



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

July 11, 2023

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

Annette:

Annette announced that Alice Lux had recently resigned from The Moorings. She said that for the last 18 months or so, Alice had been on an intermittent, then continuous FMLA to care for her husband, who passed in April. She explained that Alice returned from her continuous FMLA period about six weeks ago and then somewhat unexpectedly submitted her notice of retirement. Annette reported that she had interviewed a number of strong candidates and had David Woodward, the Senior Vice President and COO of Springpoint, interview the internal candidate along with the two strongest outside candidates. Annette is very pleased to report that effective the beginning of this month, Lauri Weeks has been selected to be the new Director of Human Resources and is already doing a wonderful job of reorganizing the office. Lauri is planning on taking the SHRM certification exam this fall which would put her among the ranks of talent acquisition professionals positioned to best service our workforce.

Annette is currently interviewing for the Director of Resident Services position and has received approximately 66 resumes. She has interviewed one internal candidate and two externals to date. She has another interview scheduled for Thursday and has left messages for two more externals. Annette said that she believes David Woodward will most likely also interview the finalists and then they will make their selection. She reminded residents that the Director of Resident Services does not just answer to the Executive Director, but also answers to the COO and is involved with the Foundation in organizing events.

Status of open PMI's:

- *Outer door of the Library and Art room on the outside balcony need to be painted. Update – This is now completed.*

- *Can the patio benches in poor condition be repaired or replaced and the plastic be power washed?* Update – This is now completed. All wooden benches have been replaced with taupe plastic. Residents should let Annette know if any additional benches are needed for the outside patio.
- *Can a plan be implemented for an annual termite inspection?* Update – Bud received one quote for an annual remediation that was over \$100,000. Based on that amount, Annette and Bud are discussing some less frequent period or if there are warning signs to look for.
- *Can a speaker discuss Medicare Advantage versus traditional Medicare coverage?* Annette reported that Paul Lorrach is scheduled to speak on Medicare facts on August 2nd from 1:00 to 3:00 in the Auditorium. Paul is an expert on medical plans and will be able to speak about traditional Medicare plans as well as advantage plans.

New PMI's:

- *The fan in the Quiet Room has disappeared. Can it be replaced?* Annette said this was already taken care of. A replacement fan has been placed in the Quiet Room and maintenance staff put a label on the fan in hopes no one will take it.
- *Can we have a stop sign placed by the West parking lot?* Annette said that two stop signs have been ordered.
- *There are a number of hardworking employees that should be acknowledged. Can they have a dinner in their honor?* Annette said that the resident that submitted this PMI did not provide last names so it was impossible to know which staff members the resident was trying to commend. The resident also added the word “faithful” when requesting a dinner on behalf of the employees. Annette said she appreciated the suggestion but said that “faithful” was difficult to define. She was also mindful of Department of Labor rules. Annette added that she has submitted a request to increase the budget for Employee Gifts and Events to \$15,000 for FY2024 and that gift cards, acknowledgments, events and parties are done throughout the year. She was sure that Lauri would be looking at Employee Recognition Events as she grows in her new role.

Karen:

Karen reported that IL census was currently at 128 occupied homes out of 132, for an occupancy rate of 97%. She said that The Moorings remained 100% sold. She wanted to welcome new residents Theresa Montgomery, Apartment 210 and Gail Feather, Cottage 16.

The waiting list is comprised of 49 names; 32 apartments and 17 cottages. That translates to an approximate wait of two years and Karen is now encountering prospective residents who decline to be added because the wait is too long.

Karen announced that the next Marketing event is Tuesday, July 18th at 1:00. The name of the event is “Making the Move from Selling Your Home to Settling In and What You Need to Know”. There will be two local realtors giving a presentation.

Lastly, Karen was happy to announce that Kathleen Coon, the Marketing Counselor, has been here for over six months and has passed probation. She expressed thanks to all the residents who have been so kind to her.

Pam:

Pam reported that there were three new hires in June and another three in July. She is still looking for some part-time wait staff and a part-time cook. A new dietitian will start on July 24th in Healthcare. She said that two of her staff have been included as hiring managers which has been helpful and Morrison has added a recruiter to assist with screening prospective staff.

Pam announced that Bob Porta will now be keeping track of the Dining Comment cards. She encouraged residents to fill them out.

Giorgio, from Morrison, is back in the country and will be presenting the survey results to Springpoint in the next few weeks. Pam will speak with Morrison and determine how to present the results to our community.

Elsie Gould, C10, asked if the same survey was presented in all of the Springpoint communities. Pam answered that it was the same.

Fran Tobin, C21, asked if the dining e-mails are counted toward the dining comment card totals. Pam said they were not and the e-mails did not have a rating system. She said it was a good question and she and Bob would have to discuss it.

Wright Poffenberger, A140, asked if the Dining Committee would get feedback as to where The Moorings stands in comparison with the other communities. Pam said she did not know the answer to that. Annette asked her to check with Morrison and find out if the results would be community specific and then against all of Springpoint.

Mary Lou Poffenberger, A140, asked if all of the menus were the same throughout all of the communities. Annette answered that they were not, due to factors like size of community, size of the entrance fees and regional influences.

