



**CADBURY AT LEWES
AFTERNOON EXCHANGE
August 4, 2015**

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

She reminded residents to return the carts to the mailbox area when finished with them so others may use them. She said recently people have been better about returning them.

The current Skilled census ended July at an average of 38.4. We're budgeted at 38 so we've exceeded expectations. The occupancy rate was 96%. We've started Electronic Medical Records (EMR) training and installation. We're building forms and conducting in-depth training. We plan to go live by 12/1/15. Carol explained that IL residents will have a medical record and when they move to AL or Skilled, the records travel with them. If they move back to IL, the information will travel with them. It is a big project and some administrative staff will be tied up for the next few weeks on Tuesdays, Wednesdays, and Thursdays. Don Burgess asked if we will have a record for all IL residents. Carol explained that for some residents we already have information, but for others we will need to enter information into the system. We would have access to whatever they give us. We still need to determine the process for doing so.

The census at the end of July for AL averaged 44 for a 98% occupancy. That is the best we've been in the 8 years we've been open. We budget at 42 and the current census is 43 for a 95% occupancy.

IL is at 92% occupancy with a census of 120 dwellings. We had 1 move-in for July and 2 transfers to AL. We are expecting 2 move-ins for August. Carol reminded residents that we try to keep residents as independent as possible. We have services in place to help them. We offer Wellness for medication management and other RN services, as well as CNAs to assist with showering and dressing. There is an additional fee, but it allows residents to stay in IL. We also offer companion services to help with things like cooking, cleaning, running errands, and laundry. Again, there is a fee associated with these services.

Construction is well underway to add turning lanes and a deceleration lane from Gills Neck Road out to Kings Highway. We do not have an update on any work at our entrance way.

To date, we have a surplus with respect to the budget. The Directors are doing well to manage expenses to revenue. Marketing is also doing an excellent job.

PMI's:

- Carol received an article from a resident saying that living close to trees may make you feel younger. If you wish to have a tree planted, you may make the purchase and we will plant it for you.
- It was mentioned again that bus drivers are still not pulling into driveways and waiting for the resident to go inside before driving off. Carol talked with Security personnel, but will re-visit with the Maintenance Department.
- There are 2 15-minute parking spaces out front. Carol asked everyone to work hard to stick to the guidelines. Some people are parking behind that spot and then when an ambulance comes, there is nowhere for them to park. We need to allow them access, so please don't park along the yellow-marked curbs.
- Carol said that at the last Afternoon Exchange it was brought up that we needed a larger community table in the Chart Room. She discussed it with Jeff who advised that it was moved to a 4-top because the 6-top was never full and residents said it was difficult to talk to one another at a larger table. Carol encouraged residents to call one another to coordinate coming all at once, so they can sit at a larger table. If anyone has any suggestions, they should contact Jeff.
- There is a marshy place between Apt. #135 and #134 out in the E. Wing. There is a low spot on the sidewalk. Carol advised that we're putting in a French drain. We are also putting one out by Cottage #28, and one by Carol Bishop's cottage. They will be fixed as soon as we can schedule the contractors.
- The drapes in the library need attention. One is being held up by only a few curtain rings. Carol said this has been taken care of.
- Please remind people if their air conditioners are running to not have their porch door open. This only pertains to apartment residents with screened in porches.
- The Lewes Police Department is 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. Carol reminded residents that the parking meters are still running until mid-October, but if you have excess or expired medications to dispose of, they will take them. They will also take old vitamins.
- There have been instances where the USPS is putting mail in the wrong boxes. Carol said that Cadbury can't do much about it. If you receive mail that is not yours and it belongs to another resident, you can slip it under their door, hand it to them in person, or put in their in-house mail cubby. If they are unsure who it belongs to or it looks like personal or confidential material, they can bring it to the front desk.
- In the men's bathroom in the Bistro, there is a partition that is suspended from the ceiling and not anchored to the floor. Carol said that she and Chuck took a look at it and determined it would be a sanitation issue and more susceptible to grime if it were anchored in at the floor. A grab bar was installed and we will trial that before anchoring the suspended wall. Please let us know how it is working out.

