



# THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

## AFTERNOON EXCHANGE

April 13, 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 Karen Kerstetter (Director of Sales and Marketing).

### **Annette:**

Annette started with a report on COVID. She said that Kent County has recently joined New Castle County in reporting a spike in COVID cases. If Sussex County joins them, then we could go back to testing all employees twice per week. If there is one positive test amongst either staff or residents, then we will go back to outbreak protocol and visitation will be shut down. Annette is not sure whether the spike is from variants or not.

Annette is working with our pharmacy, PharmCare, to provide vaccines to new residents, staff and staff who changed their mind and want to be vaccinated. PharmCare requires at least ten (10) people be signed up. Anything less than ten doses, and the extra vaccine needs to be destroyed. At this time, there are thirteen (13) people on the waiting list. PharmCare is using the Johnson & Johnson vaccine, which was just paused by the CDC. If the pause does not lift, then transportation will be arranged to Walgreens who is administering the Moderna vaccine.

A couple of weeks ago, The Moorings was able to open Assisted Living and Healthcare to visitation. The Mooring at Lewes is currently accommodating visits by one visitor for one hour at a time. This has been received very well by family and friends. The facility will review to increase as appropriate.

Skilled census is currently at 32, which is a six month high. Annette reports that she is working on some staffing challenges because during the pandemic, part-time staff had not been utilized due to the lowered census.

Annette reports that The Moorings is also in need of wait staff for Dining. The challenge to hiring dining staff is that many companies are advertising for staff at \$15 per hour plus tips and The Moorings cannot compete at that level.

On Friday, Annette and Pam Barnette are attending a job fair and will be focusing on hiring dining staff. This is the first job fair in sixteen (16) months.

Annette is thinking about cross-training some support staff personnel so that they would be able to work in a variety of departments. She envisions staff being able to work four hour shifts in areas like housekeeping, companions and wait staff. She would look for staff who are flexible and would not stress out over working in different departments performing different jobs. Annette likely would pay a slightly higher rate and likens the position to a rotating internship in healthcare.

Annette paused at this point to take questions, but there were none.

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

- *The draperies in the dining room, library, Welcome Room and auditorium need to be cleaned.* Annette disclosed that this item is still open but due to other pressing issues during the pandemic has not been addressed. She said it will stay on the open PMI list.
- *Can the Bistro hours for breakfast and lunch be extended?* Annette disclosed that sales during the pandemic are still skewed. As long as The Moorings is still delivering meals free of charge, there is not enough volume to merit addressing this issue. This will also stay on the open PMI list.
- *Standing water continues to be a problem.* Annette reported that Chuck had been able to get on the waiting list for Zack's Excavation in Kent County. They will send someone down to assess the situation and determine what can be done to help prevent the flooding.

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

- *Why were the flags not flown on Easter?* Annette said that the issue of flags flying or not flying had been frequently raised by residents at various meetings. She explained that as a veteran and as sign of respect, Chuck had been taking the flag down in anticipation of inclement weather. Not all staff are trained in the pulley system and are aware of the protocols in raising and lowering the flag. Therefore, on occasion, the flag had not been raised or lowered in a timely manner, which is what happened on Easter Sunday. Accordingly, in view of the frequency of comments, Annette has directed

Chuck to purchase all weather flags and they will be flown until the wind damages them to an extent that they need to be replaced.

- *Can the street sign on Gills Neck Road that says Welcome to Cadbury be updated to The Moorings?* Annette reported that Chuck spoke with a Delaware Department of Transportation employee in Kent County, who provided the name and number for the appropriate DelDot employee in Sussex County. Chuck has reached out and requested that the sign be updated. Annette will update the residents on any progress. DelDot will not sell to private owners. An e-mail has been sent to Representative Lopez for his support and sponsorship as required.
- *Sullivans Landscaping crew was working on a Saturday recently from around 8am to 2pm. I think they should only work Monday through Friday. In addition, the individual was working from one job to another in a seemingly random manner.* Annette reported that the contract with Sullivans calls for them to work a half day on Thursday and all day Friday. If it rains, then they will work on Saturday in order to complete the job and to fulfill their obligation to The Moorings. Annette would like to continue to give them an opportunity.
- *There is a large pothole as you leave the Healthcare area. Are you going to fix it?* Annette reported that Chuck will be able to use hot patch now that the temperature is not so cold.

