



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

August 3, 2021

Annette V. Moore, Executive Director, opened the meeting by thanking everyone for attending and commenting how nice it was to be able to meet in person. Joining her were Pam Barnette (Director of Dining Services) and Lauri Weeks (Director of Resident Services). Chuck Palmer (Director of Facilities) and Karen Kerstetter (Director of Sales and Marketing) were not able to attend.

Lauri Weeks started by announcing that this was Community Apps Week. Lauri has been rolling out Community Apps, a comprehensive communication system that may be installed on residents' computers and phones. Community Apps enables residents to access information from all areas of IL. Lauri has been hosting orientation and information sessions all week.

Executive Director:

Annette thanked everyone for the cards and fruit basket that she received when she was out on medical leave. Annette was out for five weeks in late May and June and returned to work at the end of June. Annette said she was back to work for a couple of weeks when the state arrived for a Medicare/Medicaid recertification survey. The state sent five surveyors who stayed for nine days, asking for things like copies of all complaints and investigations for the last two years. The outcome was seven potential citations, but Annette is contesting a couple. When finalized, there will probably be five (5) citations, which is a much better result than the previous survey with fourteen (14) and the one before that with twenty four (24).

Annette then shared the updates from the Marketing Department. Since the last Afternoon Exchange in May, the following residents have moved in:

- Karen Rizzo in Cottage 29
- Ed and Pam Prunckunin Cottage 44
- Sol and Jeanne Upbin in Cottage 23
- Don and Marie Evick in Cottage 17

- Connie Fisher in Apartment 205

Overall, the current census in IL is 118 out of 135, or a 90% occupancy rate. The national average is 68%, although the average in Delaware may be a little lower due to Truitt being a new building.

There have been seven (7) move outs, but most have moved within the continuum to AL or Skilled as soon as visitors were allowed back into the community. One of the seven was an individual who moved all their furniture into the unit, but never physically moved in. They had a change in health status and decided to move directly to AL.

The current availability is three (3) cottages and five (5) apartments, but there are commitments from prospective residents on half of those. The market has slowed down a bit, probably due to the summer tourist season.

Annette continued with the PMI's, both old and new since the last meeting.

Status of open PMI's:

- *The elevator in the West Wing is ghosting.* Annette reported that she was aware that the doors were still opening and closing with no one in the elevator. Annette said that Action Elevator has ordered a new sensor, but there is a worldwide shortage of computer chips and that is causing a delay in obtaining it. Action also said that the angle of the light coming in from the west wing hallway windows does interfere with the sensor in the elevator and contributes to the ghosting. Annette had Housekeeping close the blinds near the elevator, but someone keeps opening them. Chuck, before he left for his medical leave, did call Action Elevator and request that they reassess the elevator out of respect to residents' safety concerns. If they deem the elevator to be unsafe, then Chuck will lock it out until the sensor can be replaced. This will cause an inconvenience to the West Wing residents because they will have to walk to the central elevator.
 - *Pat Cummings, A 214, stated that if a resident presses the close door button at the same time as the floor destination button, the doors operate correctly.*
 - *Carol Bishop, C40, asked if a sign could be placed on the blinds so residents would leave them closed.* Annette said she would do that.
- *Can the street sign on Gills Neck Road that says Welcome to Cadbury be updated to The Moorings?* Annette gave kudos to Curt Christensen, Don Smith and Gil Kaufman for managing to get the signs replaced. She was very happy when she returned from her medical leave to see the new sign with a Welcome to The Moorings at Lewes message. She said she believes that Curt Christensen wore the legislators down.

- *There is a large pothole as you leave the Healthcare area.* Annette reported that this has been fixed.
- *Standing water continues to be a problem.* Annette reported that we received a bid from Zack's Excavation but that major excavation will be a big expense. She is thinking about a resident's suggestion of small bridges over some of the affected areas. This remains an open issue.
- *Status of the porch and balcony repair.* Those residents who are on the list for repairs will receive written confirmation from The Moorings when the construction material is received. Due to the nationwide shortage, material has been difficult to obtain and it is next to impossible to find contractors to do the work. Premier is currently the only contractor working on the renovations. This remains an open issue.
- *Power washing cottage, porches and the sides of the building.* This has been delayed due to staffing. There is currently one open position for a full-time floor tech to assist with this project. This remains an open issue.

New PMI's:

- *A resident asked if the cable to Skilled and AL could be upgraded.* Annette replied that the fiber optic cable and filters that were installed when the building was built cannot be expanded unless The Moorings would undertake that effort. Currently, the room and board cost for Skilled and AL includes basic cable, which costs The Moorings about \$6,800 per month. If we were to upgrade the filters and cable, the cost would triple at a minimum and Annette cannot justify a \$20,000 per month cost for cable. As an alternative, Annette has asked IT to look at the strength of the Wifi in those areas to determine if a resident or their families could bring in something like a firestick to improve their viewing choices.
- *Two residents asked if a Personal Shopper could be accessible to IL.* Annette agreed and joked that it was Lauri. Annette seriously answered that residents can e-mail Lauri or speak to the Concierge with the request. She thought that perhaps the request could be submitted through Community Apps. The service would be billed similarly to companion services.
- *A resident asked about the restrictions around resident planting trees themselves.* Annette replied that there were restrictions and removals of specimen trees in Delaware can cause an issue with DENREC. Some residents went through the approval process and some did not and went ahead and planted anyway. The former owner of Cottage 24 was aware of the process and understood the risk and planted a large tree anyway. That tree and its roots have caused \$27,000 worth of damage to the cottage, its roof and the driveway to that home and its neighbor.

