



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

November 2, 2021

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

Annette:

Annette announced that as of Friday, October 29, 2021 The Moorings was back in outbreak protocol. A vaccinated employee tested positive on the PCR test. As a result, all employees and healthcare residents were tested and Annette was happy to report that all residents came back negative on both the PCR and rapid tests. An employee who had worked over the weekend, tested positive on the PCR test, but came back negative on the rapid test. Annette said that The Moorings is not closed to admissions or visitation during this outbreak, but masks are required in all of Healthcare, Assisted Living and common spaces. Apparently, although they have not communicated with us, the Department of Health is handling this outbreak differently than the one we experienced in August because last time there were positive tests from two employees from different departments and two residents, one from AL and one from Skilled, so they advised The Moorings to close to visitation.

Skilled remains safe and 100% of the residents in Skilled received the booster vaccination during the October 21st clinic. We also recorded that 106 booster vaccines were administered to IL residents at that time. If any IL resident received their booster elsewhere, we would appreciate it if you could report that to Lauri Weeks for our records.

Annette asked if there were any questions on Covid.

Fran Tobin, C21, asked if the IL residents were going to be tested again. Annette answered that the initial tests were done to establish a baseline for IL. If any IL resident subsequently tested positive, then contact tracing would be completed. Any resident that may have come in contact with the resident who tested positive would be given a

rapid and then followed up with a PCR test. If contact tracing indicated that there was a strong probability that many IL residents within the community had been exposed, then we would follow up with testing IL residents who wanted to be tested. Annette added that any resident who was a patient of Dr. Sehgal's could request a test from him.

New PMI's:

- *Can Dining offer a variety of tea choices out at the Bistro coffee station?* Annette agreed this was a good idea and Pam Barnette said she would take care of this.
- *Can Dining put a large stainless steel or glass carafe of half and half in ice at the Bistro coffee station?* Annette said this was not possible for two reasons. She explained that no one is monitoring this station, therefore first, it would not be sanitary; and second, there is no way of knowing how long the carafe was sitting in or out of the ice water container.
- *Can Concierge staff have access to the Community Apps?* Annette said that Lauri is working on this.
- *There is overgrowth on the West pond.* Annette replied that ponds are regulated by DENREC and one of the regulations states that there should be ten feet of growth as a buffer around the ponds. Chuck had some additional information on this. Chuck reported that he had met with Solitude, the company who manages the storm water retention ponds. Their strong recommendation was to keep the overgrowth as thick and robust as possible. They said that the ecosystem is currently catching up and they are currently seeing frogs. They also mentioned that high growth helps prevent Canadian geese from landing on the ponds because the geese prefer direct line of sight when landing.
- *The residents should be notified when the irrigation system is being shut off.* Sullivans is currently working on shutting off the system. This will take two to three days. Annette apologized that she had not thought to notify residents when they began to turn off the system. She had regarded it as routine maintenance, similar to when the fire system is tested. The procedure is handled directly by Sullivans and they had sent in a different crew on a day when landscaping is not performed. Annette added that Maintenance had replaced 80 to 90 of the irrigation heads that had been damaged.

Status of open PMI's:

- *Will we be able to receive a high-dose flu vaccine?* Annette answered that the pharmacy indicated they were sending the high dose flu vaccine. She was waiting to hear if they were also sending a DE licensed nurse to assist in the administration of the vaccines or would The Moorings nursing staff handle it.

- *The new carpet in the stairwells is stained with grass clippings.* Dave started cleaning the carpeting today.
- *Status of the porch and balcony repair.* Annette said that Chuck is aware of which balconies are in need of repair and there is a list that is being maintained. The contractor, Premier Custom Homes, 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. The funds are budgeted for the repair and will be carried over to 2022. At this time, we do not have a completion date.
- *The elevator in the West Wing is ghosting.* Annette reported that the elevator is no longer ghosting since the new sensor was installed. This issue is now closed. She added that the East Wing elevator is now tied to the generator so it will remain operational when power is lost. She explained this has caused a power issue which causes the East Wing elevator to stop functioning. It needs a soft start control switch and Action Elevator is working it.
- *Power washing cottage, porches and the sides of the building.* Annette explained that David and Curtis are working on power washing. All of the cottages are completed and approximately 1/3 of the porches. There is still an open floor tech position that Chuck is trying to fill.
- *A suggestion was made that additional plantings were needed by the front entrance.* Annette reported that the problem is that the area washes out in heavy rain and there is no sunlight. In order to change the current vegetation, the holly bushes would need to be removed. She suggested that an appropriate resident committee discuss the issue and present an agreed upon solution.
- *Can we replace the dead trees by the front entrance?* Chuck has already spoken with Sullivans about removing the dead trees and planting crepe myrtles that will be about fifteen feet high when full grown.
- *Is it possible to have better lighting for the front entrance?* Annette replied that Chuck had spoken with Delaware Co-Op who offered three different pole heights for a light at the top of the island. Chuck has submitted a request to install a light pole for the island. *There was also mention of painting the curbs, installing reflectors or putting in solar landscaping lights in order to better see the front entrance at night.* Annette said she will have Chuck work with Delaware Co-op for an eight to ten foot lamp post for a more permanent solution than solar lights, and check with DelDot to see if it would be permissible to paint curbs or put up reflectors. There are reflectors at the island entrance.
- *Standing water continues to be a problem.* Annette explained that work on this issue began on October 4th. She is using \$65,000 from this year's budget to fix water issue. The pipes arrived on November 1st and Miss Utility has already

come out and marked the area by flags. The contractor will begin work to drain the water to the retention ponds. In the areas where the ponds are too far away, the contractor will build bridges that will have a change in plane to accommodate wheelchairs and walkers. Annette anticipates this issue to be closed as soon as the contractor finishes the work.

