



**CADBURY AT LEWES
AFTERNOON EXCHANGE
July 7, 2015**

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

She thanked everyone for their participation, both financially and emotionally, in the butterfly garden event. Everyone's contributions made the event a huge success.

Carol said that we have new AV equipment that includes an HD camera. We still need the people at Home Theatre to tweak it a little. We're getting a larger touch screen and then will be training key people – both employees and some residents.

The results of the Satisfaction Survey have been tallied. Overall satisfaction scores back in 2012 were 3.80. This year's results came in at 3.81, so we're maintaining happiness! She will provide the numbers with some more detail at the August meeting.

We're still having a problem with availability of shopping carts. She reminded residents to return them in a timely fashion.

Current Skilled census is 38/40 and remains steadily strong. We have a great relationship with Beebe and we have some Medicare A residents. The average occupancy is 96%. Assisted Living census was at 43/45 for the month of June and is currently 44/45, for a 98% occupancy. We have only 1 semi-private room in Safe Harbor that is available. For Independent Living, we have a census of 121, or a 92% occupancy rate. We had 4 move-ins in May and 2 in June. We have 3 residents that moved to Assisted Living, 1 moved to Health Care and 1 moved out, so we maintained at 121. The Hayes in C37 are our newest residents.

Construction has started at the intersection of the high school, as they work to add turn lanes.

PMI's:

- There is a need for a larger community table in the Chart Room for dinner - Carol will mention it to Jeff Smith, Director of Dining Services.

- It would be a good idea to place a paver in the walkway to remember employees that have passed away - Carol said that we did one for Pat Murphy last year as the timing was such that the garden was being constructed. This year we added a bench with a plaque to the Assisted Living garden in memory of Vonshae Dowdell as she worked in Health Care. We will look at it from year to year.
- At the last Afternoon Exchange people were unable to hear and some don't attend because of that. People should have a microphone to use – Carol said she will have another microphone available at the next meeting.
- Trash room problem on the 2nd floor East Wing. Both the garbage and recycle bins are overloaded – Lois Wills suggested that residents break down their boxes/carton before inserting them. Carol said we'll keep an eye on them and see if that helps.
- It would be helpful if those in charge leave a message on their phone when they're out of the office – Carol explained that management doesn't typically do that for holidays. A resident said people can always call the front desk for assistance.
- The visitor parking lot is poorly lit (out front). Please consider adding some additional street lights – Carol responded that we will take a look at this in preparation for winter.

Carol then opened the floor for questions.

Pat Johnson asked about getting the TV channel listings. Chuck said he was going to put in resident mailboxes. Carol will follow-up with Chuck.

Pat asked what the status was for porch cleanings. Carol said that a number of residents have had theirs done. We're making progress, but not through with all of them.

Pat also asked about getting on the list to have her carpet stretched. Joan Ellis, Lois & Jan, and Pat should be on the list. Carol will speak with Chuck and have him call those residents to schedule as furniture will need to be moved.

John Folta asked residents if they had any problem with getting sprayed by the irrigation. He suggested that we post a notice on the exit doors identifying what time they will be coming on. Carol said that we regularly maintain the irrigation and that occasionally the lawn mower nicks them and they get redirected. If there is something specific to report, please call Alan Kapner at 644-6388 and we'll redirect.

Jim McMullen said that dead grass was left on the sidewalks over the holiday weekend and was unsightly for visitors. Carol said that we will get it cleaned up.

Donna Pfarrer asked why the fountain was not running. Barb White said she believes that a part was ordered for it.

Ron Trupp asked if the grounds people could blow the cut grass back on the lawn, not on the sidewalk or street. Carol will talk to Chuck about it.

Jim Bazzoli asked when the sidewalk will be fixed. Carol said she will check with Chuck. Dick Kauffman said that water drains under his porch and wanted to know when the French drains were going in. Carol said this will be done before Fall.

Helen Berg asked what the smoking policy is. There is smoke in the hallways. Carol advised that employees must go outside to the gazebo behind Maintenance. There are two residents that smoke in the West Wing. One has a filtration system in the ceiling. She said we are persistent and continually address it. Residents that move to Assisted Living are not permitted to smoke.

Joan Gaffney suggested putting a chair by the side exit doors so that people can wait/watch for their rides. Carol said that we'll take a look at it. Maybe we can move a bench by the window.

Carole Bradt congratulated Carol Holzman on earning her Master's Degree in Health Care Administration.

Don Burgess asked that if someone falls down and Security arrives to help, are they not allowed to touch the resident? Carol explained that with the exception of nurses, employees are not permitted to pick up residents. Nurses have been trained to assess the resident and properly lift them if necessary. If the resident is unconscious, EMS is called to take care of them.

Ann Erdman said that the reason she wrote the PMI about management leaving a voice recording when they're out of the office is because someone damaged her car in the parking lot. She wasn't sure who was responsible and wanted to talk to someone in Administration. Carol said that she and Ann and talk about it after the meeting.

Carol advised that Cadbury provided transportation for cottage residents for the meeting.

She thanked everyone for coming and the meeting was ended.