



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

March 1, 2022

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

Annette:

Annette stated that the grid had not been updated as no new cases have been identified until March 1st. She just discovered that a resident in IL tested positive for Covid and has mild symptoms. The resident was last in the Community Building on Monday and Annette is in the process of doing contact tracing. She is awaiting guidance but encourages all visitors to wear a mask. {Update-Contact tracing has been completed and all those identified have been notified by the Wellness Nurse.}

Annette reported that cases in Delaware are decreasing but there is some confusion. Delaware posts information on two sites; COVID.CDC.gov or CDC.gov. When Annette logged onto both sites to determine what the transmission rate is in Sussex County, one site reported medium and the other reported high. Annette has requested clarification but not yet received any response.

Annette is aware that the mask mandate was dropped in the school system and most state buildings, but it has not completely gone away. There are also more therapeutics that Delaware has been able to obtain, although she does not believe that Delaware has received any orals yet. Locally, people need to go to the Beebe outpatient center for monoclonal antibody infusion.

The second thing that Annette wanted to stress is the prevalence of e-mail and telephone scams. Annette sent out a communication on February 16th warning about scams, but she received two e-mails earlier today from USPS.com that

requested her credit card information in order to pick up her package because the payment was \$2.99 short. She stressed to never respond or reply to any e-mail unless one is absolutely sure of the identity of the sender. If one is not sure if an e-mail is legitimate, she urged residents to not reply, but to call the institution by googling the number, not using the number supplied in the e-mail, and then ask questions. Scammers are getting very creative in their requests for money. Lauri is attempting to schedule a speaker from the state of Delaware to further educate on this topic. {Update – a seminar in conjunction with Delaware State Police has been scheduled for March 21st at 11:00 and communications are being sent to residents.}

Lauri reiterated the point and said that she is seeing e-mails requesting donations for the people of Ukraine. She stressed to never respond directly to an e-mail request for a donation. She said she would be happy to create a list of legitimate websites for charities who are taking donations. Annette added that if one sees an e-mail from a purported charity, one can research whether that charity is legitimate by looking online for the charity's 990 form. All non-profits registered in the United States are required to file a 990 which is public information. {Update – Guidestar.org is a trustworthy site to use for searching for information regarding charity ratings.}

Annette then introduced Heidi Taylor who is the newly hired Business Office Facilitator replacing Kim Applegate. Kim's last day was February 18th. Heidi will be undergoing training over the next two weeks and Annette asked that questions in the interim be directed to her. Heidi previously worked for the State of Delaware as an accountant.

Status of open PMI's:

- *Draperies in the Dining Room, Auditorium and Library need to be cleaned.* Annette reported that they are not able to be cleaned due to their age. Annette said that a number of residents had suggested wooden shutters, so she and Chuck have an appointment in mid-March with a vendor to discuss further.
- *The resident trash rooms need to be cleaned.* Annette asked if this situation has improved, and the residents answered marginally. Annette said she would check with Shar about whether the filters have been changed and she mentioned that one floor tech has been hired. Two residents stated that the flooring in their trash room was plywood, so Annette asked Chuck to add flooring to his project list.

- *Status of the porch and balcony repair.* Annette said that residents were notified that the parts were in for the repairs but there is only one contractor, PCH, who is working on the porches and renovations. Chuck has been unsuccessful in finding additional contractors.
- *Shoveling and why aren't you using ice melt or salt.* There has been a great deal of snow over the last month. Salt, or calcium chloride, does melt the snow but it can't be used if the snow will turn to rain or it will be washed away. Similarly, if used late in the day and then the temperature drops, all the water will re-freeze and walkways become extremely slippery. The best time to use calcium chloride is when there is enough time that when the pavement is reached, the melt won't re-freeze. This past snowstorm, the priorities were shoveling the roads, emergency exit and front entrance. Once those were complete, the staff moved to shoveling driveways and walkways. Annette said that when Chuck was on vacation during the last storm, the sidewalk on the east side was missed in error. She added to e-mail herself and/or Lauri in the event an unsafe condition is discovered.
- *The main area by the holly bushes in the front gets very soggy due to the lack of sunlight.* Annette reported that Chuck had looked at some stone options but rejected them for safety reasons. He will direct his staff to lay a heavy mulch and then place some pavers by the bike rack.

New PMI's:

- *What is the average length of stay in Healthcare?* Annette stated that the average stay in Skilled is 21 days for short-term and 3 years for long-term. The average stay in Assisted Living is 3 years.
- *Why are most of the tables in the Bistro occupied by employees?* Annette replied that employees became accustomed to eating in the Bistro during the period of mandated social distancing. Annette will speak to the managers to speak to their employees about eating in the breakroom, an office, or outside when the weather permits. Annette encouraged residents to use the Chart Room tables if the Bistro is full.
- *Are there any plans from Springpoint to start accommodating electric car charging stations and air compressors?* Annette said that she referred this question to the Marketing Department at the Home Office as it is beyond her level of expertise. She is aware that they are studying a solar package and will now include an electric car charging station.

