



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

November 8, 2022

Annette Moore, Executive Director, opened the meeting by thanking everyone for attending. She was joined by Karen Kerstetter, Director of Marketing, Pam Barnette, Director of Dining and Lauri Weeks, Director of Resident Services. She said that Chuck Palmer was unable to attend due to Covid. She added that Andrew Lavalley, from the Morrison Group, was also in attendance. She said that the agenda was jam-packed and that the first speaker would be Kristie Harris, the Business Office Facilitator.

Kristie:

Kristie announced the rollout of CareGrove, a new electronic payment portal. She explained if a resident decided to set up an account with CareGrove, they could then elect to pay their monthly service fees by either ACH, e-check, debit card or credit card. Both the ACH and e-check options are free, but there are small fees for debit or credit card transactions.

Kristie further explained that there is a messaging feature within CareGrove that can be used to electronically communicate with the Business Office. She stressed that any messages through the portal should be confined to billing questions only. She also confirmed that CareGrove is backed by Visa and is secure.

An announcement letter and step by step instructions explaining how to set up an account are attached to these minutes.

Karen:

Karen confirmed the status of The Moorings is still 100% sold, with a current occupancy rate of 96%. There are five (5) pending move-ins scheduled within the next several months. The move-ins are: A235 in November, C48 in December, A119 and A120 in January and A136 in February.

The waiting list is currently at 38 people, with most interested in apartment living.

Karen said the next Marketing event is a Harvest Soup and Stroll on November 15th, which will partner with four local restaurants. The following event is a Resident Panel on December 6th, with current residents sharing their experience living in the community with prospects. Karen added that any resident interested in sitting on the panel, should please contact her as soon as possible.

Lastly, Karen reminded residents about the Referral Rewards Program. She said if a current resident referred a new prospect who moved into the community and stayed for at least 60 days, then they would receive a one-month credit for their monthly service fee.

Sherry Chappelle, C46, asked how to make sure that Marketing was aware that a prospect was referred. Karen answered that there is a pamphlet in the mailroom that should be completed with data about both the resident and the prospect and returned to Marketing. The information would then be entered into a database so that when the prospect moved in, the reward information would automatically be processed.

Annette:

Annette announced that on Wednesday, November 9th, there would be a Service Award luncheon in the Chart Room celebrating sixteen (16) employees for their service of five, ten or fifteen years. She said that John Harz, Senior Vice President of Human Resources, Julia Zauner, Vice President of Marketing and Jimmy Tavormina, Vice President of Sales would also be attending.

Status of open PMI's:

- *Can the print for announcements on channel 970 be larger?* Update – Lauri and Lisa Larsen were working on experimenting with larger and more clear fonts. The larger the font, the less detail the slide will contain.
- *Draperies in the Dining Room, Auditorium and Library need to be cleaned.* Update - Annette updated that the painting in the dining room started yesterday and was virtually completed. As soon as the dining room painting is completed, the blind vendor will be called for installation of the new blinds. The painter will then start in the Auditorium. Annette needs to find a solution to hide the outlets that need to be installed for the motorized blinds.

- *There is extremely poor drainage at the 17024 entrance.* Update – The trenching project is complete. Since it has not rained extensively, this will stay on the list to make sure the drainage has improved.
- *Water from the AC unit by the entrance to the building closest to unit 113 is dripping on the grass and ruining it.* Update - The pea gravel installation project is complete. Since the air conditioner has not been running, Annette will not take this item off her list yet.
- *What is the status of new light pole at the end of the island in the front of the community building?* Update - Annette said although a quote for the burrowing had still not been received, Chuck installed some downward lighting around the island. Annette polled the residents who all agreed that the downward lights were acceptable and this item can be marked as complete.
- *Residents have requested that lighting on all the light poles be replaced with LED's.* Update – Annette requested that when lighting needs to be replaced, Chuck work with Delaware Cop-Op engineers to get quotes on changing over the ballasts and wiring to LED. We are still waiting on a quote.
- *There is a shortage of pool towels.* Update - Annette reported that Shar had purchased several dozen new towels. She asked that if a resident borrows one, to please return it by placing it in one of the bins. Update – a resident complained there was a shortage of pool towels over the weekend. Annette had requested that Housekeeping place an extra supply there on Fridays. She again reminded residents to please not remove the striped pool towels from the pool area.
- *Can Skilled and Assisted Living have the ability to upgrade the cable tv options?* Update – Annette reported that Comcast said that upgrades are not available due to the type of filter that had been installed when the facility was built. Comcast is sending an engineer to investigate if a workaround can be found.

