



**CADBURY AT LEWES
AFTERNOON EXCHANGE
December 14, 2015**

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

She introduced Ann Murray, Director of Genesis Rehab. Ann said that they provide therapy services to residents in Skilled and Assisted Living and also offer services for Independent Living residents. She said she has been here since Cadbury opened and most of her staff has too, and have 20 years of experience in the therapy field. She said they offer physical therapy which includes walking, balance and pain management. Occupational therapy is provided for things like shoulders, food preparation, and activities of daily living. Speech therapy can help with swallowing, diet, and even memory loss. They can teach a few little techniques to help. Ann advised that they do need a doctor's order, but once you have it, give them a call to let them know. She provided some brochures in the back of the room. She said the office is located across from the AL Dining Room and there is a separate treatment room off the Fitness Center/Pool area for Independent Living. In January, they will have a free Balance Screening. She will put out an announcement once it's been scheduled.

Chuck Rendulic, Director of Support Services, said that 185 work orders were received in October and 154 work orders were received in November. There is one from each month that is outstanding and both have to do with 2nd floor porches. Rain/water drips down from above and they need to get them sealed up.

We have a resident that is new to the community and wants to have a sidewalk put in. Previously, this has been done in pairs, so if anyone else is interested in having a sidewalk installed, please call Alan and we'll try to get them done before winter.

Chuck said there has been some difficulty with the newspaper carrier. He explained that Security delivers newspapers as a service. Lately, we haven't been receiving the delivery in a timely fashion and if they aren't here by a certain time, Security is unable to deliver them. Chuck said that he's met with them a couple of times, but wanted residents to be aware that the problem is with the carrier and not Security.

There were some issues recently with respect to the equipment in the auditorium. We have since purchased a CD player for music which seems to have taken care of the problem. Chuck is working to create a video of how to properly use the equipment. Residents that are interested in learning will be able to view the video at their leisure.

With respect to the grounds, the irrigation system is off. They've taken the mowers off-site and brought in the snow blowers. The contracts for snow removal have been signed. Chuck advised that this year they will work to clear the front entrances first and wait for the snow to stop before clearing sidewalks as sometimes it's difficult to keep up. They will continue grounds work outside as long as weather permits.

Chuck gave the microphone to Carol who said the census for the Skilled Unit averaged 38 for a 95% occupancy and was at 35 today. Assisted Living is 44 out of 45 and has been for the last 40-45 days for an occupancy of 98%. Independent Living is at 94% occupancy with a census of 122. There are no apartments and 8 cottages available. Carol said that we will be setting up an office in Cottage #2 and Marketing prospects will start there.

We have lots of new residents: Sylvia Walker (130E), Doug and Lib Macnab (232E), Richard and Jean Woolley (C31), Annette Myers (126E), and Celia Perge (134E). We had 5 move-ins in the last month and a half. Chris and Nan have been busy and Carol Cascone has been busy supporting them. The goal is to be above 95% occupancy consistently. Chris is optimistic and asks important questions.

Carol said that we have started the 2017 budget process. She explained that our budget year runs from 4/1/16 thru 3/31/17 and is labeled by the year the period ends. She introduced the members of the Resident Budget Committee which include: Gil Kaufman, Fred Yost, Carole Edison, Sallie Corbishley, Don Ziegler, and Tom Lord. The first meeting will be held tomorrow at 1:00 pm in the auditorium to talk about the budget process. She said that we look at revenue and expenses and are looking to the committee to bring up any capital budget items they would like included.

Regarding the sale of Cherry Hill, there is no update. We have identified the purchaser and attorneys from both sides are communicating to develop the asset purchase agreement. We hope to have this completed by the end of the week. Once it has been solidified, we can share the buyer's name. Richard Woolley asked how the sale would affect us in Lewes. Carol explained that each affiliate - Cherry Hill, Lewes, at Home and Consulting - are separate entities and the sale does not affect us physically or financially. She believes that once the sale is complete, we can focus more on Lewes to become more successful. Cherry Hill was struggling and now we'll be able to put more energy into Lewes to help it thrive.

PMI's:

- We have a few residents that are hard of hearing and when people knock on their doors they don't always hear it. It was recommended to install a light that flashes, much like you would have for a deaf person. Carol said that some residents have put in a loud doorbell.
- Comcast offers all-music channels and it would be nice if Cadbury would include for all residents to enjoy on their TVs. Carol explained that Cadbury provides basic cable. Any resident that wants music on their TV can call Comcast to have it added to their plan/package.
- Purchase a smart car for Maintenance/Security to use when only 1 or 2 people are needed on the property. Carol said that we do have a mini-van that holds 1 wheelchair or 3 seats. If the bus is already out it would take longer to go to the back of the property and park the bus and pick up something smaller. It's a give and take situation and we try to make it the most convenient for the residents. Mildred said that the Security people could use a golf cart for routine checks and it would be less expensive. Fran said a small car would be more efficient. Chuck explained that often times Maintenance staff need to carry their tools with them. Carol said that we'll take a look and see if we can minimize usage.

- A PMI was submitted to the Safety Committee alerting them about extension cords coming out into the hallway. Carol said that we will take a look at that.
- When we moved in, the attrition rate was 80%. What is it now? Carol said that right now it's 83%.

Carol then opened the floor for questions and comments.

- Nancy Krail said there is program tomorrow night at 7:00 pm. Joe Plummer from OSHER will be the speaker and will be talking about Charles Dickens' Christmas Carol.
- Jim Bazzoli said that last week the menus on the TV channel and the computer did not coincide with what Dining was having. Carol said that she will let Jeff know.
- Elsie Gould asked what happened to the Fall window washing. Carol said that we are postponing this until the Spring. Vi Cribb said she objects as her windows are muddy and when the sun shines on them she can hardly see out. Carol said that we'll take a look at it.

Carol thanked everyone for coming and the meeting was ended.