



# THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

**AFTERNOON EXCHANGE**

**March 5, 2024**

Annette Moore, Executive Director, opened the meeting by thanking everyone for attending. She had a couple of quick announcements and would present the open and new PMI's but said that Lauri Weeks would present the Spirit Award first.

**Lauri Weeks:**

Lauri said that before she announced the winner of the February Spirit Award she wanted to share with the group a nomination that was technically not eligible because the nominee is not an employee but a resident. She read some very complimentary comments and stories about how resident, Linda Trzyzewski (known as Linda T), always went out of her way to make residents feel at home. There was a round of applause for Linda. Then Lauri announced that there were seven (7) nominations for February and that there was not one Spirit Award winner, but two! The first was Christina Robertson, a dining employee, who took the time to festively decorate the AL dining room and make the residents feel happy and appreciated. Christina was present to accept the award. The second winner was also a dining employee, Amelia Banda, who decorated the dining room in Safe Harbor for Valentine's Day and made those residents feel festive and appreciated. Amelia was not able to be present. There was a round of applause for both employees.

**Annette:**

Annette reported that United Health's Change Healthcare had a breach on February 27<sup>th</sup> that affected the processors of pharmacy plans. Change Healthcare electronically communicates with pharmacies regarding a patient's eligibility, the amount of co-pay due and how different medications interact. Delaware does not utilize United Healthcare and Springpoint shut down all electronic connections with both Change Network until the situation was resolved. It was determined that the breach was caused by a cyberattack. Annette advised all residents to be aware of any new prescriptions that they have filled and to keep all receipts.

Annette announced that the Holleran survey has come out and most have been delivered. Residents are urged to complete the survey by Friday, March 15<sup>th</sup> and seal it in the provided envelope. No names should be written on either the survey or envelope. Residents should bring the sealed envelope to the concierge and they will be given a raffle ticket to enter into a drawing for 25 prizes. The prizes will be awarded during the Happy Hour on March 15<sup>th</sup>. Residents do not need to be present in order to win. Annette said that the Springpoint goal is to have 60% of surveys returned but her goal is 80%. Annette will mark the daily progress on a thermometer chart opposite the Bistro. If a resident completes the survey on-line, they will still receive a raffle ticket by notifying concierge.

Don Smith, A107, asked if the results of the Holleran survey would be shared and Annette replied that they would be shared with the residents in a presentation.

Annette announced that Pam Barnette had decided to retire. Pam has been with the Moorings since January 2020 and helped navigate through the difficulties of Covid and the transition to Morrison Living. She will be missed. Her last day will be March 15<sup>th</sup>.

Annette reported that Don Smith had submitted an additional list of questions and comments regarding the expansion plan. She said that she, Karen Kerstetter and Kathleen Coon will discuss and provide answers to those that they could and then would forward the entire batch to the Development Team in NJ. The Team would work on answering all of the questions and those would be shared during the next quarterly Q & A session.

However, Annette wanted to take the time to address a concern that was repeated throughout many of the questions. She said that all Life Plan Community members would always have priority to a bed in the Healthcare areas. But Annette said her job is to fill healthcare beds. As a 5 Star community, the skilled beds at The Moorings are in demand, but IL residents should rest assured that there will always be space for them. Annette said she hoped that would help ease IL residents' minds.

Finally, Annette wanted to announce that Morrison Living had been listening to all of the comments and dissatisfaction. As a result, their parent company, Compass Community Living, reorganized the structure and have taken oversight of the dining program from Morrison Living. Now controlling the leadership is Matt Groux, Regional Vice President of Operations and Joe Schafer, Regional Director of Operations. In addition, Compass has assigned a transitional Resource Manager to The Moorings until a replacement Director of Dining Services is hired. Joe Schafer is present today and will make a few remarks. Annette said that she and Joe are

interviewing the first candidate for the Director position after this meeting. They have received six resumes to date.

### **Joe Schafer:**

Joe said he appreciated the welcome and is looking forward to working with The Moorings. He explained that Compass Group is the largest food service company in the world. Compass Community Living is part of the Group and is comprised of Morrison Living, Unidine, Coreworks and The Hub. Joe said he has been speaking with Pam regularly as she gets ready to retire and knows his first task is to hire a replacement for her. He said the Resource Manager will be on-site next week.

### **New PMI's:**

- The Coat Closet needs to be cleaned up. *Annette said that James has completed this task and will take care of straightening it out in the future.*
- Another complaint about charging \$1 for paper bags in the Bistro. *Annette reiterated that there is no charge for bags nor for packing up leftovers from Chart Dining. There is only a charge of \$1 for the large microwavable clamshell container used for take-out from The Bistro. The volume and cost of the take-out supplies remains and The Moorings will no longer be able to 100% shoulder that cost.*
- There is no pull cord in the guest suite. *Annette said that the guest suite is not designed for residents so it is not appropriate that there would be a pull cord to summon Moorings staff. If a guest has an incident, then they should be calling 911 directly. However, Annette said there are rare instances when a resident stays in the Guest Room if some repair needs to be done on their unit. She agreed that in that case, there would be a need. She has asked Bud to program a pendant to the Guest Room. When an IL resident checks in, they will be given the pendant and concierge and nursing will be notified. The resident will return it when they check out.*

### **Report from Karen Kerstetter:**

Karen reported that census is currently 124 out of 132, or 94% occupied. She said that overall, The Moorings is 98% sold. There are two apartments available, both one bedroom with a den. There is a robust wait list but about two years ago, the harder apartment to sell was the one with two bedrooms, so Marketing had concentrated on building up the waiting list for a two bedroom unit. Consequently, there is not a long waiting list for a one bedroom with a den, but Marketing is going through the list they have and are confident the units will sell quickly.

