



# THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

## AFTERNOON EXCHANGE

December 6, 2022

Annette Moore, Executive Director, opened the meeting by thanking everyone for attending.

### **Annette:**

Annette announced that before she got to the open PMI's, she had to report that after fifteen (15) years of service, she received Shar Winstead's resignation. She said that the position has been posted internally and advertised outside. She added that she and Chuck had been discussing whether to divide the job and place the mechanical/scheduling tasks into one and the housekeeping functions into another. Annette said that she did not want issues from outside vendors to interfere with the cleaning schedule. Shar's last day is January 14<sup>th</sup>. She further reported that as of December 1<sup>st</sup>, all open housekeeping positions had been filled.

### ***Status of open PMI's:***

- *There is a shortage of pool towels.* Update - Annette had requested that Housekeeping place an extra supply there on Fridays. She checked the ladies locker-room over the weekend and saw that there was a supply of towels available. Annette polled the residents and all agreed that there was no longer a shortage.
- *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 vendors and told them not to park in the circle. She has also spoken with staff who were parking by the hedges and they are now parking either in the West lot or in the back by Healthcare.
- *Draperies in the Dining Room, Auditorium and Library need to be cleaned.* Update – The dining room has been painted and the new blinds installed. The auditorium will be painted beginning next week and then blinds will be

installed in the both the auditorium and the library. Annette is looking for a solution to hide the outlets that need to be installed for the motorized blinds.

- *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. Update – Carol McWethy, C11, added that the area by the hedges is very dark as well. Annette said that she was aware of the lighting issue, but there are no electrical outlets by the hedges or at the corners of the building. She is not willing to allocate any capital expenses funds to address any of the lighting issues in the front of the community at this time because professional planners are reviewing this area as part of the Strategic Plan. She said that Chuck will continue to discuss the issue with Delaware Co-op and try to get a quote on either installing additional downward lighting or to increase the lumens on the existing light poles. When a quote is received, Annette will discuss with the residents to see if they are still willing to proceed with installing “mall-like” lighting.
- *Kids have been cutting through our property on their way home from school.* Update – Annette confirmed that there are “Private Property” signs at the front of the community but she is electing not to enforce them unless anyone cause some damage. She urged any resident who had any concerns about this to e-mail her privately.
- *Can Skilled and Assisted Living have the ability to upgrade the cable tv options?* Update – Annette was happy to announce that Chuck was able to negotiate a new contract with Comcast that will allow all AL and Skilled residents to elect to upgrade their channel selection and be direct billed.

### ***New PMI's:***

- *The creamers in the Bistro are not stored properly and they are not healthy.* Annette said that the flavored creamers had been added about a year ago in response to a resident PMI requesting them. She explained the creamers are appropriate because they do not require refrigeration and they are proportioned for individual consumption. She said that based on these reasons, there would be no change in the creamers. She said if a resident wanted milk, they would need to get that from the Bisto to ensure that it was cold and had been stored properly.
- *Why don't the cottages get menus delivered?* Annette said that she did not have the staff to drive around and deliver them. Lauri Weeks added that

menus are available on channel 970, on the TMALRA.org site and on Community Apps. Lauri said she would leave a couple of sets by the cubbies for residents' reference, but she was not going to endorse making 48 copies of the menus every week.

- *When will the extended drainage spouts be buried underground?* Annette said they will never be buried; they are an extension of the drain spout to move water away from the building and are not sturdy enough to be buried. She said that since residents are not happy with them, she is requesting that Chuck convert them to pop-up drains. Pop-ups accomplish the same purpose but are buried. This will not be done until the spring.
- *Can the area on the shady side of the front of the building be filled with stone and some artwork be installed?* Annette replied that she does not see that happening with the pending renovations.

Annette asked if there were any additional questions or PMI's that had not been addressed.

*Elsie Gould, C10, requested that additional training be provided for newly hired dining staff. She recently witnessed an incident where two new residents were waiting to be seated and no one helped them. Eventually, they gave up and ordered food to go from the Bistro.* Annette said that she will raise the training issue with Andrew Lavallo of the Morrison Group.

*Carol Bishop, C40, asked if Shar Winstead's position was posted internally.* Annette replied that it was and that her preference was always to promote from within if possible.

*Claire Thomas, A115, asked when bi-annual cleanings will resume.* Annette replied they will resume in early January.

*Fran Tobin, C21, asked who to speak with about pruning. She said that Sullivans workers were unresponsive and many did not speak English.* Chuck Palmer replied that he had found them unresponsive as well and after experiencing several scheduling difficulties he decided to replace them. Effective January 1<sup>st</sup>, he signed a contract with a new landscaper, BrightView. BrightView is a national company and used to be known locally as Brickman Landscaping.

*Elsie Gould, C10, asked that when interviewing for the Manager of Support Services position, it would be stressed that communication with residents is critical and returning phones is imperative.* Annette replied that she would make sure that was done.

*Don Smith, A107, asked if Annette could predict the amount of the future annual increases. He was concerned because he had budgeted for 3.5% per year and did not want to outlive his savings. Annette replied that she was not a financial expert and that even financial experts could not accurately predict the economic future. She advised Don to consult with his financial advisor.*

*Sherry Chappelle, C46, asked what was happening with the Bistro Manager position now that Tim Wegemer has departed. Annette replied that the position had been posted internally and that at least two candidates had already applied.*

Annette thanked everyone for attending.

Jennifer Silvestri, Recorder  
12-6-2022