



**CADBURY AT LEWES  
AFTERNOON EXCHANGE  
February 7, 2017**

Carol Holzman, Executive Director, opened the meeting by welcoming everyone and thanked them for coming.

She gave the microphone to Chuck Rendulic, Director of Support Services, who provided an update on his area. He said that 211 work orders were received in January, with 86% of them being completed within 24 hours. There was one that was not completed which had to do with a dishwasher in one of the cottages.

With respect to the grounds, Maintenance is prepping beds for mulch. The goal is to be done before the grass needs to be cut. Chuck asked cottage residents if they would try and park any cars in the garage when it looks like we're going to get some snow. Also, there has been a problem with the snow blower sucking up welcome mats, so it would be appreciated if residents would pick them up before it snows.

Maintenance continues to work on fixing the 2<sup>nd</sup> floor porches as the weather permits. They need the temperature to stay above 55° on a regular basis.

Chuck said he received a final proposal from Comcast for cable TV. He is checking with Direct TV to make sure we have another option. One proposal includes internet and one is just for TV. We will be changing to an HD signal and will include Health Care and the cottages, but there will still be a box in the units.

Corinne Lehman said she is being charged for a phone that she's not using. Chuck advised her to bring him a copy of her bill and he will take care of it.

We will be recycling large appliances – TV's, radios, computers, microwaves, etc. two times per year, the first Monday in June and December. Chuck will put some information together as to what products are acceptable and we will post it in the Mailroom. Jim Bazzoli said that Staples also takes electronic equipment.

Rebecca Rogers asked if we change from Comcast we will have a different email provider. Chuck said he will find out if residents would lose their email address. Nothing has been decided yet and we're still trying to get it planned out. Kathleen Dynan added that by the end of the year, all of Comcast's customer service centers will be U.S. based. Chuck said that we do have a bulk account number to call for customer service and the number can be found in the Resident Handbook. Chuck reminded residents to pay attention to their Comcast bills. Nancy Krail said that she can't get MPT (Channel 799). Chuck said he is looking into it.

Carol then gave the microphone to Chris Dwyer, Director of Sales and Marketing, to provide an update on her department. Chris said that she has 7 contracts on apartments or cottages. She said Marketing is constantly challenged by residents moving through the continuum of care. We are growing our priority wait list and are now up to 10 prospects. She is trying to fill the units as quickly as possible.

She mentioned at the last meeting about engaging a PR firm. Residents may have noticed the articles in the paper. So far, we've had 7 mentions in the paper and 2 mentions on TV, which equates to nearly \$4,000 of free ads. She thought it would be helpful if she created a resident survey to update interests, history, and life stories that may be interesting. If anyone has skills in sales and marketing, she would welcome input from other professionals as we want to expand our approach for outreach.

Carol said that the census in Independent Living is 117 for an 89% occupancy. The Assisted Living census is 40/45 for an 87% occupancy. The Skilled census is 40/40 for 100% occupancy.

Bob & Ingrid Harvey have closed on Cottage #28 in January, but have not moved in yet. The Reed's are moving into Cottage #35 later this month. In March, the McCool's are moving into Cottage #25, the Reggie's are moving into Apt. #106, the Horst's are moving into Apt. #220, Carol Sargeant is moving into Apt. #118, and Larry Knapp is moving into Cottage #22. The Lane's will be moving into Apt. #105 once they sell their house.

Carol said she was asked if we were looking into starting a caregiver support group again. She asked residents if there was an interest in doing so. Carol explained that the group consisted of mostly married people with a spouse or friend that they're tending to within the community. It was set up to help them with like-minded support items that may be particularly challenging and to provide them with resources. If residents are interested, they should contact Deb Hamilton.

Carol asked if anyone uses the ping pong table. Since the residents that were present said they do not, she asked if we could dispose of it. Nancy Krail said that it is good for teenage visitors. Carol explained that the paddles have melted on the window sill. She said if it's not being used, she would like to remove it and replace it with something else. Carol said that Bill Dunn has mentioned that we purchase an indoor shuffleboard. Carol asked for any objections. Tom Lord said that he agrees that the ping pong table is not used, but would like to wait and see what we decide to replace it with first. Ron Trupp said that ever since we opened, we talked about a pool table, but the room is not big enough. We could investigate a smaller model. The shuffleboard will fit in the room and anyone can play. Jane Bretnall suggested that we leave the ping pong table for now. Bunny Guerrin suggested that we put something else on the window sill; maybe a sign. Fran Baker said we could put in a cabinet for the paddles. Someone else suggested signing them in/out from the Front Desk. It was decided that Deb Hamilton will put together a survey for removal of the ping pong table and replacement with either a small pool table or shuffleboard.

Carol said that two residents recently came to her to report that items were missing from the display shelf outside their apartment. She said that we were unable to locate them, but some residents are forgetful and may have removed the item to clean it. Carol told residents to be mindful of things on their shelves. We're trying to keep tabs and would like to know if something else is missing.

Regarding the Nu-Step, we completed the survey but want to try one more thing before we spend \$5,000-\$6,000. We would like to trial residents using a sign-up sheet for the equipment, like the YMCA does. People can sign up for the week in 20 minute increments. That will give us a look into the usage. There were varying comments about the process of signing up to use the Nu-Step. Carol said that we will post the sign-up sheet and residents can record that they used it or schedule if they're going to use it.

PMIs:

- For anyone with a vision problem, Comcast has a large button remote control available at no charge. Residents can call 1-855-638-2855 to request one.
- It's difficult to distinguish the island at the front entrance. Could we add some reflectors on the curb? Chuck said that there were some reflectors and there are two lights on either side of the sign. Someone said that the lights need to be at ground level. A resident added that the intersection at Kings Highway and Gills Neck Road is also not well lit; however, Cadbury cannot do anything about that one. Dick Cleaveland said that the sign is at an angle. Mildred Wiedmann said to "head for the fence!" Chuck will take a look at it.
- Pool rules – residents should be allowed to swim by themselves. Carol explained that because of our insurance for risk management, our policy states that we must post the rules so that we're covered. It's up to the resident as to whether or not they decide to follow those rules.
- Maintenance deserves a special thank you for cleaning up after the storm. They all worked so hard and did a great job.

Carol then opened the floor for questions or comments.

Rebecca Rogers asked if we're planning to replace the tree that was hit near the West Wing parking lot. Carol responded that it will be replaced with the same type of tree and we will try to get something similar in size.

Nancy Krail asked if residents can expect to get a letter from Arnie Weiner for tax purposes stating the amount of the service fee that can be written off. Carol advised that once we have it, we will distribute in resident mailboxes.

Kathleen Dynan asked if we're getting a new thermometer for donations. Carol said that we will do that. Someone added that the TV channel needs to be updated to show that we raised \$12,000 versus \$4,000.

Dick Kauffmann said that residents in Assisted Living don't receive the same mail as Independent Living residents. Carol said she will take a look at it.

Elsie Gould asked about having an unstamped mail service between IL and AL or IL and Skilled. Carol instructed residents that they can leave the mail at the Front Desk and a staff member will ensure it gets delivered to the proper area.

Carol thanked everyone for coming and the meeting was ended.

Barbara White, Recorder  
2/16/17