



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

April 5, 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), Pam Barnette (Director of Dining) and Lauri Weeks (Director of Resident Services).

Annette:

Annette announced that she had recently visited the former law offices of Larry Fifer, an attorney in Lewes who specialized in elder law and estate planning.

Annette made it clear that she was neither endorsing nor recommending the office, but she wanted to pass along the information that Mr. Fifer had passed away and his former partner, Lisa Andersen, left the office on an indefinite leave of absence. The office has been taken over by Moore and Rutt, who are happy to take on new clients.

Annette further announced that she is aware that the FDA has approved a second booster for people ages 50 and up or immunocompromised. The CDC continues to define vaccination status as vaccinated and up to date (received two doses of Pfizer or Moderna or one dose of J + J and one booster from either Pfizer or Moderna) or not vaccinated. The CDC is not mandating a second booster at this time. Annette is working on a couple of plans regarding the second booster. She has reached out to our pharmacy, Pharmcare, to see if they have a supply of Pfizer vaccine (that does not require cold storage) that can be released and administered by the Delaware licensed nurses here. She also submitted a question to the state to see whether the Biden Administration was re-entering their arrangement with Walgreens to administer Covid vaccines. In that case, a clinic could be held here at The Moorings like the previous one on October 21, 2021. A third alternative would be for The Moorings to enter into an agreement directly with Walgreens. Annette will keep all informed of the information she obtains, but urges that if an

IL resident wants the second booster and does not wish to wait, then they should work with their physician.

The last announcement concerns the tree limbs on the grounds owned by Breakwater. Annette said she had gone back and forth with the Breakwater HOA over who should be responsible for the removal, but ultimately she prevailed and Breakwater removed the limbs.

Annette reported that residents had shared that the Moorings car was not comfortable for pick-ups to and from dinner, so Lauri has made arrangements with the drivers to use the bus for pick-ups.

Lastly, Annette announced that there will be a meeting on April 6th to discuss the Strategic Plan for The Moorings. The Springpoint Board invited participants for an RFP, Request for Proposal, and tour of the facility. Items to be discussed include expanding the number of independent living apartments by building out from the rear of the community building, thus increasing the size of the dining room and adding more common spaces for residents; addition of a pub; and added for review of charging stations and a bank of solar panels.

Any questions so far.

Jane Lord, C43, asked if enlarging the locker rooms and adding a second shower to the women's locker room would be included. Annette said she did not know the scope of the project, but she would be sure to mention this.

Terry Scanlon, A 241, mentioned that he had requested larger lockers in the men's locker room.

Status of open PMI's:

- *Draperies in the Dining Room, Auditorium and Library need to be cleaned.* Annette provided the update that she and Chuck Palmer have received a bid from Better Blinds for electric room darkening shades for the Auditorium and window treatments for the library and Chart Room dining. Chuck is in the process of vetting the vendor and he will proceed with the project once he receives approval.
- *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.

- *The main area by the holly bushes in the front gets very soggy due to the lack of sunlight.* Annette updated that pavers were installed by the bike rack and Chuck will be laying rock.

New PMI's:

- *Can a waste can be added to the mailroom?* Annette replied that she does not want to have food waste in that area but did have Lauri get a bigger recycling can.
- *The floors in the locker rooms are very slippery.* Annette reiterated that it is very important to wear non-slip pool shoes for safety in the locker room. They are the best tool to avoid slips and falls.
- *Can we add a clothes dryer to the locker room?* Annette said not only was it not practical to place an electric clothes dryer in a wet area, she did not believe that the Fire Marshall would approve this.
- *What is the status of re-starting the semi-annual cleanings?* Annette stated that Shar had already started scheduling them beginning Monday, April 11th.
- *What is the status of starting to use the keypads for entrances?* Annette replied that we will be able to pass out the cards and begin to utilize the new system as soon as CDC, CMS and the Delaware Department of Health and Human Services remove the Covid screening requirement for Healthcare. If the decision does not come by mid-May, Annette will try and figure out a way to segregate IL residents and their visitors from everyone else. She will not give access to staff to enter any door because there are still federal requirements to properly screen anyone who may enter healthcare.
- *Is there security monitoring of the hallways?* Yes, all hallways are on camera 24/7 but only a few are monitored live. The cameras are motion operated and recordings are stored for about thirty (30) days, depending on activity.
- *When will the drainage around the East Wing be addressed and is the flexible piping for drainage permanent?* Annette replied that drainage was scheduled to begin in the Fall of 2022. Some of the flexible piping is permanent but where there are small areas of standing water, there will be pop up drains installed.
- *What is the status of porch repairs?* Premier Custom Homes is scheduled to start on a few and we are vetting an additional contractor. Premier will start on Tuesday, April 19th on the porches at 140 and 240.

