



# THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

**AFTERNOON EXCHANGE**

**October 3, 2023**

Annette Moore, Executive Director, opened the meeting by thanking everyone for attending. She said that she would start by having the managers give their reports, as most of them were present except for Pam Barnette. Pam was absent because Ken, a longtime cook, had emergency surgery. Pam was covering for him and would not be attending the meeting. Annette added that anyone who wanted to leave a card for Ken, could do so at the Front Desk and they would be forwarded to him.

## **Karen Kerstetter:**

Karen reported that the census for today was 130 out of 132, or an occupancy of 98.5%. She said it had never been as high. She welcomed new resident Dorothy Danegger, who moved into apartment 102W.

Karen announced that the new marketing event would take place on Thursday, October 19th and is called the “Fall Festival of Homes”. Marketing will be showcasing four units, two cottages and two apartments and she has received thirty four (34) RSVP’s already.

Karen wanted to mention the Resident Referral Rewards Program. Karen said she has talked about it before, but the Springpoint Home Office requested that Marketing discuss the Program more often. She said that if a current IL resident refers someone who moves into IL, then the referring resident would receive a credit worth one month service fee on their account. The eligibility criteria are that the prospective resident be someone who is not already in the Marketing database, and they must move in and stay for at least 60 days. There are pamphlets with the Rewards Program form by the US mailboxes. Karen said she would be advertising the Rewards Program on community apps, channel 970 and on flyers in the resident cubbies.

Lastly, Karen wanted to make clear that when residents with a refundable contract pass away, the refund is made payable to the resident’s estate. If residents do not wish the payment to go to their estate, but rather to a particular person or trust, then it

is necessary to complete a form called an “Amendment to Redirect Payment of an Entrance Fee Refund”. These forms are available from Marketing or Kristie Harris in the Business Office. Karen urged residents to speak with their tax attorneys and/or financial advisors to help determine if this would be appropriate action to take. If a resident is not certain as to whether they already completed this amendment, they should make an appointment to meet with Kristie and she would review their file with them. Completed amendments should be returned to either Karen or Kristie.

Curt Christensen, C12, volunteered that he had completed the amendment a couple of years ago in order to have the refund directed to his three children and to name a secondary beneficiary. He said the process was very easy and quick.

### **Tammy Abele:**

Tammy is happy to report that she has hired a housekeeper and a floor tech. She said both have started although the floor tech is scheduled to be trained by Rick, who was out for a few days but would be returning later this week.

Tammy said she has been busy rescheduling cleanings that were delayed due to Covid Outbreak protocols and the holiday last month.

Tammy reported that her department will now clean screens as part of the biannual cleaning. The biannuals will be starting up within the next couple of weeks. She asked residents to contact her ahead of time if they have a special request for their biannual so that the staff is prepared.

### **Terry Webster:**

Terry confirmed that he is still working on the drains behind the cottages. He said that only two (2) of the ordered drains have come in; he is still waiting on six (6) more. Once they are received, he will put them in.

Terry reported that he has installed a new stop sign in the West parking lot and has ordered some additional signs to replace the current faded ones.

Fran Tobin, C21, asked if he works with Andy on getting work orders completed and Terry replied yes.

Elsie Gould, C10, asked if some fall pruning could be done. She mentioned that the bushes by her cottage are now covering the windows again. Terry replied that he would have it taken care of.

Jim McMullen, A237, asked when the landscapers would be returning. He replied that they were here on Friday but left when it began to rain. Terry thought they should be back later this week.

### **Bud Hirschmann:**

Bud reported that the hallway carpeting between the IL and AL areas is scheduled to be replaced beginning on October 30<sup>th</sup>.

Bud said that he has hired a vendor to re-stripe the front entrance and paint the curbs. He will also re-stripe by the Healthcare entrance. The work is scheduled to be done on October 16<sup>th</sup> and 17<sup>th</sup>, with rain dates of October 18<sup>th</sup> and 19<sup>th</sup>. He said that the work to paint the curbing, the lines by the hedge line and the main entrances was over \$20K. In view of the cost, it was decided to not re-stripe the East and West parking lots at the current time.