Karen would like all to welcome the newest resident, Anne Knauss. Anne bought cottage 12 and will be moving in sometime this coming week.

There are currently five or six apartments undergoing renovations so Karen apologized for the banging. She said most should be completed by the end of the month and the last by mid-April,

Lastly, Karen wanted to mention the Resident Referral Rewards Program again. 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.

**Report from Tammy Abele, presented by Bud Hirschmann:**

- 56 IL apartments cleaned.
- 82 Healthcare rooms cleaned.
- One new housekeeper has been hired
- The new washing machine has been installed
- Tammy asked that residents please get in touch with her if there are any issues with any of the housekeepers so that she could address them.

**Report from Bud Hirschmann:**

Bud reported that Chester Parsons is now responsible for the PM schedules for the kitchen, medical and throughout the community building. He has inspected 100% of the areas and almost all the repairs are completed. Most of the repairs were done in-house.

Four new interior cameras have been purchased and will be installed to monitor the front foyer and the area between IL and AL. Electronic interiors will be installing the cameras in next few weeks.

Bud received several e-mails about the icing caused by the water coming out of the downspouts at the top of the cottage driveways. He is starting to research the cost of burying the downspouts.

AL residents have asked if better sound absorbing ceiling tiles were possible for the AL dining room because it was difficult to hear each other. The cost will be approximately \$1,700. Due to this cost, the work will need to spread out over the budget period.

Bud received a bid from R & R Powerwashing to clean the main community building. The work will probably be done mid to late spring, after most of the pollen drops. The window washing will occur after this, probably in June.

A new set of attic stairs for the East Wing has been purchased. Maintenance will be setting up a date to install them within the next few weeks.

Brightview will start weeding, fertilizing, and applying pre-emergent to the beds, and spray cracks and curbs this month. Mowing is scheduled to start in April.

Lana Richards, C4, asked if it was correct that Housekeeping is now responsible for putting the screens back in after Powerwashing. If so, she thought that was not a good plan because it took two men last year to put the screens back. *Bud said that is correct and he appreciated the feedback. He said he will see how the process goes and adjust it if necessary.*

Jay Brocco, C17, asked when the sprinklers were scheduled to be turned on. *Bud said he believes they are scheduled for April.*

Walter Clarke, C32, asked if the sprinklers were adjusted for the area around cottages 30 and 32. *Bud thought that they were.*

Elsie Gould, C10, asked if the sprinklers were adjusted so that they only watered what needed to be watered and not the houses and the windows. *Bud said that the heads were adjusted and he would be monitoring them closely.*

Jane Brentnall, C39, said that she had put her screens back last year and some of the catches were broken. *Bud said that a work order would be created and they would take care of fixing them.*

Elsie Gould, C10, asked if the time it took the housekeepers to put the screens back in would be deducted from her cleaning time. *Bud said no, the cleaning time would remain the same.*

Jane Lord, C43, asked if housekeepers would perform this service on cottages that were “fee for service”. *Bud said no, that the Grounds staff would handle it.*

### **Report from Terry Webster:**

Terry reported that he has been working on the drainage in the dog park. He has installed a drainage box and laid some gravel so that the area would drain better.

He has been putting drains behind cottages 19 and 20 and moved a few sprinkler heads.

Terry said he has replaced all the lights in the Auditorium and is changing out the lights in the Bistro, kitchen and Assisted Living hallways.

**Report from James Hockenberry:**

James reported that he and Lisa Larsen were exploring new entertainment options. He said the Craft Fair is April 19<sup>th</sup> and the Celebration of Life will be held on April 25<sup>th</sup> at 2:30 pm in the Auditorium.

He said he had hired a new concierge for the weekends, Cathy LeBlanc and that Janice Steele is returning from her medical leave this week. James reminded residents about companion services that are available.

Lastly, James asked that residents please give as much notice as possible for medical transportation requests. He said he understands that sometimes appointments are last minutes but most times are scheduled in advance. He added that Mike, a driver that had recently been hired, was going out on medical leave for several months so the more notice they had, the better.

Elsie Gould, C10, said she would appreciate more consistency in the information regarding upcoming events. She said an example was a play at Clear Space, My Fair Lady, and there was no price listed for the tickets. *Peg Partlow, A105, asked if she could address this as the Chair of Activities. She said that certain events required that blocks of tickets be purchased in advance and due to discounts often given, the exact pricing is unknown at that time. James added that he will speak with Lisa and perhaps they will note price to be determined or an approximation.*

Linda Trzyzewski, A211, asked if James was going to be working on a West Wing Forum. *He replied that he was.*

Lana Richards, C4, asked what companion services were. *James replied that they were services that did not require any care giving, such as light housework, reading companionship, or accompaniment on errands.*

Annette thanked everyone for attending.