- *Will the cottages be powerwashed this year?* Yes, the cottages and community building will be scheduled post-pollen season.

Annette asked if there were any questions.

Mildred Wiedmann, C27, commented that the sod over the drainpipes is elevated about six inches and she has noticed that Sullivans is mowing around it. Annette asked Chuck to look at this and try and flatten the sod and mow and/or weed wack the grass.

Pat Ward, A208, said that the door at the end of the West Wing has an old keypad on it that no longer works. Can this be repaired since using this door is much more convenient for him to get to his apartment. Chuck explained that this is an emergency exit and that the previous Director of Facilities put a battery-operated keypad on so that residents could use it for access. Unfortunately, the keypad is so old that no one makes the parts anymore to repair it. There are no cameras in that hallway or at the door since it was intended to be an emergency exit only. All hallways and exits need to be monitored, so Chuck will ask for a price to install keypads, cameras and adding the door to the monitoring system for both the West and East Wing emergency exit doors.

Chuck:

Chuck reported that there were 152 work orders for the month of March, with an average number of open days of 2.1, and the average overdue of 4 days. Most of the orders involved electrical and HVAC.

Jack Chapin, A139, asked if there were any open at the current time and Chuck replied there were about six (6) and they were all assigned. Jack mentioned that he had an open work order since the end of February on his disposal. Chuck said he was not aware but he would assign someone to take care of it.

Chuck further reported that the vendor who cut the concrete was returning to address the places where the concrete lifted during the winter.

Chuck said that staffing was in good shape. One employee was scheduled to retire at the end of March, but he delayed it so that the new maintenance person could be properly trained.

Chuck reported that the cords to the Delaware state flag got twisted and now cannot be lowered and unfortunately, there are no ladders that can reach it. However, Chuck learned that the vendor who will be fixing the porches will be using a scissors lift, so he plans to borrow it and will cut down the flag at that time.

And finally, Chuck reported that his staff has been laying down 24 tons of stone and mulch in the Safe Harbor courtyard.

Several residents commented on the poor appearance of the Bistro and the missing tiles. Chuck replied it was scheduled for renovation so it would not be cost effective to re-tile the area. Annette added that if the Strategic Plan does not have a plan for the Bistro, then she will proceed with using the funding in the Capital Expenditures and re-do the Bistro.

Janice Brierly, A134, said that she has terrible flooding by her apartment every time it rains and she is worried that she will have water damage. Chuck replied that the area would be included in the future trenching project, but in the interim, he will have a temporary drainpipe installed.

Jack Chapin, A139, asked why there was so much furniture in the hallway by Chuck's office. Annette replied that this was the furniture that was purchased for Skilled and Assisted Living through a grant. It is being assembled and then will be moved into the respective areas.

Karen:

Karen reported that census is currently at 95% occupied, or 124 out of 131 units, but they are 99% sold. The only unsold unit is a two-bedroom apartment, but she feels confident it will be sold soon. The waiting list is currently at 26 people, split 13 for apartments and 13 for cottages.

