



**CADBURY AT LEWES
AFTERNOON EXCHANGE
March 1, 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 operations. Chuck said 200 work order requests were received for January and only 1 is outstanding. He said he tracked them and determined that 78% of the requests were handled within 24 hours. Some of the work orders that come up frequently are calls for TVs. He said that if residents use a regular remote and the Comcast remote, the TV has to be set on Channel 3. Chuck said he gets a lot of work requests about garbage disposals. He instructed residents to run water when they use it to help flush it. If residents don't use the garbage disposal at all, they should exercise it every now and then.

Maintenance continues cleaning up of the grounds and will soon be fertilizing. We're getting in a load of mulch and TruGreen will be here tomorrow. They will be moving the snow blowers off site and bringing back the mowers, and should be cutting grass in the next few weeks.

Chuck reminded residents that trash pick-up is on Mondays and Thursdays, but needs it to be out by 9 AM to ensure pickup. For cottage residents, recyclables are picked up on Mondays and must be in clear bags; regular trash is picked up on Thursdays.

Five new street lights were installed around the cottages. We are trying some new solar lights around the flag pole, but they're not working consistently. The pole lights are too bright, he will look for another place to put them.

Elaine Showers said that the dresser in the Living Room is missing handles and that two work orders were placed. Chuck said that he will check into it.

Rebecca Rogers asked if the insulation being used in one of the apartments has been picked up from outside after the storm. Chuck said that it was picked up and they have closed up the porch.

Tom Lord asked if residents could park their cars in the extension road by the barricade between Cadbury and Breakwater. Chuck responded that it is a fire lane. Carol suggested that residents park on the side of the road facing the patio if they want to come in for dinner.

Don Burgess asked where the mulch pile will be. Chuck replied that it will be in the same place as last year, in the back corner of cottages.

Rebecca Rogers asked if the fertilizer that's used is natural or chemical. Chuck said that it is a 10/10/10 mix and he can provide copies of the items used if anyone wishes more detail. Advance notice of spraying will be provided so dog owners can keep them off the grass in those areas.

Carol then said that Jeff Smith, Director of Dining, was in attendance and asked him to say a few things. Jeff said that Dining is fine and that the Dining Committee meets once a month.

Rebecca Rogers asked if residents could get cookies and ice cream in the Chart Room. Jeff explained that when residents order in the Dining Room, the orders go to the kitchen. Any orders from the Bistro take priority, as the Chart Room dining is intended to be more leisurely. He reminded everyone that the staff also has to provide meals for Assisted Living and Skilled residents. Dick Cleaveland said that people want their food quickly in the Dining Room, just like the Bistro. Bunny Guerrin asked if it's wrong to eat the cookies in the Dining Room. Jeff suggested the topic should be discussed at the Dining Committee Meeting. Judy Burgess asked how many cooks we have. Jeff said there are 2 at night and 1 Manager is on duty.

One resident said that Dining Department used to provide tours of the kitchen. Jeff said he would be happy to do that again. The tour would include watching a complete meal service.

Vi Cribb said that much of the food lately has been too spicy and residents cannot order the spice on the side. Jeff advised residents to complete comment cards. He said it helps us to determine the day, the cook, the number of times that item was in the menu cycle, etc.

Elsie Gould said that older people need to be conscious of the salt/sugar intake. She would like low sodium V8 juice and sugar free cranberry juice to be offered. Jeff said that we have diet cranberry juice available now. He will check to see what we can get in bulk, but this is also something that should be discussed at the Dining Committee Meeting.

Curt Christensen asked if we have increased the number of wait staff or cooks to be in line with occupancy. Jeff said that it's difficult to gauge how many people are going to show up on any given night. We try to be fiscally responsible and he does keep track of how many meals we serve every day. He said we could go to a reservation system.

Adele Trout said that she attended many Dining Committee meetings in the past and there was an overwhelming resistance to decaffeinated iced tea. Jeff said he will see if SYSCO offers low sodium V8 and look at costs. He noted that healthier items are more expensive.

Binky Tompkins asked if there will be a mailing for tours of the kitchen. Jeff said that he will start them again in the next month or so and will send out notices.

Mildred Wiedmann asked about the status of the silverware. Jeff said we are not moving forward with new silverware as it is very expensive. What we currently use in the Dining Room is not cheap. He said that he has to order black plastic baskets every month as they often get thrown away.

Barbara Cleaveland said that all servers have their hair pulled back or wear a hat. She said that the managers and supervisors should too. Jeff said that employees with long hair should have it pulled back. He will address with the staff.

Jim Bazzoli said that Administration has focus on the American Heart Association, but doesn't seem to provide heart healthy foods. Jeff said that it has been a topic at the Dining Committee

meetings a few times and we would need to get on board as a whole. This can be addressed at the next meeting. Jim said that some restaurants mark menu items as heart healthy. Jeff explained that because of state regulations, we would have to get those meals approved by the dietician. Jane Lord asked if one of the dinner entrees could be heart healthy. Jeff added that we're looking at the menus for Spring/Summer and he will spend some time with the dietician. It was suggested to add to the "always available" menu.

Vi Cribb asked how many people are on the committee and if they get an agenda in advance. Do the members know ahead of time what the topics of discussion are going to be? Jeff said that a couple of days in advance, the agenda is sent to the Committee. It was suggested that the agenda be posted in the mailroom a little earlier so residents can see what topics will be discussed. Jeff said the Committee has about 12-15 members and that Alan Ward will post the agenda next month. Alan Ward said that people are always welcome to join the Committee.

Adele Trout said that with the regulations, Administration, and the budget, Jeff works very hard and thanked him. Carol Holzman reminded residents that Jeff is not the owner of the Dining Committee, the residents are.

