



**CADBURY AT LEWES
AFTERNOON EXCHANGE
July 5, 2016**

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

She then gave the microphone to Chuck Rendulic, Director of Support Services, to provide an update on his areas. ~~Chuck said that 176 work orders were received in April and that 76% of them were completed within 24 hours. There is one still outstanding and is related to a power washing issue. In May, 162 work orders were received and 79% were completed within 24 hours. One work order remains outstanding for which a part has been ordered for a fan.~~

Chuck reminded residents how to get a hold of someone in Maintenance, as he had a received a call from a resident today that was without A/C. During the week, residents should call Alan at 644-6388, usually between 7:30 am and 4:00 pm. It will ring busy if he's on the phone. After normal business hours, residents can leave a message on the voice mail for routine items such as a light bulb being out, etc. If the issue is an emergency – no heat or A/C, or a broken pipe – call the Front Desk. Chuck said there are people on call 24/7 and we have portable units available. Don't go into the weekend without A/C. Don Wiedmann said they could use the box and submit on a written piece of paper. Chuck said that Alan writes up the work orders, assigns a number and enters them into the computer so we can track them.

Outside, they're working on the grounds and trying to catch up. The grass has been treated with fertilizer and weed control and it will be done again in the fall. They're doing some power washing now and are still struggling to finish spreading the mulch. Chuck stated that he hired a new person today named Wilma. She and JoAnn will continue trimming.

Kathleen Dynan asked if Maintenance was power washing every single unit. Chuck advised that the plan is to do every single cottage and the areas that need it on the Community Building.

Nancy Krail mentioned trees growing in the West Pond. Check said that he wants to improve both ponds and will be adding some wild flowers to the East Pond.

Chuck said that he was able to get in a smaller dumpster for yard waste. He instructed residents that if they have trouble getting their clippings in the dumpster, they could open the gate and leave their yard waste inside.

Regarding the sidewalk on the West Wing, there has been some wash out. Someone should be here in the next week or so to take out the old sidewalk, add some stone and then re-pour the concrete.

Work is starting on some of the 2nd floor porches. Chuck said it is a long process; they have to tear off the plywood, remove the screens and re-install everything. They will do 1-2 at a time.

Chuck said that it's irrigation season and that Maintenance can't really adjust the timing of the systems. There are over 3000 heads and it takes a long time to cycle. They are scheduled to come on around 10 pm and run until 7 or 8 am. They must use the irrigation when it's hot/dry and they continue to monitor. The soil is sandy and dry and the system takes a lot of maintenance. Each cycle only takes about 15 minutes, so if you need to go out, he suggests using another entrance or waiting 15-20 minutes.

Rebecca Rogers said that several months ago the cleaning of dryer vents was brought up and she wanted to know if they were going to be vacuumed out. Chuck said there's never been an issue with lint, but if anyone is having a problem, they can call Maintenance. The dryer vents go into a main duct and the fan sucks it out, so it's very unlikely that there is a blockage.

Mildred Wiedmann said there is a tree on the back road that is ½ dead. Chuck said that it is a Leyland Cypress and they don't like too much water. He said that they'll try and trim the dead portions, but they may have to replace some.

Mary Lou Murray said the irrigation sprays directly on her house. Chuck said he will ask JoAnn to adjust it.

At the time, Chuck turned the microphone back over to Carol. She said that many residents may not know Jean Carpenter. Carol introduced Jean to everyone and explained that Jean is the Events Coordinator. Jean is the person who put together the last Gallery of Art event and was instrumental in putting together the Butterfly event. She will be working on the Lights of Love and Golf Tournament. Her office is located on the 2nd floor, West Wing, just past the Creative Arts Room.

Carol announced that Vic Amey, President & CEO, and Arnie Weiner, CFO, will be at the August Afternoon Exchange on Tuesday, August 2nd. Vic will speak regarding the sale of Cherry Hill and Arnie will review some financials.

With respect to the Cherry Hill sale, the State of New Jersey has approved the licensing and we have a date scheduled for closing at the end of July.

We are updating our pet records. If you have a pet, please pick up a pet policy and return the back page to Deb Hamilton. The first page states the guidelines. We would like you provide a local person to call if you're in the hospital or unable to care for your pet. Forms are available at the Front Desk.

Carol welcomed new residents: Joanne Nichols (#121W), Marianne Jarvis (#103W), Pat Ward (#208W), and Floyd & Sarah Cook (C41).

Carol requested that residents please ask their guests to park in Guest Parking rather than Resident Parking and have them sign in at the Front Desk. Visitors can park on the outside of the circle or in the East or West parking lots.