Annette paused at this point to take questions.

*Sandy Spence, A127, said that she was happy that Sullivans was working on a Saturday. She said that they have edged the area around the circle and she thinks it looks really nice. She believes that is the first time that area was edged.* Annette thanked her for the comment.

*Gil Kaufman, C9, commented that he thought Sullivans generally did a good job. He did say however, that he has been noticing a lot of dandelions.* Chuck answered that dandelions pop up early if not enough pre-emergent had been placed the year before. He had already spoken to the Sullivans supervisor about this and they are taking care of it.

*Roberta Horst, A220, said that her porch retains a lot of water when it rains. She sweeps it off and hopes the downstairs neighbors are all right with that.* Annette said that some porches had been identified as needing replacement. The previous builder had not put any drains in. She and Chuck will review the list and will check with the person below to see if there is a problem.

*Corinne Lehman, A116, reported that there is an abundance of rain water that comes from the upstairs porches. She said the porch above her had been fixed but that prior to the repair, she had rusty colored water running down her walls. She believes that Ed Carter who lives next to her in A117 still has this problem. The porch above him has not been fixed yet. Annette said that Chuck will have someone check the porch at 217.*

*Bunny Guerrin, A131, is concerned about the plastic foam boxes that dining uses to pack the food and is wondering about the cost of buying them and then discarding them. Annette reports that it has been an absolute nightmare to find products in which to deliver meals. Prices have doubled and tripled, even with Springpoint's purchasing power. The impact has been further exacerbated by the fact that plastic bags are no longer able to be utilized. The last time that Annette did a calculation, which was some months ago, the additional unbudgeted cost of disposables for the kitchen was second only to PPE; some \$83,000. Now that plastic bags cannot be used, she imagines the cost is much higher. She wishes that she could use reusable containers to transport food, but the dishwashing staff would not be able to keep up with washing the hundreds of containers on a daily basis. Annette is hopeful this will stop when the dining is able to be opened.*

### **Chuck:**

Chuck reported that Maintenance is currently well along in painting and updating the lighting on the second floor of the West Wing. He anticipates that his crew will be finished by the middle of May. He is still waiting for the carpet to arrive so the crew can begin the flooring repair and laying the new carpet.

Chuck said that Curtis has been working on the downspouts to help get the water away from the buildings.

Chuck further reported that Maintenance has been keeping up with the work orders.

### **QUESTIONS:**

*Carol Lader, C8, said she had seen a notice about the semi-annual cleaning and that one month notice would be given. She asked if this is still on-going because she has not received notice yet. Chuck replied that it was and she should be hearing from Shar.*

*Don Smith, A107, inquired if Chuck would keep them apprised of any progress in updating the sign on Gills Neck Road. Chuck replied that he would. Representative*

Lopez's office was sent an e-mail for request of sponsorship. Private requests are prohibited.

*Jane Lord, C43, said that construction has been happening at the cottage next door to her (C44) and the contractors have been leaving trash and litter when they leave. Chuck said he would speak with them about this.*

*Mildred Wiedmann, C27, complained that it has been a long time since the semi-annual cleaning and she hopes that the next one could be more thorough. Chuck answered that he will speak with Shar.*

*Sharon Hoover, A236, echoed Mildred's comment. She added that the apartment is looking very worn, especially the floors. Chuck said there is nothing in the contracts regarding re-doing the floors.*

*Gil Kaufman, C9, commented that the cottages are showing wear and tear as well. Chuck repeated his answer to Mrs. Hoover.*