Carol advised that she had prepared a power point presentation to review the results of the Satisfaction Survey. Because of audio visual issues, she will defer to the next meeting. She said that the overall average was 3.81 compared to the prior survey average of 3.80, so it appears that resident's thoughts are about the same.

Carol then opened the floor for questions.

Ron Trupp asked how we're coming with restoring the fountain. Carol advised that a part was ordered and we're still waiting for it.

Another resident asked if someone was hired to fill the Director of Nursing position. Carol advised that we promoted Jan Cloughly. Jan was the Assistant Director of Nursing and did an outstanding job between transitions with Cheryl and Chad. She held the department together with all the things that were going on and did it with a smile. The residents and staff all like her and Carol will ask her to come to the next Afternoon Exchange. Carol added that we are in the process of interviewing for the Assistant Director of Nursing and would like to promote from within, as we have two in-house candidates. Cynthia Street has been working part time as the interim AL Manager until we get a full time person. Carol said she is pleased to announce that we have promoted Kim Bishop, LPN to Associate AL Manager. Kim is working on her RN degree and will be finished in December. Once she takes her boards, she'll be promoted to Assisted Living Manager. Carol said she is an outstanding human being and it will be a smooth transition to move her from within the organization.

At that time, Carol said that Patti Griffith, Manager of the Office of Philanthropy, had a few words to say. Patti said that her role is to help residents give gifts, to themselves and Cadbury. She said that the biggest gift is the gift of peace of mind that the Residents Reserve Fund, now called the Friends of Cadbury Fund, is there if residents, through no fault of their own, can't meet their financial obligation to Cadbury. She said there is confidential financial support available. She said that there are smaller gifts that residents can give that can be specifically designated. Such items donated in the past include the butterfly garden, the gazebo, bird houses, pavers, the grandfather clock, clocks in all healthcare rooms, etc. She said that gifts come in many ways – purchasing butterflies, proceeds from pavers, and the Gallery of Art. We receive 25% of the proceeds from art sales. There is also usually an Annual Appeal and the opportunity for charitable gift annuities. Patti said there is an option for residents to give a monthly donation that can be charged to the resident's monthly statement. There is a form that would need to be completed and residents can designate what fund they want it to go to.

Patti explained that the Development Committee acts as a liaison to the Office of Philanthropy. Current members of the committee include: Ed Carter, Lois Nickerson, Jan Bendrick, Bunny Guerrin, Kathy Holstrom, Pat Nye, Ellen Goldsmith, and Adele and Doug Trout. She will consider more members if anyone is interested in joining. Patti said that she usually works Mondays, Tuesday and Wednesdays and her office is located in Marketing. She shares an office with Carol Cascone. If you wish to speak to Patti and she's not there, leave a note at the front desk and she'll get back to you.

Carol said there is a picture missing in the Gallery of Art hallway. Patti advised that the picture is of the Overfalls in a lot of fog. She said that the frame is the same as the others and was reclaimed wood from the old boardwalk. If anyone knows where the picture is, please contact Patti or Carol.

The conversion from propane to natural gas is taking place today.

Elaine Showers said that the front of her cottage needs painting and power washing.

Vi Cribb asked if someone will be in the Wellness Center to get information for EMR. Carol said that we still need to determine the process, as it takes about 2 hours to create each record.

Carole Bradt asked about saying goodbye to employees when they leave. Carol Holzman said that it would be unethical for us to tell residents why people leave.

Don Burgess asked why Administration can't collect the expired medications and take them to the Police Station all at once. Carol said that we don't want to be responsible for the medications because it puts employees at risk. We can, however, provide transportation to the event. Nancy Krail added that parking may be available at the church by the Police Station.

Jim Bazzoli said that we don't have our residents in our ads anymore. Carol explained that the advertising group we work with has advised us not to use residents, but to use models. If we used residents and they pass away, it's not okay to continue to use the ad.

Carol thanked everyone for coming and the meeting was ended.

Barbara White, Recorder, 8/12/15