



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

October 5, 2021

Lauri Weeks, Director of Resident Services, opened the meeting by thanking everyone for attending. She mentioned that Annette Moore was out sick today, but she was joined by Chuck Palmer (Director of Facilities), Pam Barnette (Director of Dining Services) and Karen Kerstetter (Director of Sales and Marketing).

Lauri:

Lauri was happy to confirm that The Moorings was officially out of outbreak protocol. She mentioned some activities that were not listed on the October calendar.

- Thursday, October 14th –A duo called Notes on the Beach will perform in a socially distant event in the Auditorium.
- Saturday, October 16th – Bingo Night will take place, likely in the Bistro/Chart Room area. Residents need to sign up in Community Apps or at Concierge. The cost is \$10 which includes food, beer, wine and raffle tickets. Lauri is planning two sessions of four games each.
- Monday, October 25th – The second OSHER Fall session begins and will be held every Monday at 2:15. The speaker, Ralph Begleiter, will present Adventures of a Global Journalist.

Finally, Lauri reminded residents that Springpoint rules are clear that staff are not permitted to perform duties “off the clock” and residents are not permitted to pay staff on an individual basis.

Chuck:

Chuck started 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.* Chuck reported that the elevator is no longer ghosting since the new sensor was installed. This issue is now closed. He added that the East Wing elevator is now tied to the generator so it will remain

operational when power is lost. He explained this has caused a power issue which causes the East Wing elevator to stop functioning but Action Elevator has a fix and is working on implementing it.

- *Standing water continues to be a problem.* Chuck apologized to all of the residents on the work being started and sidewalks removed without notice to the residents on Monday. He said that the contractor had said they would e-mail him when they were ready to start work at which time Chuck planned to communicate this with the residents. Chuck was off for the last five days, so when the contractor e-mailed him on Friday, he didn't see it. Therefore, when the sidewalk work started on Monday, there had not been any communication to the residents as promised.
- *Status of the porch and balcony repair.* Chuck said that a contractor has completed some of the screened porches, but the glassed-in ones remain the priority. The contractor is waiting on delivery of the replacement glass for the sliders and cannot start work until the glass is delivered. At this time, we do not have a completion date.
- *Power washing cottage, porches and the sides of the building.* Chuck explained that Dave, the floor worker, is power washing the main building and will next work on the cottages. He asked everyone to be patient due to staffing.
- *The resident trash rooms need to be cleaned.* Chuck has asked his crew to clean up any trash that may be on the floor when they come to pick up the trash.

New PMI's:

- *Will we be able to receive a high-dose flu vaccine?* Chuck said he would need to check with Annette on this issue. He said we were supposed to receive the high-dose last year, but did not.
- *The new carpet in the stairwells are stained with grass clippings.* Chuck will have Dave clean the carpeting.
- *Can we replace the dead trees by the front entrance?* Chuck has already spoken with Sullivans about removing the dead trees and planting red crepe myrtles that will be about fifteen feet high when full grown.
 - *Elsie Gould commented that this was nice, but also thought that the beds nearer to the front door needed some work. She thought some new plantings like chrysanthemums for the fall and tulips for the spring would look more enticing.*
- *Why aren't we using the electronic entry system yet?* Chuck replied that all of the work had been completed but he was not handing out the entry cards until we are out of the pandemic. He stressed that entry to the community needs to be controlled as part of Covid protocols.

- *Is it possible to have better lighting for the front entrance?* Chuck replied that he had spoken with Delaware Co-Op who offered three different pole heights for a light at the top of the island.

Chuck then continued with updates from the Executive Director's notes. He said that in September he had been ready to start with Ocean Elite to perform the semi-annual cleanings, but The Moorings went into outbreak. Since that time, Ocean Elite has lost some staffing, but he will be following up with them to establish a start date.

Chuck reports that the problem with staffing still persists. He reports that Annette has requested some wage adjustments for some dining, housekeeping and nursing positions. She estimated that it will cost approximately \$72K for the balance of this year and approximately \$274K for 2022. There are currently 23 open positions with perhaps 14 more as a result of the vaccine mandate.

QUESTIONS:

Jeannette Lee, A108, asked if it would be possible to paint the curbs around the circle at the front entrance to improve visibility. Chuck said he would take a look at some paint colors.

Bunny Guerrin, A131, asked if reflectors might be considered around the center island at the entrance. Chuck said it was a good idea and he would consider them after the new light post was installed.

Curt Christensen, C12, commented a light pole goes out when people walk past it. Chuck asked him if he could note and send him the pole number imprinted on the faulty light and he would contact Delaware Co-Op.

