for the painting and lighting in the hallways.* Annette reported that the carpeting for the second floor is on order and that thirty (30) spots have been identified where the subfloor needs to be repaired. When the project is ready to begin, a timeframe will be communicated. The goal is to complete the project with a minimum of disruption to the residents.
- *Annette reported that there were some complaints about personal planters on the lawns that were unkempt and unsightly.* Annette said she will send out a communication addressing this issue.

Annette paused at this point to take questions.

Curt Christensen, C12, opinioned that although a staff vaccination rate of 81.5% was good, he would prefer the rate to be 100%. Annette replied that the vaccine was not mandated for staff and she could not force an employee to receive one. She said that some had good reasons for not getting vaccinated, such as medical or

religious reasons. It is a personal decision. However, despite the vaccine status, all staff are consistently wearing PPE and there was no instance of a staff member testing positive before a resident tested positive.

Chuck:

Chuck reported that landscaping had been outsourced to Sullivans effective January 1st. They have been on-site every week since performing pre-spring clean-up. Chuck said Sullivans will begin mulching probably towards the end of March.

Chuck further reported that Maintenance is currently painting and fixing the lighting on the second floor of the West Wing. They will hopefully be finished by the end of March/beginning of April. Then the carpeting contractor would be coming in and fixing the second floor and laying the new carpet.

QUESTIONS:

Diane Bair, A240, asked about the status of the porch list. She said she thought that they were on the list but had not heard anything. Annette replied that as soon as a new contractor was located, the work would be done. Garrison, the previous contractor, had been doing a good job but was not able to keep up with the work at The Moorings and had left the account.

Fran Tobin, C21, complained that the landscapers were operating a loud machine prior to 8am on the previous Saturday. Chuck answered that it was likely the Maintenance/Security staff on the Kubota who were spreading salt to break up the icing on the walkways. He apologized for the early hour and that he would speak with his staff.

Adele Trout, A224, asked when the East Wing would be painted. Chuck explained that they were finishing up the West Wing and would be moving to the East Wing next.

Pam:

Pam reported that she has been thinking quite a bit about the request to extend the hours for breakfast and lunch. She said that they have been tracking resident take-out at the corporate level and have found that the numbers are very low for breakfast and lunch. The majority of take-out was for dinner.

Pam stated that she has been discussing the 5-6 week rotating menu cycle with Michael Tucillo. Mary has been working on the spring/summer menus and Pam will keep residents informed.

Pam said that the Dining Department very much appreciated the e-mailed comments and the scores for February were excellent. She reminded residents that when a comment was e-mailed to DiningComments@springpointsl.org, a reply e-mail was generated that requested scoring. She asked if residents would please complete the scoring process as this helped Dining improve their performance. These scores are forwarded to the Home Office and Michael Tuccillo reviews them.

Pam reported that Mary was continuing to work hand-on with the cooks. Pam believes that the issues on which she had received complaints have improved.

There is no date yet for the re-opening of the Chart Room but Pam thought perhaps late March. She is looking forward to re-opening.

QUESTIONS:

Fran Tobin, C21, asked if it would be helpful to send Pam ideas of favorite meals while she is preparing the spring menus. Pam replied to send any and all ideas to the Dining Comments e-mail.

Peg Partlow, A105, asked that Pam think seriously about extending breakfast hours. She said that she often wakes up early but then may fall back asleep and is not ready to go to the Bistro by 9:30am. She said a cook was not necessary, that perhaps just have a cashier available and provide a selection of juice, Danish or cereal. Pam said that an alternative would be to purchase the items from Moorings Market and have them available for consumption at home.

Bunny Guerrin, A131, asked if dinners would be better proportioned and include a vegetable and roll when the Chart Room re-opened. Pam replied that she will standardize the portions.

Lauri:

Lauri reported that OSHER has resumed a five week session. At the same time, the Governor increased gathering size from 10 to 25, so the classes can now accommodate more residents. Lauri said that she has marked out spaces for 25 chairs in the Auditorium, but cautioned that masks still need to be worn and chairs should not be moved.

Lauri further reported that the Programming Committee is meeting this week and that Friday night movies will be resuming. She encouraged residents to submit selections for DVD nights on Thursdays.

QUESTIONS:

Jack Chapin, A139, reminded Lauri that Monday night Bridge has not resumed. Lauri confirmed that she was aware and as soon as she could figure out a configuration for four players six feet apart, she would reinstate the game.

Marianne Jarvis, A103, asked if one attended the first OSHER session, was it necessary to sign up each week. Lauri replied that if a resident signed up and attended the first session, it was not necessary.

There were no additional questions, so Annette closed the meeting and thanked everyone for attending.

Jennifer Silvestri, Recorder
03-02-2021