



**CADBURY AT LEWES  
AFTERNOON EXCHANGE  
May 5, 2015**

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

She introduced Chuck Rendulic, Director of Support Services, to provide an update on his areas.

Chuck said that the construction on Gills Neck Road is basically done. The irrigation has been installed and the trees have been planted. He said he called DelDot to advise that with the increased traffic from The Senators, part of the road is caving in and has created a gulley. We expect they will be starting work at the traffic light and planned to add turn lanes in/out of Cadbury, but this was not part of the current project. Chuck said that the curve along Gills Neck is less sharp, people are going faster, and residents should be extra careful.

With respect to the grounds, they are falling behind on mulch but will catch up on loans and beds. Today the crew turned on and was checking irrigation. Watering will occur late at night until the heat of the summer is here and we'll need to have it run two times a day.

We started recycling in the cottages a short time ago. Recyclables are picked up on Mondays and regular trash is picked up on Thursdays. Curt Christensen said in order to help residents remember which day is which, he said to try and remember that Recycle (R) comes before Trash (T). Chuck added that Waste Management only wants recyclables in clear bags. Anyone that has particularly smelly trash can bring it to the dumpster on the loading dock. There are two bins back there, one for trash and one for recyclables. For the apartment residents, there are recycle bins located in the trash rooms. Chuck also said that we have no means of disposing of yard waste (branches, trimmings, etc.) and that they're not allowed to be included in the regular trash.

In February, 171 work orders were received and completed. In March, there were 158 and only 2 outstanding. One has to do with a tank-less water heater and the other with an outdoor faucet. Chuck said that a monthly report of all work orders is completed. In order for the work order to get into the system and be tracked, residents need to call or email Alan with their request. Chuck said he will remind the guys to leave cards if they enter the residence when the resident is not there. He said they try to call ahead and let residents know when they're coming too. If you have a maintenance emergency, call the front desk and they will get a hold of someone to help.

A resident asked what the schedule is for having French drains installed. Chuck said that it would be soon. He said that we may be able to do it in-house since it is very costly. We need to dig down below the clay.

Another resident asked about extra watering for the new trees. Chuck said he will take a look at them.

He said that powerwashing of the porches will take place soon. They've been waiting for the warmer weather. Chuck added that they now have a special attachment to use on porches that provides a higher intensity pressure.

Grace Rork asked if she could get a listing of TV channel from Comcast. Chuck said it is available on the Comcast website, but he will get an updated list and put in resident mailboxes.

Chuck then turned the microphone back over to Carol. She added that with respect to powerwashing of the porches, we also want to wait for the heavy pollen to finish falling.

Carol provided an update on the census. The census in AL is 42 and we're budgeted at 42, so we're on target. There will be some shifting in the next 60 days. The census in SNF is 40 today for a 100% occupancy. The census in IL is 119 and occupancy is 92%. There are 4 move-ins in May, and we will end the month at 121.

Upcoming Marketing events include Open Houses on Tuesdays, a Resident Panel event, and a Meet the Directors event. They will also be holding a physician event, inviting physicians to Cadbury and possibly offering continuing education credits. Cristi Berrios will be hosting a Discharge Planner event for discharge planners from the hospital.

Carol held up a File of Life packet and said that many residents have them. They contain two sheets – 1 sheet for the resident to list their name, emergency contact, pharmacy and medication information, etc. The other sheet is a Universal Medication Form and allows residents to provide medical conditions and prescriptions. The packet has a magnet on it and is ideal to be posted on the refrigerator. The purpose of the File of Life is that when an emergency occurs and you need to go to the hospital, they have a reference about you and your medications. Carol asked that residents update theirs if they haven't done so recently. Barb has a limited supply of The File of Life packets if you don't have one and wish to complete one. We have requested an additional supply from Beebe and expect them in the next day or two.

PMI's:

- The spinner exercise bike needs a strap on the pedal and the belt needs to be checked. Carol advised that the black spinner bike was removed on Sunday. The chain on the Schwinn came off and has some safety issues so it was removed. Residents should use the Nu-Step for now.
- Please consider Joann Feather for Employee of the Quarter. She is a treasure. Everyone agreed and we will take her into consideration for the next quarter.
- Bus drivers do not pull into driveways when dropping off/picking up residents. Carol said that we've spoken to the guards and maintenance people about this and apparently the message

is not getting through. If this occurs again, residents are encouraged to let her or Deb Hamilton know so we can address it with that particular individual.

- It was dangerous to have no telephone communication over the weekend. Carol said that we lost phone service about 3 weeks ago. Our technology company was working on the problem all weekend, as well as Chuck, Barb and herself. We did have cell phone to use but were unable to transfer calls. Carol said that we take downtime seriously because we have a lot of people to take care of.
- It was nice to see the change in the Living Room.
- Please do something about newspaper delivery. Carol said that we often don't have any carts available to deliver newspapers as residents are not returning them. Also, the people that deliver the newspapers to us sometimes don't provide the names of who they go to.
- Thanks for the daffodils and tulips around the pond.

Carol then opened the floor for questions.

Ron Trupp requested a second Nu-Step for the Fitness Center. Carol said that one is included in the capital budget to be purchased this year and we will put where the Schwinn was. In November she'll be going to a trade show and that Kaiser has a stationary bike that she'll take a look at.

Don Wiedmann said that Body Balance and Chair Exercise classes were being bumped for Cadbury at Home. Carol said that it was not listed on the calendar as we tried to arrange in advance. We needed additional time for Dining to set up.

Bunny Guerrin said that she said an RV park and unloaded bikes. She asked if we care and if so, what do we do? Carol said that that is inexcusable and that residents should notify Security. Chuck said that continually try to monitor this and when we do catch people, we make them leave right away. We tell them if they want to access the trail, they should park at the high school. Carol said that we will create a sign that Security can put on the vehicle window. Residents should call the front desk if they see someone parking and unloading bicycles. We may also want to get some signs that say Private Property.

Carol thanked everyone for coming and the meeting was ended.