Karen:

Karen reported that there were no move-ins during the month of February and no move-outs during January or February. The census remains at 126 out of 131 (96% occupied) and The Moorings remains 100% sold.

Karen says there are 4 move-outs of which she is aware for the month of March, but she was able to fill 3 of the openings from the waiting list.

Karen mentioned that a successful marketing event was held last week, and she received 3 waiting list deposits, and 3 more to come. That will bring the total of wait list deposits to 25. Karen said her goal is to get the wait list into the 30's. A robust wait list enables Marketing to immediately fill any openings that may occur.

Diane Bair, A240, asked if people were making more deposits on cottages or apartments. Karen answered that it was about half and half, maybe slightly more waiting for apartments.

Sherry Chappelle, C46, asked when the prospective move-ins were occurring. Karen answered that one is scheduled for April and the next few will be in June.

Lauri:

Lauri announced that Carl Wright's last day is March 10th. The resident Happy Hour on March 11th will be in honor of Carl's service. She said she was sad that Carl was leaving and unfortunately will be in New Jersey for training and will not be able to attend.

Lauri said she has hired a replacement for Carl, who is currently training. Her name is Pam Dunay and she has worked in a similar environment earlier in her career. Lauri is confident that Pam will be able to handle all the residents' requests and she will be starting full-time on March 14th.

Pat Bock, A125, asked what hours Pam will be working. Lauri answered Monday through Friday from 8 am to 4 pm.

Annette:

Annette announced that there will be a shredding event beginning April 18th through the end of the month. The bins will be in the coat room. After that event, there will be a notification of when the electronic recycling event will occur.

Annette also reported that she completes an open job report every Friday that tracks openings in all areas. She stated that The Moorings has done an excellent job with the compliance related jobs. As of last Friday, there were full-time openings for 2 RN's, 2 LPN's and 1 CNA. Environmental Services had full-time

openings for 1 housekeeper, 1 floor technician and 1 maintenance person. Annette is looking at making all of the Dining Department's jobs full-time. She thought that might help with recruiting. Annette said she is well aware of the deficits in service that all residents have been facing. Annette gave the example that last week there were 68 responses to open dining positions and of the 68, only 4 people called and only 1 person showed up for an interview. Annette is frustrated that certain trigger words cause resumes to appear that they are applying for a particular position.

Annette is happy to report that 154 out of 157 employees are vaccinated. Of the vaccinated, 83 have been boosted. Annette said she is proud of the staff who have worked steadily throughout the pandemic.

Questions:

Ron Trupp, A239, said he has lived here for 15 years and his carpeting is very worn. What is the replacement policy? Annette said The Moorings does not have a replacement policy and she believed it was time to reach out and poll other Springpoint communities to inquire about their policies.

Ron Trupp, A239, followed up and asked if he could contact a vendor of his choice to come in and replace the carpeting? Annette said that he could, provided the vendor was properly licensed, bonded and insured.

Peg Partlow, A105, asked if residents could be provided with a list of approved vendors. Annette replied that rather than recommending a particular vendor, she and Chuck would work on a list of the requirements that any vendor would need to have. They will also include any restrictions that The Moorings may have.

Kathy Holstrom, A135, said that she also has been living here for 15 years and her carpeting needs to be stretched. What can be done? Annette replied that that was a safety hazard and she asked Chuck to do a work order.

Bunny Guerrin, A131, said that some states have a standard number of years after which a rental unit needs to be repainted. What does Delaware law say? Annette replied that she would need to research this question.

Mildred Wiedmann, C27, suggested that the Capital Expenditures budget be expanded to include a refurbishment policy for residents living in the community over a certain period of time. Annette replied that the Cap Ex budget involves revenue and expense and this topic only involved expense.

Rebecca Brenner, C13, stated that she used to work in a CCRC in PA and they repainted every ten (10) years. Annette asked if she had a copy of that policy. Rebecca said no but that she would try and get some information.

Bunny Guerrin, A131, commented that she thought something like a display of sunflowers indicating solidarity towards Ukraine would be appropriate. Much discussion ensued amongst the residents. A mechanism of individual choice is being planned by Lauri and will be implemented shortly.

Carol Bishop, C40, reported that there have been large tree branches on the Breakwater side of Cadbury East. Annette replied that she would contact the HOA for Breakwater and ask them to dispose of the branches. {Update – Annette e-mailed the HOA on 3-2-22.}

Jack Chapin, A139, asked when the front desk would stop taking temperature screenings. Annette replied that she had posed that question to the Delaware Department of Health and have not yet received an answer. She will communicate with residents as soon as she receives one.

Annette thanked everyone for attending.

Jennifer Silvestri, Recorder
3-1-2022