Carol said that a resident stopped her in the hall recently and asked if we would provide CPR classes for residents. She did some research and found that Beebe Healthcare offers free CPR classes on the 2nd Saturday of the month. If anyone is interested, they can call 645-3248.

The subject of transitioning from the emergency room back to Independent Living has come up. Carol encouraged residents to have a local emergency contact person available in the event that they need transportation back to their residence. She added that the Beebe personnel assume that residents are returning back to Skilled care, which is not always the case. We need to ensure that they send residents back to a safe environment. Carol said that she has a meeting scheduled with a liaison from Beebe to discuss.

Carol said that Jeff Smith asked her to remind everyone that Cadbury Cash can be used for catering and is not meant for stocking refrigerators and freezers.

Last week Carol attended the Lewes Byway project meeting and was updated regarding our road. She said that DelDot has big plans. There will be a center median from Kings Highway to Cadbury. Carol commented at the meeting that Residents and staff would like a left hand turn lane into the community as well as an acceleration and deceleration lane. Kathleen Dynan said that she spoke with someone after the meeting advising a left turn arrow is needed when turning from Lewes onto Gill's Neck. That will be dealt with after Labor Day. Carol said that work will start tomorrow, while school's out for the summer and they will work on the new median. Sharon Hoover said that the light is shorter coming that way and the green light could be longer coming from Route 1.

Carol then reviewed the following PMI's that she received:

PMI's:

- A resident was walking underneath the trees after the rain and was getting wet from the branches hanging down and asked them to be trimmed. The same resident wrote another PMI a few days later stating that the branches were nicely trimmed. She thought maybe she was shrinking but then realized that the branches over the sidewalk had been discreetly trimmed and looked perfectly natural.
- Two accidents have occurred in the Bistro due to lack of floor space. The general opinion of many residents is to move the fresh market stand to another location. Carol said that she was aware and the market stand has been moved.
- Power washing and cleaning screened porches – Many residents have their porches “set up” with furniture, etc., prior to Memorial Day. Can the cleaning be done earlier? Carol said that if the weather permits, we will try to do them earlier next year. However, we must consider pollen season. If we were to do it in April, we would have to clean them again in June. Elsie Gould said that the power washing was done prior to the window cleaning and the benefit of the window washing was short-lived. Carol said we'll take a look at the schedule and talk to the groundskeepers.
- The north wall West Wing is green at Apt. 216. Carol Bishop asked if only water is used when power washing. It was reported that sometimes bleach is used. Maintenance will take care of it.
- I replaced the battery in the clock in the Library, but that did not solve the problem. Carol said that we will have someone check it again.

- The pond behind the East Wing is a disgrace! It is full of algae and the fountain is not working. Everything is working now and it looks good.
- The coffee cups in the Bistro are not clean. Carol said she had also noticed and this has been addressed. They should be in better shape now.
- The drapes in the auditorium still have not been checked and rehung. Also, three drapes in the library are in need of refastening. This has been taken care of.
- It is time to remind residents (especially new people) that when air conditioners are running the doors out to the porches should be kept closed.
- I was recently on the Canal Cruise and following a medical emergency, it made me think that offering CPR classes to the residents may be a good idea. This was addressed earlier in the meeting.
- Thank you to Don Rolph in Maintenance. He kept my A/C running during hot days when it was ailing. He ordered the required parts and completed a total fix. He was friendly, competent and neat.

Carol then opened the floor for questions/comments.

~~Someone asked as a follow-up about the bench that was requested in the vestibule of the front doors. Carol said this will be taken care of.~~

Don Wiedmann asked what Jeff Smith's title is. In a newspaper ad it says Culinary Director. Carol responded that it must be for marketing the event and that his title is Director of Dining Services.

Rebecca Rogers followed up about where the staff offices are located throughout the building and that there's no numbers on the office doors. Staff names, titles and telephone numbers can be found in the back of the Resident Telephone Directory.

Mildred Wiedmann said that about a year ago someone from Administration was going to be here every weekend. Carol advised that we discontinued the program and that Jeff Smith or the Charge Nurse are here on weekends and can be contacted if necessary.

Kathy Holstrom said that all signs say "rooms" rather than "apartments." Carol agreed and said that we will look into changing them.

Nancy Krail said that some of the new apartment residents may want their names on their front door. New residents are given a form if they wish for their name(s) to be posted on their door. Forms are available at the Front Desk and Barb White will take care of making the nameplate.

Carol thanked everyone for coming and the meeting was ended.

Barbara White, Recorder
7/13/16