



**CADBURY AT LEWES
AFTERNOON EXCHANGE
September 1, 2015**

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

The current Skilled census ended August at 40 and an average of 38.2 residents for a 95% occupancy. The average Med A census was 20 compared to a budget of 18. The average AL census was 43 for a 95% occupancy and the current census is 42. There were some transitions, but it should be settling down in September.

IL is at 92% occupancy with a census of 120 dwellings. We had 2 move-ins in August, 1 transfer out and 1 move out. There is 1 move-in scheduled so far in September, so we'll remain around 120.

Carol said that she continually sees Styrofoam cups or plastic utensils in the recycling bins in the Bistro. These items are not appropriate for recycling. Acceptable items include paper, unused napkins, nothing with food on it, plastic, newspapers and mail.

We show a surplus of \$124,000 with respect to the budget. The Directors are doing a great job managing expenses to revenue.

There will be a shred event in September. On Monday, September 14th, two bins will be dropped off and placed in the coat closet by of the Living Room. The bins look like a mailbox, with a slot so you can drop your papers in. On Monday, September 28th, the bins will be picked up and items will be shredded before they leave the property.

Carol reminded residents that if they want work done in their home they need to put in a work order. This can be done by calling Alan Kapner at 644-6388. This allows us to follow the process and residents can follow-up if it's not done. Alan will come to the next meeting so residents can see who he is.

With regard to Chart Room dining, Carol said there has been some stress on the kitchen and how we serve residents. Recently, we didn't set three tables because of the number of servers we had available. If we are not able to seat you immediately, please wait in the Bistro. If you don't want to wait, you can eat in the Bistro.

Carol thanked residents for participating in the presentations for the Village Center. Both parties appreciated your presence and interest.

Carol reminded residents that Monday is a holiday and administrative staff will not be here.

She then turned the microphone over to Chuck Rendulic, Director of Support Services. Chuck reviewed the number of work orders. He said there were 165 work orders requested in May and 1 is still outstanding due to a part on order and some painting to be done for a new resident. During the month of June, 185 work orders were placed and all were completed. In July, there were 165 orders received and 1 is outstanding.

Maintenance is checking the drains around the cottages. Chuck said this is a lengthy process. Drains have been installed in a couple of areas: behind C41, C30, C28 and the East Wing. Chuck said there is a lot of clay under the topsoil and nowhere for the water to go. He said there may still be some problems, but we should see good improvement in the East Wing.

Chuck advised that annual fire alarm testing is taking place. He said he knows it is an inconvenience, but it is a fire code requirement to have it done and they will try to move quickly.

He said that last month the gas conversion was completed in about 12-15 hours. He said it is a good move for Cadbury as natural gas is more stable and cheaper and we should realize some savings.

With respect to energy conservation, Chuck reminded residents to not leave doors open when the A/C or heat is on. Last winter, there was one cottage that had an electric bill over \$755 and many were over \$500. He only budgets for \$30-\$35K/month for the entire campus. He said that latching windows can also make a difference. He added that residents can remind their neighbors to be energy conscious.

Cottage residents will see some concrete repairs on the front porches in the next week or two. They have also made a repair on the west side by the handicap ramp.

Curt Christensen said that his email was down for five days. He called Verizon to advise and they said there is a problem on Gills Neck Road. Lynn Brantley said that she has lost phone, internet, etc. over the last 3-4 weeks. Chuck said that Cadbury has had some issues too, but recommends residents call Comcast immediately when they experience a problem. Fred Yost said that Comcast looked at theirs and that the problem could be too much load on the signal. Chuck said that the 10 year contract with Comcast will be coming due soon and we may look at other options. Sharon Hoover said they changed the tower they're connected to and it's been better. Chuck also said that sometimes the cable boxes go bad.

Don Burgess said the shuffleboard court was a great improvement. Ron Trupp was instrumental to the project.

Carole Edison asked about work orders being completed. Chuck said that when you put in the request, to ask for a number. Call Alan and he will write it up and put it in the computer program. Chuck said he reviews them every day and once they are completed, they go in the resident's file.

Carol Bishop asked when the bushes will be cut. Chuck said they are working their way around and will get to it soon.