Bud stated that in the next three weeks, the contractor will begin work on the repair of the cottage driveways, starting with cottage 30. Bud will communicate with residents once the contractor has indicated which driveways will follow.

Larry Myers, C36, asked what repairs are being done. Bud replied that they will be filling in cracks, or in some cases replacing damaged section of areas that were damaged by tree roots.

Peg Partlow, A105, said there had been a cracked limb on the tree outside of her apartment. She noted that it had been addressed but wondered if The Moorings could get an arborist to come in and trim trees that needed it. Bud said he would discuss this with Annette.

Jane Brentnall, C39, asked if Bud had considered putting in downspouts under the driveways that are repaired. He agreed that it was a good idea and said he would speak to the contractor about this.

### **Annette:**

Annette reported that there were no new PMI's in the box.

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

- The sprinklers are not working in certain areas. *{Update – Annette reported that the site manager had been terminated and was replaced by a director. The director discovered that it is not the pumps that need to be replaced but rather the motherboard. This has been ordered.}*

- Complaints about the ponds. *{Update – Annette called DNREC and spoke to the director there. He told her that the site inspectors were mainly concerned with new developments and would likely not come here to inspect any of the existing ponds and sent her the 184 page manual on pond maintenance. Annette decided that Bud’s staff will clear out the areas.}*
- Complaint about the white street sign at Gils Neck Road. *{Update – Annette called her way through the state bureaucracy, calling various Sussex County offices, including Mapping and Printing, Planning and Zoning and DelDot Public Works. She discovered that ultimately the sign could only be fixed if a local legislator got involved so she sent an e-mail to the office of Russ Huxtable on behalf of the 250 constituents that live in the community. She hopes to hear news soon.}*
- Complaint about the aerators in the pond. *{Update – Annette has Terry working on a firm quote for new larger aerators and if the total quote is less than \$6,000, then she will approve the expense and have them installed.}*

Annette reported that she and Mary Haffaney had a conference call with Dr. Levy and the Division of Health Care Quality and after consultation decided to host a vaccination clinic on Monday, October 30<sup>th</sup>. At that clinic, residents will be able to elect to receive an annual flu shot and/or the most recent Covid vaccination. Annette will be asking Lauri Weeks to assist James Hockenberry in organizing the clinic. More details will be forthcoming. Annette also said that there will be an additional clinic in early November for the RSV vaccination.

Annette explained that The Moorings’ licenses for both Skilled and AL renew every year in September. We begin the renewal process in July and submit everything by the beginning of August. This year, on September 25<sup>th</sup>, the Delaware Division of Health Care Quality sent us a letter that said we would need to appoint a separate Director of Nursing for the AL unit, or we would only be eligible for a 90 day provisional license. This was despite the fact that Mary Haffaney has been the Director of Nursing for both Skilled and AL since 2020.

Although Annette was not sure why the DHCQ apparently changed their mind after granting us a waiver and renewing the licenses in 2020, 2021 and 2022 with Mary as DON of both units, she had no choice but to comply with their directive. Accordingly, with a budget neutral approach and retaining all existing staff, she has shifted some staffing responsibilities.

Effective immediately, the following staff have had their responsibilities adjusted:

- Mary Haffaney - Executive Director of Nursing
- Lori Warrington - AL Unit Director of Nursing
- Jennifer Scott - ADON/RNAC
- Jessica Schaub - Compliance Nurse

Annette said that residents, staff and POA's will be receiving a letter from her explaining the changes in more detail.

Finally, Annette spoke about an event that will kick off the holiday season. She said on Saturday, December 9<sup>th</sup>, there will be a Breakfast with Santa event for children from ages birth through 10. The event will be held from 10am to 12pm, with various stations for the children, including crafts, making reindeer food and writing a letter to Santa. It is an excellent opportunity for residents to volunteer and to bring little people who would meet the definition of grandchildren to participate. More details on this exciting event will follow.

Annette thanked everyone for attending.

Jennifer Silvestri, Recorder  
10-3-2023