



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

June 6, 2023

Announcements from Annette:

- Annette explained that a new practice will be put in place to identify residents who have a pet in their home. Vinyl pet clings will be distributed to all residents owning a pet to allow new and current staff and EMT's alike know if a pet is in their home. As you face an apt. or cottage front door, they should be hung on the left hand side of the door frame at eye level. Residents were asked to come to Lauri's office to pick them up. Lauri already has the pet information on file such as pet name, type of pet and vet contact information.
- Annette introduced Bud Hirschmann as the new Facilities Director, which is a promotion quickly off the heels of his previous promotion to Facilities Manager. Although Annette stated she likes to hire from within, nobody inhouse applied for Bud's previous position, so they sought and found an excellent external candidate, Terry Webster. Terry was not present at the meeting due to a family emergency. His start date was 6/5/23. Terry's experience includes working at Atlantic Shores previously for 4 years. He is also a licensed electrician in the state of MD and working on obtaining his DE licensure. With a need for another maintenance team member, Curtis Frieberg stepped up and will work inside and is currently training new hire David Morton who will take his position as groundskeeper.
- Andy Abele is currently out having had surgery, so there has been some reshuffling of duties with Tammy Abele, Housekeeping Supervisor helping out and Concierge assisting as well. Andy is doing well post-surgery.

- A congratulations to Bud was given for his quick response to Rich and Jean Woolley's water-damaged flooring issue as well as termite remediation. Bud has reached out to Ehrlich to start a routine check for termites on the campus and is waiting for a call back to schedule that.

Open PMI's:

- *The exterior doors of the library and arts/crafts room need to be painted.*
Update – the painting has been completed.
- *Several of the outdoor benches on the campus are in disrepair.*
Update – Curtis and David will assess all wooden benches for possible repair. If deemed reparable, the woodshop residents, along with Maintenance will be asked to repair them with teak wood. Those benches unable to be repaired will be replaced with the taupe-colored all-weather benches that were acquired from the grant that The Moorings was awarded. The all-weather vinyl benches will be power washed. Side note – the taupe benches may not be able to be grounded as the previous benches were – this will be determined by staff next week.

New PMI:

- *Can The Moorings become contracted with AARP United Healthcare Medicare Advantage Plan to lower their copay?* (This question was later identified as asked by Don Smith, apt. 107). Annette answered by stating that only if 20% of the resident population expressed interest in participating would she start the application process. That equates to 33 IL residents. Don will put out the request to see if he can elicit that many residents.

Annette went on to further explain Medicare Advantage plans and how they work. They are not the optimal choice, she said, as the copays are much higher than traditional Medicare. Advantage plans require a percentage of the population to join, and in Life Plan communities, they also demand to have access to Assisted Living and Skilled Nursing residents' information. Annette stated she doubts that these residents' family members will be open to that idea and believes they will want to keep their loved ones on traditional Medicare. Annette advised residents to do in depth research prior to switching from traditional Medicare even though it requires Medigap. As of now, The Moorings is only contracted with Humana as a Medicare Advantage plan. However, we are in the process of finalizing the

contract with Highmark Helion as well, based on a request from the state of DE. The state of DE projects 33,000 employees to live in Sussex County so has asked a few nursing facilities in the county to contract with their preferred Medicare Advantage Plan. The contract is basically pending movement from Helion Highmark BCBS due to the fact that union members of the state of DE oppose this plan.

Rich Woolley, C31 asked that if a consensus was reached and a Medicare Advantage plan was obtained, would current residents be forced to join that plan? Annette answered no, but did state that residents have the right to switch plans during the Medicare open enrollment period.

Peg Partlow, A105 stated she called her Medicare plan to see about modifying it based on her husband's recent change in health status and was told that there are certain conditions where they would be dropped if diagnosed, which includes dementia. She was also told that once a person changes over to a Medicare Advantage plan, they cannot go back to traditional Medicare. Annette questioned this response by stating that Medicare is a federal entitlement. She is going to ask a Medicare representative to come to The Moorings to speak with residents for clarification. She went on to say that Medicare Advantage plans get money from Medicare and the younger you are and more health preventative you are, the less you'll need extensive healthcare in the future. More people = more money. Advantage plans are a shared risk.

Peg also asked when the irrigation system would start. Bud stated that it had started the previous week but that behind cottages 22 and 23 the sprinklers were turned off due to water breaks. Bud stated that each sprinkler head has to be blown out and that will take 1-2 weeks to do depending on how many breaks are in the system.

Mildred Wiedman, C27 asked if that applied to apartments too. Bud answered yes, the grounds surrounding the apartments need to be inspected as well. Mildred also asked if Brightview was handling the irrigation system to which Bud answered yes. Bud has spoken with the Brightview supervisor and confirmed they are working on the system but are short-staffed. Annette stated she saw 2 of their employees working on the grounds last Thursday, she believed. They were driving a regular-sized pickup truck, not their usual oversize trucks. She concluded by stating that if we don't see any further movement by them on the irrigation system, she will ask Bud to call them again this Thursday.

Mildred also stated that it would be nice if there were photos displayed of new employees somewhere prevalent like the dining room. This would help residents

get to know who the new employees are. Annette replied that since we are not required to wear masks any longer, this is an ideal time to institute this request. She will talk to Alice Lux, HR Director on Thursday and put a plan in place. Annette went on to state that the emergency health protocol ended on 5/11/23 and that long term care facilities and Head Start programs were the last to have the mask mandate removed. All employers that required Covid vaccination before employment no longer required this as of 5/11/23. On 6/1/23, the administration gave 60 days' notice that long term care and Head Start can hire unvaccinated people without the previously required waiver. Two hours later, they stated that they would not enforce the 60 days. This change will lessen the burden on The Moorings' hiring practices.