Carol then announced that we have hired a new Activity Director. She will support activities in Assisted Living and Skilled. Her name is Dee Gorsuch and she'll be working with and reports to Deb Hamilton. Deb will focus on Resident Services and Independent Living activities. Carol added that Deb will have an office by 4/1/16.

With respect to the sale of Cherry Hill, Premier Healthcare is still moving ahead with the purchase. They have submitted all the necessary applications and closing is expected to take place on or before May 30.

A stop sign was installed at the front of the intersection of Cadbury Circle East & West and residents should approach slowly.

All residents should have received a letter with their rate increase for budget year 2017. She explained that our budget year starts 4/1/16 and ends on 3/31/17. The increase is 3.5% and the directors worked hard for 3 months to fine tune it. Congratulations to all the directors.

Carol noted the following changes/additions we made in the past year: shuffleboard court, recycling program, yard waste recycling, needed drainage, additional outside lighting, frames for posting signs by the mailboxes, WiFi in Healthcare/Assisted Living and the Community Building Bistro which extends down the hallways in East/West Wings, new exercise bike, new website, new control system for audio visual, and CALRA purchased a new computer.

Next year's capital purchases include: a new bus (the same size, as a larger one would require the drivers to have a CDL license), an elliptical machine for the Fitness Room, covered bike storage, an awning for Safe Harbor, and we want to get one for Assisted Living off the Dining Room for the patio. It was requested at the Resident Budget Meeting that we look at something for the IL patio. Carol explained that the Capital Budget was over \$1 million and we had to take the arbor out. She said it is part of the Strategic Plan, we'll look at it in FY2018.

Carol said that the Board approved the budget and that she reviewed it with the Resident Budget Review Committee. Some of the causes for the fee increase include employee benefits and health insurance and the management fee to Senior Services. Carol explained that Cherry Hill covered the management fee for the first five years of Lewes' existence. As we became more profitable and occupancy has stabilized, we are able to pay it now. Senior Services is our parent

organization and supports the CEO, CFO, some finance people (including healthcare billing), as well as the Chief HR Officer. Those individuals support all Lewes, Cherry Hill, Consulting and at Home and are housed in Cherry Hill.

Occupancy is healthy and there is a surplus in the budget. Other costs that have increased include food and utilities. Carol said that there were several recent electric bills that were over \$500 month. She added that last year was colder and we had one bill that was \$800. We will talk to some of our competitors to see how they handle it. Curt suggested installing programmable thermostats. Chuck said that some residents find them confusing, but he will be happy to install.

Don Burgess said he has reviewed a copy of the tax return for Cadbury at Lewes (Form 990) for the last year and it shows paid salaries for the CEO, CFO, etc. He wants assurance that we're not paying salaries. Carol explained that Vic's salary is not on Lewes' payroll.

Nancy Krail asked about the status of the Mitchell property. Carol said that we will purchase the the land with the money owed us from Cherry Hill after the sale is complete. Then we can move forward with a Maintenance Building.

PMI's:

- Several of the draperies have come off the hooks in the Living Room, Dining Room and Auditorium. Carol said that they will now be checked on a regular schedule.
- Thank you for replacing the saw horses with the orange barriers by Breakwater.

Carol then opened the floor for questions.

Rebecca Rogers asked how much the At Home members pay. Carol said she should talk to Cecily Laidman, Executive Director of the program, to determine that. It is dependent on age and health. Members pay an enrollment fee and a monthly fee. The revenue becomes a pool of money available for services for members. For example, if a member had a knee replacement, they may go home with services rather than coming here for rehab. They arrange with a care coordinator to bring services into the home. Members are using our services for the pool, fitness center and dining. At Home pays rent to us and they also donate money to the Lewes Resident Reserve Fund. Carol added that they are prospects for us.

Mildred Wiedmann said she'd like some statistics to see how the program has grown over the last year. Carol will follow-up.

Elsie Gould said that in the case of a tornado, her family asked what we do. She said there is no information in the Resident Handbook, but the procedure was at the front desk. Carol said residents should react as if they were in their own home – get in the shower and pull a mattress over them. Chuck spoke up and said that the chances of a tornado in our area are slim. There's not much we can do and residents need to protect themselves. They should move away from any windows and get to the center of the house. For residents in apartments, they should go into the hallways.

Frances Mason said she would like to know how much her electric bill is. Carol directed her to give Chuck a call.

Nancy Krail said that with respect to Cadbury at Home in Cherry Hill, she has heard it being advertised for a long time. Cadbury at Home members can go into the Skilled Nursing facility at Cherry Hill. Carol said that they have agreements with other organizations as well.

Mildred said she would also like to see statistics on Cadbury Consulting. Carol explained that Consulting sells the At Home program to other CCRCs. She said we have clients in Florida, the mid-West, Connecticut and other places around the country. Susan Hawkins runs that organization and visits CCRCs to sell the At Home package. Residents would like to know how many have been sold.

Carol said that she will ask Arnie Weiner, CFO, to come and speak about the budget. She will check to see if he's available in April or May.

Rebecca Rogers asked how many At Home people use the facility. Carol replied that she will find out, but believes there are only a small handful of members that use the facilities. Elaine Showers added that the people that do come here are very nice. Jim Bazzoli asked if there was a maximum number of individuals and if we have to increase the number of staff. Carol answered by saying there is no maximum number of individuals. As the membership increases, At Home employees will increase.

Carol reminded residents that Daylight Savings Time starts on March 13th. She thanked everyone for coming and the meeting was ended.

Barbara White, Recorder
3/3/16