



# THE MOORINGS AT LEWES

## A SPRINGPOINT COMMUNITY

### AFTERNOON EXCHANGE

May 3, 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). Lauri Weeks (Director of Resident Services) was managing the meeting from her office.

#### **Annette:**

Annette started with the new PMI's that were in the box since the last meeting.

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

- *The elevator in the West Wing is ghosting.* Annette explained that meant that the doors were opening and closing with no one in the elevator. Annette clarified with the resident that this was occurring prior to the power outage that had been experienced on April 30<sup>th</sup>. Annette reported that Action Elevator is aware and is attempting to schedule a visit prior to the regular monthly visit.

Annette then further reported on the power outage. She explained that The Moorings experienced a single phase outage, which is different than a blackout. The outage happened in most of the developments on both the east and west sides of Coastal Highway. A single phase outage affects only those few items that require just one single power source. The items that were affected here were some gym equipment, the pool pump, two exhaust fan motors in Dining, fuses on the air compressor pump of the dry fire system and some fire panel communication issues.

The gym equipment has since been repaired. A replacement pool motor has been ordered, but the pool will be closed until it arrives. Annette was able to find and order one Dining exhaust fan motor from a firm in southeastern Pennsylvania but there are no more to be found on the east coast. She asked that residents be patient if they smell cooking fumes until the exhaust fan is fixed; she did not want to switch to

a cold menu. The fuses on the fire system and the alarm communication issues are a priority to be fixed and will be completed this week.

Due to the issues that the outage caused, Annette is looking to add some items to the existing generator for safety. The main item is the elevator in the center of the community building. She does not understand why the elevator in Independent Living was not previously added. She obtained a bid for \$24,000 and plans to move forward on this with funding from the contingency budget.

During the outage, Security staff assisted most residents from Movie Night back to their rooms, but there were some first floor residents who could not safely ambulate down the stairs and could not be safely lifted down the stairs. Therefore, Annette believes spending the funds to put the elevator on the generator is a priority. Currently the only elevator on the generator is in Healthcare.

The last outage issue on which there was a great deal of communication is the emergency lights in the hallways. Annette reports that the emergency lights have a 90 minute battery life in the event of a power loss. Chuck and his staff have been performing routine checks on a monthly basis. The manufacturer's instructions for the monthly test say to hold the button for 20 seconds and that period will be long enough to determine whether the light bulb is still functioning. It does not give any information about the battery life.

As a result, Annette had Chuck and his staff cut the power to the emergency lights and then walk the halls to determine which emergency lights were not running long enough. They reported they found nine (9) lights in the East Wing and three (3) in the West Wing that were not functioning properly and have changed the batteries. That is a total of twelve (12) out of one hundred eighty (180) lights.

Annette reminded all residents that the purpose of the emergency lights was to light the hallways to permit residents to safely navigate back to their rooms, as that is the safest place to be in an emergency.

Annette then paused and asked if there were any questions, particularly about the lights during the power outage.

*David Jaeger, A206W, Lauri had put out a memo that the lights would only be on for 20 minutes, not 90 and that is a big difference.* Annette said that information is what Lauri had been told, but in consultation with the manufacturer, it was discovered that during an emergency, the lights should work for 90 minutes.

*David Jaeger further stated that all of the lights around his apartment were out and stayed out.* Annette asked Chuck if the area around 206 was a problem and Chuck

confirmed that all 3 lights in that area had a battery that was not functioning properly.

*Rebecca Rogers, A202W, stated that the area around her apartment was dark as well.*

Based on the number of reported lights that were not lit, Annette directed that Chuck repeat the exercise and walk the hallways to check the emergency lights. Chuck replied that he would complete the test the next day. He said that the emergency lights were on their own circuit so that he could cut power to only the emergency light circuit to make sure they came on. He said going forward, this test would be completed on a monthly basis.

*Don Smith, A107W, asked if the area opposite apartment 107 was affected.* Chuck replied that it was and the battery had been replaced.

*David Jaeger, A206W, stated that he had a concern that if someone had fallen in their apartment during the outage, no one had come around to check so no one would know.* Annette agreed that is a concern, but stressed that during a sudden outage, Security staff is doing rounds to determine what was lost and if any action needed to be taken. She said both she and Chuck were in communication the entire time and that the outage only lasted for one hour.

*David Jaeger, A206W, stated that he believes that the Safety and Security section of the Resident Handbook needs to be revised.* Annette agreed with him and stated that she and Lauri Weeks will review this section.

*Bunny Guerrin, A131E, asked what caused the outage.* Annette replied that it was fast moving winds.

*Jim McMullen, A237E, asked if The Moorings should reconsider adding a back-up generator to the budget.* Annette replied that the project could certainly be added back to the contingency budget. She cautioned that the price had been over \$600K.

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

- *There is a large pothole as you leave the Healthcare area.* Annette reported that Chuck will be able to use hot patch once the temperature is consistently above 75 degrees.
- *Standing water continues to be a problem.* Annette reported that we are still waiting on a bid from Zack's Excavation. Curtis has been extending downspouts around the property.

