



**CADBURY AT LEWES
AFTERNOON EXCHANGE
December 6, 2016**

Carol Holzman, Executive Director, opened the meeting by welcoming everyone and thanking them for coming.

She gave the microphone to Chuck Rendulic, Director of Support Services, who provided an update on his area. Chuck asked everyone if they have seen the new bus. He said that the door leaks and they are having it fixed, so you won't see it for a few days.

He said that 168 work orders were received in October. A few are still outstanding because some parts had to be ordered for an outdoor spigot and they need to tear out a piece of wall. They have also been working on Apartments #220 and #221, which was a major project.

With respect to the grounds, grass cutting is done. The mowers have been put away and the snow blowers are ready. Groundkeepers are busy planting bulbs. The snow removal contract has been signed and we will use Horsey & Sons for large amounts of snow.

Maintenance will also be working on the ladies room in the Bistro starting on Thursday morning. They are replacing the sinks and Chuck picked out some granite to install.

Fran Tobin asked for an update on rug stretching. Chuck responded that he expects to have them done before the holidays. He said that once he secures a date, he would give residents plenty of notice. There are 4-5 residents on the list now.

Mildred Wiedmann asked why the inside of the windows aren't cleaned at the semi-annual cleaning. Chuck explained that the inside and outside of the windows in the cottages are cleaned once a year when the window washers come. The outside windows of the apartments are also done at that time. Chuck added that Maintenance power washed and scrubbed all the cottages this year. Next year, they'll look at power washing before the windows are cleaned. Jim McMullen said that the upper sash is cleaned on the second floor apartments when the screens are removed.

Carol Holzman then advised that the current census in Independent Living is 118, or 91% occupied. Assisted Living is at 80% occupancy with a census of 33 out of 45, so we're looking to build them both. We had 1 move out and 2 residents passed. The Skilled Unit census is at 40 or 100% occupancy and we've done a good job at increasing the long term care census.

The Lights of Love celebration is on Thursday. Carol said that it's a good opportunity to remember those we love. At 4:45 pm, we will do a countdown to the light ceremony. There will be a nice reception with food and drink and a harpist is coming to play. Donations for tags and stars go the Resident Reserve Fund.

We have enlisted a Public Relations firm, Goldman & Associates and they are looking for some stories from residents. Dean Hoover and the work he's done in the Wood Shop is a perfect example of a good story. Residents may reach out to Chris Dwyer with any story ideas. Chris explained that we would save dollars on print advertising, as the use of the Internet has become more prevalent. Using a PR firm allows us to get free press of actual stories, not using an ad. It provides a more meaningful picture of Cadbury. Chris said they the firm has worked with lots of senior housing communities. We are paying less than the cost of an ad in Delaware Today.

Ron Trupp asked if they would do a personal interview. Chris said that stories could pertain to Veteran's Day or a volunteer experience, etc. Chris would do an introduction to the reporter. Kathy Holstrom asked if it could be something that happened before coming to Cadbury. Chris said that would be fine, as it would give insight into the type of person to come to Cadbury.

Carol said that last weekend a resident that has animals went to the hospital. There was nothing in her file as to where to take her animals. As a result, we're making a spreadsheet for all those residents that have pets. It will include the name, pet, contact person and phone number and will be kept at the Reception Desk. All front desk employees will know where to find the information and who to contact in an emergency.

Carol said it's also important that residents have a Living Will, especially those residents that are living alone. If you have one, please give a copy to Deb Hamilton. She will get it where it needs to go. Bunny Guerrin said that another resident suggested having as many copies as possible – one for the doctor, one for a neighbor, children, etc. Carol said if you've moved here from another state you should have it updated to reflect a Delaware address..

Employee Appreciation checks are being delivered tomorrow. Administration is holding our holiday lunch tomorrow as a thank you to the employees. As a result, there will be no Body Balance or Chair Exercise classes.

PMIs:

- Carol said that she received another PMI recommending that Lori Chandler be the next Star of the Quarter. Carol said that there were 24 people in the Body Balance class. Two more people that normally attend missed it, which would have brought the total to 26. Carol said she is happy that so many residents are taking their physical strength seriously. Someone advised that we need to purchase more mats.
- What can we do about non-residents parking in resident spaces in the East Parking Lot? Carol said that we need to take a look at the flow. Someone said that there are always 1 or 2 spots open. Carol asked residents to remind their family/friends that resident parking is not for visitors.

- Monthly payment slips. The due date on the statement is the 5th, but the Handbook says payments are due by the 10th of the month. Carol said she would call Cherry Hill and have them change the due date to the 10th. Carol added that we have never charged a resident interest for being late.

Carol said that she received an anonymous news article, “Sleepless nights coming your way,” that was printed in the Washington Post. It said that LED lights are disrupting our sleep at night. She said that she would leave it up to the politicians to talk about and let the electric companies take care of it. We have converted some lights to LED because they are very efficient.

Carol announced that \$10,000 has been donated to the Resident Reserve Fund in the last 3 months! We’ve never done this in even a year’s time. She said that we received a nice anonymous donation, and we may be able to get to our goal by December 30. She reminded residents that all donations are tax deductible. Once we reach our goal, we’ll start over.

Carol then opened the floor for questions.

Ron Trupp asked if a Maintenance Building is in the capital budget for next year. Carol said that it’s actually in this year’s budget. Our fiscal year (FY17) runs from 4/1/16 through 3/31/17, so we still have 4 months left. We’re about half way through the capital budget and we have to allow for some things that come up. For example, we needed a new dishwasher in Safe Harbor. The goal is to have the Maintenance Building started in FY17. We’re working on the budget process now and Carol has asked Jane Lord to come up with members to participate on the Resident Budget Committee. Carol advised that she meets with the Budget Committee once before the budget is approved by the Board of Directors, and once after it is finalized. She will review the capital budget, expenses that have changed and the monthly fee increase. It is the responsibility of the Resident Budget Committee to share the reasoning for the increase with other residents.

Carol thanked everyone for coming and the meeting was ended.

Barbara White, Recorder
12/16/16