New PMI's:

- *A resident contacted the Business Office requesting that the envelope for the billing statement be left unsealed because she has difficulty opening it.* Annette replied that she did not feel comfortable with placing billing statements in cubbies with open envelopes. She said personal financial information was private and the envelopes would need to be sealed. If a particular resident had trouble with opening the envelope, then they could contact the Business Office and request their statement be held until they

could come and pick it up. Alternatively, the resident could bring the sealed envelope to concierge and request that they open it for them.

- *When is dryer vent cleaning?* Prior to last year, cleaning of dryer vents had not been scheduled. They were cleaned in 2021 and will be scheduled to be cleaned again in 2023.
- *When will the windows be cleaned?* Annette said that Chuck had just given her a bill from the vendor which she approved for payment. She had assumed the task was complete. Update – Many residents had issues with this statement and said that their windows were not cleaned. Others said that only the top of the windows were cleaned, which left streaks on the bottom. Yet other residents complained that either the exterior or interior was skipped. Because Chuck was present at the meeting, Annette requested that Kristie Harris stop payment on the invoice and asked that residents communicate with Lauri as to the status of their windows being cleaned. Lauri said she would create a database with the results. Then Annette and Chuck would discuss with the vendor.
- *Can we get rid of the plastic flatware in the Bistro?* Annette said that for sanitary reasons, she would not replace the plastic flatware with metal in the Bistro. This was the same answer she gave to a previous PMI.
- *Can a fan be provided for the Quiet Room?* Annette said this was already completed.
- *It is very difficult to park in the front of the building, especially when vendors park in the circle.* Annette replied that she had already spoken to Premier Homes and told them not to park in the circle. She will speak to other vendors about this as well. She added that staff park by the hedges in the front, but she will request that staff refrain from doing this and park in the west lot or in the back Healthcare lot.
- *I walk at night and outside of the flag circle, the front is very dark.* Annette said she would request that Chuck purchase more of the downward lighting and place them in strategic areas in the front.
- *I have noticed that neighbors walk their dogs on our property and use our doggy bags and trash cans.* Annette replied that since residents also walked in the neighboring community, she was not going to address this issue at this time.
- *Kids have been cutting through our property on their way home from school.* Annette commented that there is no sidewalk on our side of Gills Neck Road, so she believed it was safer for the kids to cut through our property to get to Breakwater. As long as the kids were not causing trouble, she felt this

was fine. Jane Brentnall, C39, commented that the reason she submitted this PMI was she was concerned there might be a liability if a walker was injured on our property. Annette said she would submit the liability question to Jim McGrath, the Springpoint Director of Risk Management. Update – Jim McGrath replied that Springpoint could be held liable for an injury and suggested that some Private Property signs might be helpful.

Andrew Lavalle:

Andrew introduced himself as the Regional Director of Operations at The Morrison Group. He explained that Morrison Group is part of the Compass Group and they only provide service to senior living facilities across the country. He said he understands that this community is the residents' home and he tailors the Morrison service experience accordingly. He said they have partnered with Springpoint and he does not think of themselves as contractors.

He confirmed that the salaried staff transitioned to Morrison in July and the hourly staff in September. He said that Pam Barnette has been dealing with all of the “back office” processes and procedures and that some of the vendors were the same as Springpoint's.

Andrew reported that there are currently eight (8) FTE positions open and that there are staffing challenges here, as there are everywhere. He feels confident that he and Pam will overcome them.

Andrew reported that Pam and Mary were finalizing the new fall/winter menus. He said that Morrison menus would be based on seasonality and regionality. Pam added that the new menu would be rolling out shortly.

Andrew asked if there were any questions.

Don Smith, A107, asked what percent of the processes he believed Morrison has accomplished to date. Andrew estimated approximately 25%, all of which are foundational. He said The Moorings has not yet seen any of the innovations yet.

Adele Trout, A224, asked Andrew to reveal one or two details about upcoming changes to the Bistro. Andrew replied that the area is very congested and there is no flow. He said that Springpoint did not want to invest in major changes at the current time due to discussions regarding the Strategic Plan. Therefore a quick fix will be implemented involving new flooring, lighting, paint and a newly designed counter that will be half the size of the current one.

Terry Scanlon, A241, expressed hope that Morrison will take advantage of all the fresh fruits and vegetables available in this area. Andrew replied that all of the produce is currently purchased from a produce company, not Sysco. Pam added that they are working towards getting back to FarmArt for fresher produce.

Carol McWethy, C11, asked if Andrew and Pam were hiring college students during their breaks. Andrew and Pam replied that they would certainly be interested in hiring students. They have attended two job fairs to date and handed out a number of flyers to high school guidance counselors. They feel encouraged by the interest from students working here. There is one new hire starting next week and another in the pipeline.

Annette thanked everyone for attending.

Jennifer Silvestri, Recorder
11-8-2022