- *Status of the porch and balcony repair.* Those residents who are on the list for repairs will receive confirmation from The Moorings in writing on an individual basis over the next few weeks. There are no contractors who will give us a bid at this time. Lessard is working on one cottage and Premier is working on turnovers and renovations.
- *Construction contractors have been leaving trash and litter when they leave.* This contractor has been terminated.
- *Power washing cottages and the side of the building.* This will begin in June or July when the worst of the pollen is over. Curtis will start the work and there is currently one open position for a full-time floor tech who will assist with this project.
- *Can the street sign on Gills Neck Road that says Welcome to Cadbury be updated to The Moorings?* Annette reported that she had called DelDot and offered to buy a new sign, but they will not permit a private entity to buy signage. Annette asked if she could take the existing sign down and was told no, it would be a safety hazard to leave the metal post in the ground with no sign. Annette then asked Speaker Schwartzkopf to sponsor the Moorings request for a replacement sign but he declined because we are a private entity with no public thoroughfare. Annette had replied to the Speaker that all developments in Delaware are dead ends with entry for residents, visitors or vendors doing work for homeowners, but he has not replied. So in summary, DelDot placed the original sign, but will not update it, even though Annette offered to pay for a replacement, without legislative support. Annette believes the next step is to contact Senator Lopez.

*Curt Christensen, C12, stated that he has a letter that he intends to send to Senator Lopez discussing the status of development signage.*

*Jane Lord, C43 and David Jaeger, A 206W, discussed also sending a letter to the Cape Gazette, but Curt suggested they wait and give Senator Lopez an opportunity to respond to the letter he will be sending.*

Annette stated that there have been questions about dining. She said that the question had been that when the dining room opens, why is it not possible for non-household residents to dine together. Annette had prepared to come to this meeting and announce that fully vaccinated residents who do not live together could sit at a two top table and dine together. Then just before this meeting, there was an announcement from the governor that effective May 21st, all capacity restrictions on restaurants, retail and worship will be lifted, subject to a social distance of three (3) feet.

So our plan is still to open dining on May 14<sup>th</sup> at 50% capacity, with two seatings, and have 4 tops available for two fully vaccinated people who are not living together to dine

together. The following week, May 21<sup>st</sup>, we will adjust to three feet of distancing which will change the capacity and more people can sit at the same table as long as all are fully vaccinated. The governor's regulations are listed on [Coronavirus.Delaware.gov](https://www.coronavirus.delaware.gov).

Annette reported that the problem with opening is staffing. Staffing has continued to be a nightmare and The Moorings does not compete just with healthcare, but with all resort industries. Staffing is impacted by the fact that the J1 visas were denied again this year, increased child care credits and the \$300 per week unemployment subsidy.

Annette worked on a wage analysis and found that the pay here is at a level comparable with all other healthcare sites for positions like wait staff and housekeeping. However local retailers are paying a considerably higher wage, plus tips. Retailers have the ability to cost-shift and charge more for their products to help offset the wage increase, but that is not possible here at The Moorings. In order to compete with these entities, Annette is working on a plan to adjust starting wages without adjusting existing wages. This will create wage compression, but it is unavoidable. Annette will also need to eliminate some full-time positions. She is not happy with this plan but feels it is necessary in order to open the dining room.

To open the dining room, Annette needs three servers. She will be able to pull staff from those that had been delivering meals for free. When the dining room opens, the charge for delivery of meals will be reinstated.

The other department with open positions is Housekeeping. Another Housekeeper resigned her position on Friday due to the heavy traffic she encounters in her thirty minute commute. Annette is working on a plan to outsource the tasks for the semi-annual cleaning for the 84 apartments and 48 cottages. Annette does not have the staff to accomplish the cleaning tasks to the degree that the residents wish and deserve.

*Don Smith, A107W, asked if Annette had considered temporary agency help.* Annette replied that she had, but they need to be paid by the hour and the cost would be double what the current staff is paid.

*Rebecca Rogers, A202W, asked about the large white container on the grounds by the pole barn.* Annette replied that with so many of the apartments and cottages being sold, there was no place to store model furniture from Independent Living, Assisted Living and respite care. Annette was able to secure a deal from a vendor with whom she used to work and rented the container for only \$75 per month.

## **Karen:**

Karen reported our census is 119 occupied homes, or 91%. However, 95% of the units are sold and business has continued to surge. In the last month, there have been two (2)

vacates and one (1) move-in. The new residents are Joseph and Dotti Ellis in Apartment 233.

She reported that there are only three (3) cottages that remain unsold; C17, 28 and 30. She said that 28 will become the Kent model.

### ***QUESTIONS:***

*Mildred Wiedmann, C27, asked if the count of unsold cottages included cottage 24.* Karen replied that it did not; so the total will become four (4) that are unsold and available.

*Jim McMullen, A237E, commented that the \$75 per month cost for the container was excellent. He added that the container looked in good shape and was not an eye-sore.*

*Carol Lader, C8, commented that she follows Karen on Facebook and believes that Marketing should get a big round of applause.* Karen thanked her but said that the Home Office posts a number of comments and Lauri Weeks posts a number of photos so the credit does not only belong to her.

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

Jennifer Silvestri, Recorder  
05-03-2021