Tammy:

Tammy reported that for the month of June, there were 82 cleanings scheduled for apartments and all were completed except for five (5). Those were not done due to two (2) illnesses, three (3) move-in activity and one (1) construction activity. There were 33 cleanings scheduled for the cottages and 5 were cancelled due to three (3) construction activity, one (1) vacation and one (1) illness. Tammy noted that the cleaning schedule rotates by unit number and is pre-determined every two (2) weeks. There were 15 biannual cleanings, 14 completed.

All the screened porches have been power washed. The enclosed porches will be cleaned during the biannual cleaning. The window washers have been scheduled and will start cleaning the windows on August 28th. Power washing of cottages started July 11th.

Jean Gillespie, C28, asked if an outlet was required to power wash. Tammy answered that it was. Jean asked if she could be called in advance because the outlet in the front of her cottage does not work. Tammy made a note of that.

Diane Bair, A240, asked if the windows of the glass enclosed porches would be cleaned because they had not been cleaned in the past. Bud answered that they would be cleaned.

Helen Richards, C4, said that someone had showed up today to power wash her porch but she wanted the furniture moved off of it first and he had said he could not do that. Annette answered that she and Bud would need to discuss this issue. She has concerns about the time it would take the staff to move all the furniture of each porch in and out.

Mildred Wiedmann, C27, asked if the resident could be notified if a different housekeeper than the one routinely scheduled was coming. Tammy answered that she would notify residents if a fill-in was scheduled.

Bud:

Bud reported that he was fully staffed for the first time in a while. He said they had 102 work orders in June completed within 30 days, with each completed in about 3 to 5 days. His staff had renovated 3 Assisted Living units and Bud has met with painters about fixing the lines in the parking lots.

Bud introduced Terry Webster, the Facility Manager. He said that he and Terry had met with the landscaping vendor about the irrigation system and the poor quality of weeding. Terry said that the meeting was productive and that the irrigation issues have been addressed and the lawn should start looking better soon.

Helen Richards, C4, said that the lawn behind her cottage has not been mowed for a long time. Bud answered that part of the problem had been that the contract with the vendor had not specified a schedule for mowing. Going forward, there will be a schedule of mowing every 10 days, although Bud is trying to get that to decrease to 8 days.

Elsie Gould, C10, complained that the bushes planted by Cadbury are now higher than her windows and she can't see out. Bud said that he would make sure they are trimmed down.

Walter Clark, C32, said that he has not seen any irrigation running by his cottage. Bud assured him that irrigation issues were fully discussed in the recent vendor meeting. Equipment has been repaired where needed and all areas are currently being tested and the new irrigation schedule for overnight watering will begin within a couple of days.

Lauri:

Lauri said she had a several things to share. The first was to let everyone know that Rick was doing well after his surgery. Lauri thanked everyone for their prayers.

The second thing Lauri wanted to talk about was the upcoming schedule of events.

- Ice cream social on July 22nd in the Bistro
- Kinky Boots play on July 24th
- Beach Day in Rehoboth on July 27th
- Sunset Cruise on August 2nd

The last item that Lauri wanted to discuss was a change for non-medical transportation. Starting immediately, **any request for non-medical transportation requires seven (7) days notice**. This does not mean trips to the doctor or dentist and does **not** mean the regularly scheduled bus trips on Wednesdays at 10:15 to grocery stores or at 1:00 to the pharmacy and Weiss. This means trips to a hair salon, a retail store and visits to the veterinarian.

Annette asked if there were any questions.

Jay Brocco, C17, asked that since AL and Memory Care are 100% occupied, what would happen to an IL resident if they needed to move to Assisted Living? Annette answered that IL residents are always prioritized on the waiting list when a move is required. That being said, an IL resident would never move to AL or Memory Care within a 24 hour period. Annette explained that a Resident Review Committee meets every two weeks to confidentially discuss issues and behaviors displayed by any resident. The Director of Resident Services and the Wellness Nurse both attend this

meeting. At risk behaviors are discussed such as appearing on security reports, multiple visits to a doctor, a hospitalization, changes in behavior, etc. Possible interventions are discussed and implemented where possible. If it is determined that there is a change in condition or changing conditions, then a move to Assisted Living may be suggested. At that point, the medical assessments required by governmental regulations before admission to that environment would be initiated.

Jack Chapin, A139, asked when an update of the Strategic Plan would be available?

Annette replied that details of the Plan are slow in coming. She and Karen recently attended a virtual meeting to determine details of the size of the units to added. Details included items like apartment or cottage and the configuration of the unit, i.e 1 or 2 bedroom, with or without a den. {Update - Annette will be giving a presentation regarding the process of determining an expansion via the development of our Strategic Plan. This is scheduled for Wednesday, July 26th at 2pm in the Auditorium. }

Elsie Gould, C10, asked when considering the difficulties in maintaining standards with the existing size of the community, how would it be feasible to add an additional 40-50 units. Annette said this was a really good question and she did not have an answer. She will submit that concern to the experts to see their response.

Claire Thomas, A115, asked if there were any plans to expand the Assisted Living areas? Annette replied that there were no plans for Healthcare expansion.

Marianne Jarvis, A103, asked if there were enough grounds to expand? Annette said that there was enough land on the existing footprint to add 40-50 apartment units. She added there was an additional five (5) acres of land bordering the western edge of the property that could be utilized for cottages.

Annette thanked everyone for attending.

Jennifer Silvestri, Recorder
7-11-2023