The tree has to be removed and cannot be saved. Chuck brought in two tree vendors to assess and confirm that it is not a specimen tree and to get a quote for its removal.

- *The resident trash rooms need to be cleaned.* Annette agrees and she spoke to both Chuck and Shar about this earlier this week.

Annette continued with her updates. She said she was aware that many residents had not had their semi-annual cleaning due to the staffing shortage that the Moorings has been experiencing. She announced that she just signed a contract with Ocean Elite to perform the semi-annual cleaning. Ocean Elite is the cleaning firm used by organizations like the University of Delaware and Amazon. They are also used by premier builders to clean units at the final walk-through immediately prior to closing.

They will perform all of the same tasks that Moorings staff did, with the exception of floor care, which Moorings will continue to provide. Ocean Elite estimates that based on floor space, each unit would take between 90 minutes and 2 hours to complete. Shar sent them a list with floor space for all of the units excluding those that are currently empty and fee for service. Any fee for service cottage resident that wishes to participate should let Annette know and she will get them the price and add them to the list. Ocean Elite should be providing a schedule by the end of this week and this will be communicated.

Annette further explained that Moorings is not required to do a background check, but the contract with Ocean Elite specifies that they have done the checks. Moorings may not ask if an individual cleaner is vaccinated, but Annette said that residents may ask. All cleaners will be masked regardless of vaccinated status. She said residents will not receive any invoices for this and residents should not tip as this has been taken into account by the contract. Annette strongly recommended that residents be present when their unit is cleaned.

Annette reported the problem with staffing still persists. Staffing continues to be 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 and the increased child care credits.

Annette 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, sometimes with tips and the ability to pay the day after the shift is completed. 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.

QUESTIONS:

Pat Bock, A125, asked if Ocean Elite will do the carpets. Annette answered that Dave will continue to service the carpets.

Jack Chapin, A139, asked why the newspapers were delivered so late. Lauri answered that delivery to the community and cottages is by an outside vendor and is not within her control. She suggested that individual residents should call when the paper is late. Lauri said that as soon as they are delivered to the lobby, Maintenance delivers the papers to the apartments. *Carol Lader, C8, commented that it may be better to send an e-mail because when one calls, one gets voicemail.* *Terry Scanlon, A241, reports that he has been dealing with this since his move into the community. He has called for a credit, but found that customer service for this has moved to the Philippines and he never received any credit. He said that language issues compound the problem.* *Merry Ellen Alls, C47, reported that due to complaints, there was an Assistant Manager delivering the papers because they had no staff.*

Dining:

Pam was happy to announce that all restrictions for Friday and Saturday dining in the Chart Room were removed and that Happy Hour was back. She said she will be planning a big food event on a regular basis. She said the first event will be a Moorings Seafood Boil in the Bistro on Thursday, August 19th. She added that details will be forthcoming. She said that Mary is currently working on the Fall and Winter menus. Staffing continues to be a challenge and she is losing several servers that are returning to school.

Mildred Wiedmann, C27, asked the combination of meat and vegetables could be mixed up a little more. She said it always seems to be the same combination. Pam thought that was a great idea and said she would speak to Mary about this.

Jack Chapin, A139, asked for a best guess on when the Chart Room would be open more than Fridays and Saturdays. Pam and Annette guessed by October provided the governor does not change any of the mandates.

Marianne Jarvis, A103, stated that during a committee meeting, she heard that Dining produces over 300 meals per day. She thought it was quite an accomplishment.

Paul Kehrer, A225, agreed that 300 meals was good, but the meals had to be warm and sometimes they were not. Pam said that the meals are prepped about 10 minutes prior to pick-up time but she agreed that holding a temp is a problem due to the containers venting. The venting tends to make the cold foods a little warmer and the hot foods a little cooler. She said that's the reason the containers can be put in the microwave.

Herta Spieker, A216, asked which containers were safe to microwave. Pam replied that all of the hot food containers were microwaveable, including the ones with the black bottom and clear top as well as the soup cups. She suggested microwaving for about 10 seconds and then testing the food.

Bill Richardson, A123, asked if residents or staff were responsible for noting an issue, such as overgrown ivy? Annette replied that all staff are trained to report any issue that would be present a risk, but didn't know if they would report anything to do with plants. She added that staff only use the main and healthcare entrance, so she didn't know that any staff would notice the plants. Annette will ask Curtis to do a walk through. Annette thought that both staff and residents should point something out if it looks amiss. Residents should initiate a work order by calling Andy at 302-644-6388.

There were no additional questions, so before Annette closed the meeting, Lauri spoke up and pointed out the recent change to the visitor guidance that all visitors to IL, regardless of vaccination status must wear masks and refrain from eating in the dining areas. Annette then thanked everyone for attending.

Jennifer Silvestri, Recorder
08-03-2021