Karen says there are no move-ins during April but are 7 move-ins scheduled for the next few months. They are:

- Bob Porta moving into apartment 242 in May
- Susan Burris moving into apartment 222 in June
- Betty Carnahan moving into apartment 128 in June
- Paul Hopkins and James Keys moving into cottage 20 in June
- Sheila Chlanda and Phyllis Zwarych moving into cottage 30 in June
- Wright and Mary Lou Poffenberger moving into apartment 140 in August
- Anne Fahringer moving into apartment 232 in August

Karen said that the next Marketing event is Step into Spring, scheduled for April 14th. She added that one of the issues Marketing has been having is that with all the units sold, there are no models to show prospective residents. Karen wanted to thank all of the residents who have graciously agreed to allow Karen and Carol to show their units to guests visiting the community.

Karen reported that they are in the process of being credentialed by SAGE Care. SAGE is one of the country's oldest and largest organizations dedicated to improving the lives of LGBT older adults. Karen said this effort would be in line with the initiatives of the Springpoint committee for Diversity, Equity and Inclusion to welcome adults from all walks of life.

Finally, Karen reminded residents that there is a Resident Referral Incentive Program that will credit one (1) month of room and board to any resident who successfully refers someone who moves in and stays at least sixty (60) days.

Lauri:

Lauri reported that the pull cord survey was recently completed for the community building and apartments. They will be doing the survey for cottages on April 12th and 13th, starting with cottage 1. The survey only takes about five (5) minutes and will not be scheduled.

Lauri announced that the shredding event has started. There are two (2) bins in the coat closet by the Bistro that will be on site through the end of April. She requested that if a resident notices that the bin was full to please let her know so that she could make arrangements for it to be emptied.

Lauri also announced that there is a bin in the Bistro if anyone would like to contribute something for Jeremy's second baby boy. Jeremy is the mail carrier for The Moorings and Sherry Chappelle was gracious enough to start this effort in thanks for his efforts.

Lauri said this was not on the calendar, but on Friday, April 15th there will be an Easter Egg Hunt with a small reception. The event will start around 11 am and details will be forthcoming.

Finally, Lauri wanted to talk about the locker rooms. She stressed that the lockers were never intended to store wet clothing for any length of time. She has noticed that some of the lockers have what looks to be very old bathing suits. On the evening of April 30th, Lauri will be clearing out and disposing any items left in the lockers. She also stressed that all residents should be wearing pool shoes or flip flops in the locker room as the floor can be very slippery. Lauri said, in her experience with YMCA, floor strips do not work very well in that environment because water and chlorine get beneath the strips and they roll which creates a tripping hazard.

Pam:

Pam is very excited to announce that the Chart Room will be open beginning Monday, April 11th. It will be open for dinner Monday through Saturday, and for brunch on Sunday. The hours for dinner will be from 5pm to 6:30pm and no reservations will be needed. Brunch will be served from 11am to 1pm. Pam stressed that all residents should wait and be seated by the hostess.

In conjunction with the opening, the schedule for pick-up or delivery of dinners has changed to 5pm only.

Pam said that menus will continue to be passed out to all the apartments. On the top of the menu is a place to circle either pick-up, delivery or Chart Room. Pam explained that the addition of Chart Room was temporary and residents did not need to indicate a time or a meal choice. She was using this tool to try and gauge the level of interest in in-person dining.

Pam also announced that there will be an Easter Buffet Brunch from 11:30 to 1pm and reservations were required.

Joan Hayes, C37, said she does not get a menu and asked if she needed to call before coming to the Chart Room. Pam replied that it was helpful, but not required.

Kathy Holstrom, A135, asked if she should tell the hostess if she was expecting to eat with other residents. Pam said to tell the hostess the total number of residents that were expecting to be seated together.

Elsie Gould, C10, asked what the menu would be for the Easter Brunch. Pam replied that she will be communicating this shortly.

Don Smith, A107, asked if dining was still going to be outsourced. Annette answered that the last thing she had heard was that Springpoint and the vendor were very far apart on issues like logistics of stock and the issue of liability. She was not aware of an intention to move forward.

Annette thanked everyone for attending.