Merry Alls, C47, said that a big tree had recently died near her cottage and wondered if it would be replaced. Chuck replied that he was not certain he had funds in his budget and he was concerned that a replacement would not match the tree that had died. He also indicated that the original tree had died because it had not been planted properly. The root ball was still tied up in the burlap bag and the tree strangled itself as it grew.

Carol Bishop, C40, commented that there is large water lily growing in the big pond, but it looks dead. She said the grasses are so large that no one really has a pond view any longer. Chuck replied that we have a contract with Envirotech, an environmental consulting company who ensures that we are in compliance with DENREC regulations. They come on-site and inspect the ponds every month. They had stated that DENREC requires a buffer of ten feet around each of the drainage pond areas. He will give Envirotech a call to discuss which weeds he is allowed to cut down. *Corrine Lehmann, A116, and Llywella Stuchlik, A210, also complained about the weeds and plantings*

around the ponds and run-off ditches. Chuck repeated that he will speak with Envirotech about what his crew could and could not remove in order to comply with DENREC regulations.

Curt Christensen, C12, commented that he is very happy work has begun on the new sidewalks. He asked whether piping will be installed and if so, where. Chuck replied that the low laying areas had been mapped out very carefully after a major rainfall. The plan is to lay 4 inch pipe which will drain areas to the ponds. At the end where the cottages are too far away from the pond, the plan is to put in a trex walkway with river rock underneath it.

Lana Richards, C4, complained that Sullivans damaged something on her property with their equipment. Chuck said he would speak with them.

Pam:

Pam announced that the new menus started on Sunday, October 3rd with new fall offerings. They have added a new third entrée as an option for all four weeks. Pam has incorporated some of the LivWell menu items that will appear on Wednesdays. She reminded residents that the LivWell options are a balanced all inclusive meal, so it is not necessary to order sides and a dessert.

Pam cautioned that food prices, particularly meat, dairy and bread, are increasing rapidly and availability is often scarce. She assures all residents that she and her staff are always searching to buy quality goods at a good price, but it is getting harder and harder to find certain items. She has recently reviewed the Moorings Market and has deleted some items and increased the prices of some others. She did add some apple items back on the Market.

Pam is trying to improve the meal pick-up process. There are, on average, between 55 and 70 meal deliveries per night and given the low staffing numbers, this process becomes challenging. This week, for example, with some staff on vacation, Pam only has one manager to handle all of the IL meal pick-ups. She urges everyone to be patient. She is aware that sometimes a meal is missing because someone else picked it up. She knows that the meal tickets are small and hard to read, so she will now mark all deliveries with the residents' apartment number with a big red sharpie. She also stressed that if a resident gives their pick-up time as 5:30, then their meal will not be put out until 5:30. She added that if a resident did not provide a pick-up time, they will still be served, but they may have to wait just a little bit.

Lana Richards, C4, requested fresh fruit. Pam answered that she had provided fresh peaches and then fresh pears in the Bistro, but no one ate them. Pam also pointed out

that seasonal fresh fruit cup and cottage cheese with fruit platter are on the Always Available Menu.

Pam explained the Always Available menu in more detail as not all residents were familiar with it. This menu lists food available from the grill, sides, desserts and a la carte items that one can order at any time. Residents may view the Always Available menu on Community Apps under Dining Information. Some residents indicated that they are not yet comfortable with Community Apps so Pam volunteered to place a copy of the menu in all the IL cubbies. {Update – this has been completed.}

Fran Tobin, C 21, said that she does not always understand what a menu item is by the name and she asked for a description. Pam thought that was a great idea and said she would work on this.

Karen:

Karen reported that 2021 has been the best year ever for sales. It is definitely a sellers' market and inquiries are off the charts. She said that census is currently at 116 out of 131, or 89% occupied. However, all of the remaining units, except for two, are either already under contract or in the application process. She had budgeted twenty one (21) move-ins this year, but now projects twenty five (25).

Karen urged all the residents to welcome the move-ins from July, August and September. They are:

- Connie Fisher, Apartment 205
- Carol Fazzio, Apartment 234
- Janice Brierley, Apartment 134
- Birgith Jensen, Apartment 217
- Franz and Rosemarie Portmann, Cottage 24

Karen mentioned that Marketing will be participating in the upcoming Senior Expo at the Cape Henlopen High School on November 6th. They are hosting three open houses in near future and have designated Cottage 28 as the newest model.

Finally, Karen was very pleased to report that due to the fact that the recent survey went so well, the CMS website has increased the rating of The Moorings to four stars. Karen believes it will be five stars next year.

Karen thanked everyone for attending.