



**CADBURY AT LEWES  
AFTERNOON EXCHANGE  
August 1, 2017**

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

Carol asked Chuck to start the meeting with an update on his areas of the community. Chuck said that 165 work orders were received during the month of June. All requests were completed and 93% were completed within 24 hours. There are a few outstanding from July; one that has to do with a water leak and one with some molding to be replaced. Maintenance has been working on some renovations and will catch up. Chuck asked that residents not leave appliances running when they are not home. There was an instance of a washing machine that didn't stop filling up with water.

As far as the grounds are concerned, the last treatment of weed control and fertilizer has been applied. The grass is growing good and they will catch up on weeding. There were also some issues with trimming in the cottages and they will also get caught up. Chuck reminded residents that if they don't want to wait for Cadbury to take care of something, they can use one of the approved contractors. Residents may call Alan to get contact information.

During the first week of September, the annual fire alarm inspections will take place. The alarms will be loud, so residents may want to plan to do some shopping or take a walk around the community. Residents will receive a notice in their mailboxes confirming the dates. A resident said that the red fire alarm station makes the noise, but there are two smaller smoke alarms in their hallway. Does Cadbury change those batteries? Chuck replied that we do replace the batteries. The alarms are hooked up to electric and the batteries serve as a backup if we lose power. When the alarm goes off, Security/Maintenance receives a page notifying them. If the smoke detector beeps or churps, the battery is weak and needs to be changed.

Carol said she was pleased to introduce Karen Kerstetter, the new Director of Sales and Marketing. She said that Karen comes to Cadbury from Westminster Village where she spent 8 years as the Marketing Director. Karen said that she is thrilled to be here, back in the world of long term care and the CCRC community. She said she is a Delaware native, lived in New Castle and Kent Counties and moved to Lewes 2-3 years ago with her husband and 3 sons. She said she was the Independent Living Sales Director at another CCRC of comparable size to Cadbury. Karen said she feels it's important to the Mission that she gets to know the residents here. She encouraged residents to stop her in the hallway and introduce themselves or to stop by her office. She added that she may introduce residents to new prospects during tours. It is her goal to keep the community full. She said the community is beautiful, clean and well run and she looks forward to many years ahead.

Kathy Holstrom asked if the other community Karen worked for was a Springpoint community. Karen replied that it was not; Springpoint communities are only in New Jersey. She said the community where she worked was part of the Presbyterian community.

Carol said that she was talking to Bunny Guerrin who advised that a memoir writing class that is being held on Tuesdays in August at 10:00 am in the Creative Arts room.

She then asked residents if there was any interest in having a Tai Chi class on Saturdays at 10:00 am. Sharon Hoover said that the class is modified for seniors. About 10 residents raised their hands expressing interest, so we will move forward. The instructor's name is Thisbe Sahwell and we will get classes on the calendar for September.

Carol reminded residents that next Thursday, August 10<sup>th</sup>, is our 10 Year Anniversary Celebration from 4:00-5:30 pm. Jerry Birl will be playing the piano and we will have an ice sculpture, a champagne fountain, a special cake and a raw bar.

The Independent Living census is 118 for 90% occupancy. Assisted Living is low at 31, but we've set up a model unit and started a respite program. We've also now have a full time admissions coordinator who is working hard to get the census back up. The Skilled Unit census is at 40 today for a 100% occupancy. Carol explained that the census rarely stays at 40 for too long as we have lots of Medicare A stays and always want to make sure we have rooms for our residents.

There is no news on the Springpoint affiliation. There were some changes made to the agreement and it needs to go back to the regulators.

Carol reviewed PMI's she had received:

- A resident reported that on 7/22/17 at 11:40 am the auditorium was dark – no blinds up. If a movie is shown, someone should put the place back in order. Someone should be in charge of the drapes which are a mess at times. Why can't the person who takes care of the drapes in the Welcome Room and Dining Room do the auditorium? We should have proper darkening shades that more than cover the glass, not just the glass. The original shades are too small. Also, those stars on the wall are not even centered. Whoever placed them should be responsible to remove same. Carol said the stars are appropriate Delaware colors. She agrees about the draperies and we will pay attention to them.
- Last month a PMI was submitted and directed toward Liz, the Dietician. The question was asked if eating leftovers or re-heating foods reduces the nutritional value of food. Does raw or cooked food have more nutritional value? Liz replied that eating leftover or reheating food does not significantly reduce the food's nutritional value; cooking is necessary for food safety in many cases. Cooking can somewhat reduce the vitamin content, but it is not significant enough to be worrisome. To her knowledge, boiling vegetables too long is the only way the nutritional value would be reduced, as the vitamins leach into the water. Overcooking vegetables/fruits can alter their nutrition content by reducing the vitamins. If you can tolerate it (chew it, digest it, afford it, etc.) fresh is best, followed by frozen, and then canned foods. Liz' response will be posted in the Mailroom for residents to refer to.

Carol then opened the floor for questions/comments. Chuck asked her to advise residents about the upcoming disaster drill. Carol explained that on August 12, the State is providing an opportunity for us to participate in an emergency preparedness drill. The disaster consists of a pretend hurricane. Five days following the hurricane, Harbor Healthcare will be sending us 16 residents (on paper only) and we will be housing those residents in Skilled Nursing and Safe Harbor. The Welcome Room will serve as the Command Center and we will communicate back and forth with the State.

Elaine Showers asked if we have talked about office space and giving any space back to the residents. Carol said that we're not giving up any office space. She said we may be able to adjust the current resident space. Elaine asked if residents could have back the two offices on the 2<sup>nd</sup> floor where Jean Carpenter used to sit. Carol said it was originally Cadbury storage space. Elaine added that the space in the Living Room that was used for playing cards became Marketing space. Carol said that we need to take a more in-depth look at it and she will meet with Elaine regarding the issue.

Jim Bazzoli said that the same problem exists in Skilled Nursing. There used to be an open area with a TV, books and magazine and now that space is gone. Carol explained that the Director of Nursing needed an office as she had been sharing an office.

Bunny Guerrin said that residents have commented about the space that Cadbury at Home uses. Is that permanent? Residents used to use it for games and other activities. Carol said that Cadbury at Home pays us rent for that space. Elsie Gould made the observation that we have a large number of cottages that we could convert to a Marketing area or demo area. Carol said that we do have a model cottage and have had Marketing staff out there from time to time; however, they felt disconnected from the rest of the community. She said we will need to look at it again and see if it makes sense to change it. Someone asked about moving Cadbury at Home out in the cottages. Carol said that when the affiliation is complete, we will look at it. A resident asked what Cadbury at Home is. Carol explained that they are a sister company and a membership organization. People pay a membership fee to join the program and then pay a monthly fee. As they age or need services, Cadbury at Home arranges help for them, whether it be nursing care or companion care. The benefit of being here, she added, is that people live 10% longer when they are in a social environment. Cadbury at Home members do have access to our facilities.

Carol told everyone to try and get outside and enjoy the good weather, and the meeting was ended.

Barbara White, Recorder  
8/2/17