Fran Tobin, C 21 stated that she noticed recently that the directory needed updating. Lauri confirmed she would update the resident phone directory and Jim McMullen confirmed that a new photo resident directory (pictorial version from TMALRA) will be distributed in July.

Carol Bishop, C40 stated that 5-6 months ago, it was mentioned at an Afternoon Exchange that new residents moving in are getting refurbished units but nothing was decided about longer-term residents needing new carpet, paint, etc. She stated she would like new paint after 10 years. Carol asked if Annette had checked with other Springpoint communities as she stated previously she would. Annette did do so and found that "repair and replacement is 100% on us (The Moorings)." "Refresh and décor is not." Annette suggested that the financial working group put together a proposal for the necessary funds to come out of the capital expenditure budget. Fran Tobin stated that the outside trim on her front door is in bad shape.

Jane Lord, C43 stated that the financial working group has brought that issue up many times over the past several years and had gotten nowhere. She also felt that unsightly carpet and paint, etc. is bad for marketing, as visitors who come into our residents' homes see it and will go out and tell the community at large. Jane said she has badly stained carpet and wondered if that was considered a repair or refurbishment. Jack Chapin stated humorously that all residents have outlived their forecasted demise. He also added that "if you see something wrong, get it fixed."

Peg Partlow, A105 asked if the caution paint on the curbs is on the list of things to be done. Bud responded that now it was.

Bill Richardson, A123 asked the status of the security system for the main building. Annette answered by saying the system was installed, but never instituted, due to Covid and the requirement to have one point of entry only into the main building. Annette stated there is a QAPI (Quality Assurance Process Improvement) meeting next month and in July, they will do a quarterly risk review for April, May and June. Dr. Seghal will make the decision on opening the 2nd entrance again and if so, key fobs will be issued to residents and staff. Lauri will ask concierge to enter each resident into the system. Employees to be done after that. Annette will have an answer for Peg in September, as there is no Afternoon Exchange scheduled for August.

Carol Bishop, C40 expressed concern about the outdoor benches that have plaques on them and what would happen to them if the benches are discarded or replaced. Lauri stated that the long benches came from the Rehoboth boardwalk and that the plaques that need to be removed will be placed on the new all-weather benches.

Franz Portmann, C24 commented that the new flowers at the community entrance “look wonderful.” Annette said thank you.

Announcements from Lauri Weeks:

1. There is now an extra apartment in the community - #119. For the next 2 weeks, apartment residents’ mail cubbies that are 119 or higher will be shifting over one spot.
2. Bus departure time listed on the activity calendar:
 - a. Cottage residents – the bus will pick you up 15 minutes earlier than the time shown on the calendar. If you leave your front door open, the bus driver will know you are going on the bus.
 - b. Apartment residents – the bus will leave the community center at the time listed on the calendar. Please do not arrive early and expect to get a “good” seat on the bus.
3. Friday, 6/16/23 – we will be hosting a mini Father’s Day picnic on the back patio. Food planned will be burgers (no hot dogs), chips, potato salad, lemonade (no alcohol).

Saturday, 6/17/23 – Lauri is MOD that weekend so hosting the annual Ice Cream Social at 2:00 p.m. There will be regular and sugar-free ice cream

available and plenty of toppings. Ice cream will be served in the Bistro, but residents can sit outside on patio if they'd like.

Wednesday, 6/21/23 – Lauri will host the “Longest Day of the Year” walk starting at 7:15 a.m. for those who'd like to join.

4. Lauri wanted to dispel the rumor that The Moorings will not be participating in bus trips to Rehoboth despite the recent mandate of drop offs by City Hall. They will still offer bus trips to Rehoboth, but most likely not trips for meals/restaurants. Lauri is currently working against this new mandate, FYI.
5. Artist Ruth Ann Kaufman, daughter of Gil and Ruth Kaufman has her art work on display in the hallway outside of Lauri's office.

Sherry Chappelle, C46 stated that she heard it is assumed that cottage residents who sign up for a trip need a ride on the bus. Lauri confirmed with yes, it is assumed. She then encouraged those cottage residents that when signing up on the app or when they call concierge, to indicate that they are driving themselves.

Don Smith, A107 asked if Afternoon Exchange would be taking place in July and August. Lauri confirmed that it will take place on July 11th (to avoid the July 4th holiday) and that it would not be held in the month of August.

Carol Bishop, C40 expressed that she preferred the previous structure of Afternoon Exchange where each department head would get up and give a report. Annette agreed to make this change and the departments of housekeeping, dining, maintenance, Resident Services and Marketing would begin doing so.

John Goebel, A120 expressed concern about Lauri's comments on rearranging the mailboxes. It was clarified that the rearranging would be done to the cubbies, not the U.S. mailboxes. She then confirmed that new IL apt. #119 had its own U.S. mailbox, which is located above the row where apt. #120 is located. Annette added that when IL residents transfer to another level of care, staff cannot change their address, as we have no jurisdiction over the U.S. mailboxes. The residents' family must do it and if they don't, it causes a lot of grief for the new resident who continues to get the former residents' mail.