Annette reports that the problem with staffing still persists. There is ongoing competition, not only with healthcare, but with all of the hospitality industries here in the resort community. Although The Moorings was already at the top of the wage scale for nursing positions, in order to recruit and retain staff, Annette made wage adjustments in the fourth quarter to the certified nursing aides, dining aides (which necessitated adjustments to some of the cooks), activity aides, housekeeping and laundry positions. Housekeeping and laundry had nine open positions, but now have only four, with some in the pipeline. Nursing assistant positions are getting much better for those that are staying in healthcare. Dining has not moved at all. Attracting candidates for dining is still difficult because we cannot attract the younger workers for the part-time hours of 4 pm to 7:30 pm because their parents are not comfortable with them working in a nursing home environment and many of the seniors that would work those hours have chosen to leave the workforce. The entire impact to the 2022 budget will be approximately \$275,000.

QUESTIONS:

Elsie Gould, C10, commented that it sounds like employment will continue to be an issue, particularly when Truitt opens across the street. Have you considered busing employees in from outside the area? The Springpoint Marketing Department has signed a contract to engage a vendor to perform a strategic study on the impact of the new facility on The Moorings. Annette answered that she did not believe busing would be the answer because of the fact that so many employers have significantly increased their wages to attract staff. In the past, we had many workers commuting from areas as far away as Smyrna. But now they can get similar paying jobs in the Smyrna area and they are choosing not to deal with the commute here. {Update – the name and address of the firm conducting the strategic study is Dixon Hughes Goodman LLP, 191 Peachtree Street NE, Atlanta GA 30303. They can be found on the web at DHG.com}

Fran Tobin, C21, asked if staffing were not an issue, would the Chart Room be open. Annette replied that it would. Pam Barnette added that of the eleven open positions, they have only been able to fill one after raising the wages from \$12 to \$15 per hour.

Don Smith, A107, asked what the timeline is for the marketing study. Annette replied that she would have to provide that information in the minutes. {Update – the study is scheduled to begin on November 18, 2021 }

Claire Thomas, A115, inquired when the semi-annual cleaning would occur. Annette answered that she had been ready to start with Ocean Elite and then we went into outbreak. Then Ocean Elite lost some staff and by the time they were ready, Annette had used the funds for the wage adjustments. However, as she had indicated, she has now been able to hire some housekeeping staff.

Pam:

Pam announced that she and Mary have been working on the holiday menus and has a meeting with Lauri to discuss Lights of Love. She said she appreciates everyone's patience while staffing challenges are being addressed.

Ron Trupp, A239, asked if Christmas Eve dinner will be in the Chart Room. Pam said she would love that but will have to see what happens.

Mildred Wiedmann, C27, commented that she had requested residents could switch the vegetable sides on the main entrée. Pam replied that they had added a Vegetable of the Day that could be switched. Mildred replied that she had tried to do that several times and was told the Vegetable of the Day was not available. Pam said that she would have to check into this.

Chuck:

Chuck reported that he had one maintenance position open and had an interview scheduled. His staff had completed the work in the Activities Room in Assisted Living and thought it looked very nice. He was getting ready for his staff to bring down the Christmas decorations. Finally, he reported that Sullivans is beginning to trim the bushes for the fall.

Jim McMullen, A237, commented that some of the drains are clogged with grass clippings and there was one drain around cottages 41 and 42 that had grass growing on top of it. Chuck answered that some of these drains are the ones that will be re-done with the new piping.

Karen:

Karen reported that interest has been at an all-time high this year. She expects that occupancy will be at 98% by the end of the year. There are fifteen (15) new people moving in over the next several weeks. She anticipates that Cottage 30 will be the only vacancy at the end of the year.

Karen mentioned that Marketing will be participating in the upcoming Senior Expo at the Cape Henlopen High School on November 6th. They are hosting a marketing event on November 16th for approximately thirty (30) people.

Fran Tobin, C21, asked if Karen anticipated making Cottage 30 the new model. Karen replied no, that she was optimistic that it would be sold.

Elsie Gould, C10, asked if there was a waiting list for The Moorings. Karen replied that there is and she anticipates that it will grow. She said there are currently approximately 15 – 20 people on the list for a desired style.

Lauri:

Lauri reported that she is looking forward to kicking off the holiday season. The Lights of Love is scheduled for Tuesday, December 7th. The Lights of Love is a Foundation fundraiser with special ornaments that can be purchased to honor loved ones or in remembrance of loved ones and then placed on two trees in the Bistro. Food and wine are served and it is a lovely occasion.

Kathy Holstrom, A135, asked if the Harry K Foundation event would take place. Lauri replied that it would, as would Toys for Tots.

Lauri announced that due to OSHER, the All Residents TMALRA meeting is moving from Monday, November 15th to Tuesday, November 16th.

Annette thanked everyone for attending.

Jennifer Silvestri, Recorder
11-2-2021