Chuck turned the microphone back over to Carol who advised that this is the time of year that we do fundraising for the American Heart Association and she will send out packets soon. Cadbury will provide bus transportation to Del Tech so that residents can participate in the Heart Walk in October.

PMI's:

- Thank you for the doggie bags on the campus.
- Please fix the cigarette smoke in the hall of the West Wing. Carol said that we are doing what we can and she is meeting with the Board for the future of the organization.
- Please request a sign for the Gills Neck Road curve that says "slow down" with a 25 mph speed limit sign. Carol said that we will speak to DelDot about the speed of traffic. She said there is an easement involved.
- The sidewalk of the back entrance West Circle near Karen Consolini's apartment is moldy and full of cobwebs. Carol said that we will take care of it.
- We are very aware of the cigarette smoke in the West Wing hallway. It especially bothers us because we both lost our spouses to smoking related cancers when they were young. Carol said that the cigarette smoke has a large impact in many ways and that's why we're addressing it with the Board.
- The location of the new trash dumpster is poor. Can it please be moved to where the employees park their cars? Carol said that we will be putting a fence around it. Dick Cleaveland said that people have trouble getting brush to the dumpster. Carol explained that there is a side door on it. She asked residents to look again and let her know if they still have problems.
- More mirrors. Carol is assuming this means for the hallways. She said we've looked at it and most people want more artwork. But, we'll take another look at it.
- Why aren't there any drawers in the bathroom cabinets? Carol said we can assist residents in finding a vanity that has drawers and have it installed, but it will be at the resident's cost.

Carol then opened the floor for questions.

- Don Burgess asked that the date for the shred event be included in the meeting minutes. He also wanted details about the Lewes Police Department disposing of medications. The Lewes Police Department will be hosting a drug disposal event on 9/12/15 from 10 am to 2 pm. The Police Department is located at 114 E. Third Street in Lewes. They will also take old vitamins and ointments.

Carol then reviewed the results of the Satisfaction Survey. Results of the prior survey (2012) revealed an overall satisfaction rating of 3.80 out of 5.0. This year's overall survey results came in at 3.81.

The average number of years residents have been at Cadbury is 4.5, and the average age is 83.6 years. The average current state of health is 3.4 and the life expectations average came in at 1.7 (1 being the much better than expected, and 4 being much worse than expected).

Following is a list of average results in each category of the survey:

Your Residence = 3.96

Medical Team = 3.09

Marketing = 3.61

Activities = 3.82

Maintenance = 4.03

Dining Services = 3.61

Communication = 3.17

Transportation = 4.32

Finances = 3.72

Security = 4.56

Don Burgess asked what the weakest point is. Carol replied that for any company she has worked for, it has consistently been communication. A resident asked what the equivalent results were for Cherry Hill, but we do not have that information.

Corrinne Lehman asked if there was any decision about Cherry Hill. Carol responded that no decision has been made and we're in a holding pattern. We expect to know something in the next few weeks and will keep residents informed.

Bill Gehron said that Cadbury's ads describe us as a "premier community on the coast." He said that a satisfaction rating of 3.80 is okay, but wouldn't we want to see it above 4? Carol replied that our nursing home is a 5-star community and is regulated by the government (CMS). We are always striving to be better.

Binky Tompkins asked if we are going to have more doctor time. Carol said that she spoke with Dr. Seghal 2-3 weeks ago and he is still looking for office space in Lewes, so he will only be 5 minutes away rather than 20.

Martha McMahill said that 3 hours a week for medical appointments is impossible to serve this many IL residents. She explained an incident whereby she needed some help and was unable to find someone. Carol apologized for what had happened and told all the residents to pull their emergency pull cord if they can't find anyone and need assistance. A nurse and security person will respond.

Genevieve McGee said that if this is a 5-star place, we should think about getting other doctors to commit. Carol said if residents want more doctor time, the monthly fees would have to go up. She added that she has researched and other senior living communities also have a doctor available one day per week.

Vibs Smeltzer said that since we've hired the new chef, the food quality has gone down. Carol said that she is surprised to hear that as he has great credentials as he worked at The Plaza in New York City and the Food Network. She said she will look into it.

Carol encouraged residents to stop by her office to discuss any other issues.

Carol thanked everyone for coming and the meeting was ended.