



# THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

## AFTERNOON EXCHANGE

March 7, 2023

Annette Moore, Executive Director, opened the meeting by thanking everyone for attending. She explained that since there were no representatives from Morrison in attendance, she would not be providing any follow up to the dining issues raised at the last Afternoon Exchange. She said that Lauri Weeks had a couple of announcements.

### Lauri:

Lauri stated that representatives from Morrison would be in attendance at the May 2<sup>nd</sup> Afternoon Exchange. In advance of that meeting, Lauri will do some polling to determine whether the meeting will be devoted to only Morrison issues or whether enough progress had been made by Morrison that they would be attending to answer some general questions.

Lauri is currently working on planning The Moorings Memorial Service for 2023. The last time the service was conducted was in April 2019. She had planned one for 2020, but Covid had shut everything down that March. Since no service has been held since the pandemic began, there are over 84 lives to honor at the Memorial Service, planned for Thursday, April 27<sup>th</sup>. Due to the large number, there will be two ceremonies planned, one at 10:30 am and the other at 2:30 pm. Lauri will send out invites to the families first to see who will be able to attend. She will be communicating more information in the coming weeks.

The next announcement that Lauri wanted to make was to say thank you to all who have slowed down their vehicles while driving around the community. She appreciated the fact that residents had informed friends and families of the 15 mph speed limit. Lauri was continuing to try and communicate with visitors to healthcare. Carol Lader, C8, asked if vendors had been notified. Lauri replied that discussions had been had but would request department heads to reinforce the message.

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

- *There are large ornamental grasses between cottages 45, 46, 47 and 48 that were never trimmed back in the fall. Shouldn't this be done?* Update – the new contractor who began work in January has resolved this issue.
- *Newest bus sliding step that offers the ability for the step to be lowered to the ground for those that need less of a riser height. It has been broken for 6 weeks.* Update - The step has been fixed for some time. The drivers will all be updated so they are aware that it is safe to use. Elsie Gould, C10, said that there is one driver who still claims that the step is broken. Annette asked Elsie to speak with Lauri about that particular driver and Lauri would provide training.
- *The Resident Directory should be provided to Contract Residents in the Healthcare Center with each printing?* TMALRA will be left to make this decision. Update – Jim McMullen reported that TMALRA has taken care of this issue and it is resolved.
- *Work Order system for tracking and follow-up is not apparent. The submission is not acknowledged by email or text, someone just shows up and completion is not documented with a close-out outcome.* The work order system is not automated. Maintenance staff works Monday through Friday and work is assigned by priority. Non-emergency work will only be performed during the weekdays and will not begin until after 9am. Residents in No Entry units will be called to set an appointment. If the resident is home when staff arrives, then updates are provided upon exit. If the resident is not home and has given permission to enter, then a door hanger will be left indicating that staff was there to handle the work order and will provide an outcome. Update – Several residents expressed concern that there is not adequate follow-up on unresolved orders and that there is no communication on when non-urgent work orders might be handled. Annette said that she would meet with both Lauri and Chuck to discuss how to create a process, perhaps with Concierge or Community Apps, that could communicate with residents to address issues like confirming that work order was received and give a date or a window of when it might be addressed.
- *Expansion plan?* Update - Annette said that she understood that there was a level of angst regarding the expansion plan and the handout that had been included with the February Afternoon Exchange minutes. She wanted to reassure all residents that a large number of professionals were taking a lot of caution when reviewing the expansion plans and were aware of viability

issues. The possible expansion project was not going to be rushed and was being approached with a view towards what attracts prospective residents to this area. Although all ideas were on the table, the initial plan was for “a pie in the sky” and not all ideas would move forward. Whatever would be built, ideally will need to generate revenue to pay for itself. We need to keep up with competitors and bring new, fresh offerings to existing residents.

- *What happened to the renovations to the Bistro?* Annette stated that the refurbishment would begin immediately after the Valentine’s Day event, which it did as promised. Update – Annette reported that the lighting, painting and countertops are already completed and that they are working on replacing the flooring this week. Chuck stated that the Bistro should re-open next week.
- *Status of the Survey of the SNF Unit in December of 2022.* There were 8 surveyors and 2 monitors from US Department of Healthcare Policy out of University of Colorado and the result was three (3) citations; two (2) of which are in dispute by the facility. Update – the hearing for our IIDR (Independent Informal Dispute Resolution) was held on February 28<sup>th</sup> and it can take up to 30 days for the outcome to be decided. She said that both she and the DON had felt it was important to dispute what they believed was an unjustified citation and the outcome will affect the 5-Star rating system. Annette said that outside counsel had been hired and she thought it had gone well. Annette reiterated that the Skilled unit at The Moorings had been named in the top 15% of Nursing Facilities as the best in the United States for short term rehabilitation.

### ***New PMI’s:***

- *The outer door of the library needs painting.* Annette replied that will be completed as the weather permits.
- *The Biking Club reported that the fire lane leading to Breakwater was blocked.* Annette explained that two things happened simultaneously. For unknown reasons, Breakwater put up plastic barriers across the back of the fire lane leading to Breakwater. A few days later, our landscaping company dropped off four (4) tractor trailer loads of mulch in the lane against the barriers, further blocking the fire lane. When Chuck realized the mulch was there, he explained to the landscapers that it was a fire lane and within several hours, the mulch was either used elsewhere on the property or was moved to one side of the access lane until it was used the next day. The landscaper situation was caused because lane is not marked and they are a

new company who simply saw an area against some plastic barriers. In the future, they will be instructed to use some empty employee parking spaces along the back of the property. Annette e-mailed the Breakwater HOA to ask why the barriers were placed there but has not heard back yet.

- *Why was there such an extended timeline for cottage driveway repair?*  
Annette said she has nothing but apologies to answer this. The repair took about seven (7) months due to coordinating and dealing with multiple contractors and waiting for the weather to be cooperative to lay down cement. She said the amount of time was out of her control and there is nothing she can do to fix it, but she apologized that it took so long.

Annette asked if there were any questions.

*Carol McWethy, C11, asked if a replacement tree would be planted in a timely fashion?* Annette said that she was not certain whether the original tree was planted by Cadbury or an individual resident, with or without permission. Further, regardless of who planted the tree, she was not certain that the roots of a replacement tree wouldn't cause the same buckling due to the location near the driveway. Until she and Chuck could do some research, she was not able to answer that question.

*Jean Gillespie, C28, said that when she and her husband bought their cottage, they were told by Marketing that they could assume an annual increase of about 3%. The increase announced for 2023 was over 7%. She had not counted on increases being so expensive.* Annette said she had done everything possible to hold the budget in line. Springpoint announced that the increase was necessary to keep operations in the community running smoothly. Annette observed that the cost of everything has increased, and it was not something that anyone had anticipated.

*Don Smith, A107, asked how many FTE's down was The Moorings at the current time.* Annette replied that to the best of her memory, she was down approximately 20 FTE's, excluding dining services.

Annette thanked everyone for attending.