*Bunny Guerrin, A131, related a story that a couple of weeks ago she had a medical incident late at night. She wanted to thank the nursing staff and the maintenance staff, particularly the floor guy, for their quick response and terrific work. She said the nurses literally saved her life and the floor guy cleaned so thoroughly you would never know there was an incident. She was very appreciative. Chuck thanked her for her comments and assured her that he would make sure his staff were commended.*

*Mildred Wiedmann, C27, asked who will be taking care of the mold on the side of the buildings. Chuck answered that Curtis and his floor guy would be power washing the buildings and cottages.*

## **Pam:**

Pam reported that she and Mary have been working on the new menus. They have finished week one, are in the middle of week two and should be finished by May 30<sup>th</sup>. She is very happy to announce that the Waldorf salad will be back on both the spring and summer menus.

Further, Pam was happy to announce a tentative date for the re-opening of Chart Room dining. Her plan is to open on Friday, May 14<sup>th</sup> for dining on Fridays and Saturdays only. Capacity will be at 50% and there will be two seatings; tentatively at 4:45 and 6:15. She will be communicating a full plan within the next few weeks.

## ***QUESTIONS:***

*Mike Bair, A240, asked if seemed right to be opening the dining room when only couples can eat together.* Annette replied that if the situation could be made safe, then she would like to be able to serve more than two people eating together. She will review the government guidelines regarding mixing households, provided all are vaccinated.

*Sandy Spence, A127, related that she and her friends have eaten together at restaurants lately.* Annette replied that she has been trying to err on the side of caution when it comes to resident safety. Restaurants are not enforcing mixed company at tables. The Moorings would be held responsible for any outbreak.

*Marianne Jarvis, A103, asked for a link to government guidelines so that she could read them.* Annette said she would provide a link. {Update – the link is [coronavirus.delaware.gov](https://coronavirus.delaware.gov)}

*Bunny Guerrin, A131, commented that actions in one's own apartment are private but actions in the community space are under the control of The Moorings.* Annette agreed with her and stated that she always evaluates issues in regard to risk.

## **Karen:**

Karen reported that Marketing has been extremely busy lately and she has seen an unprecedented interest in living in our community. She said that census today is 121 out of 131, which is a 92% occupancy rate. But she added that when she factors in the units she has already sold but residents have not yet moved in, occupancy climbs to 126, or 96%. Karen reports she has additional prospects lined up who have not yet purchased.

Karen said that she has sold Cottage 29, which was the model. She is prepping Cottage 28 as the next model cottage.

Karen also wanted to recognize new residents who recently moved into the community. Karen welcomed Melvin and Mildred Gillam in Apartment 122, Larry and Julia Myers in Cottage 36, and Friederich and Elsbeth Wahl in Apartment 215.

*Marianne Jarvis, A103, commented that this sounded great. She had read that there was still concern about congregate living.* Karen replied that she thought that

had been the case, but with the vaccine, concerns seem to have lifted. Karen added that beginning in March, the Marketing phones started ringing off the hook.

*Gil Kaufman, C9, wondered if healthcare had opened up as well.* Karen said that Cristi could better speak to that point, but she echoed what Annette had previously stated regarding the healthcare census being at its highest point in some time.

{Update - The Moorings continue to be required to have a Green Zone (North and South hallways for 30 beds), Yellow Zone (East Hallway - 6 beds for observation/isolation for new admissions) and Red Zone (East hallway - 4 beds for positive Covid cases). The last positive resident was December 14, 2020.}

*Curt Christensen, C12, asked if Karen has sold other cottages in addition to 29 and 36.* Karen replied that Cottage 44 will be occupied in May and she has a likely prospect for Cottage 23.

*Fran Tobin, C21, asked if Karen she was seeing any diversity in her prospects.* Karen replied that most are affluent and white. She said that she was working with Jane Lord on a new project called the Diversity Equity Inclusion Committee, whose intent is to attract more diversity. Jane will be forming a resident sub-committee.

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

Jennifer Silvestri, Recorder  
04-13-2021