

**CADBURY AT LEWES**  
**AFTERNOON EXCHANGE**  
**March 3, 2015**

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

She then introduced Lance Billingsley, one of our Board Members. Lance moved to the East Coast from Maryland where he served on many boards. He is currently active with the Camden Quaker meeting and is involved with Friends Committee on national legislation representing the Philadelphia Yearly Meeting. He is and has been civically active and we are fortunate to have him serve on the Lewes Board.

Carol asked Chuck Rendulic, Director of Support Services, to provide an update on the snow and ice. Chuck said that we recently had a sprinkler pipe break in the Discover Room. He said he is concerned that more pipes may burst as the cold weather breaks. In the past, there were problems with the sprinkler heads on the porch, but they tried to insulate them last year. Chuck asked that residents take a peek in their closet and look for any drips. He said that Don will be around soon to do PMs.

Chuck said that 191 work orders were received in January and all have been completed. They are behind on February work orders as a result of the weather.

There has been no work on the grounds except snow removal, but he is anxious to order mulch and start working on the beds.

With respect to work along Gills Neck Road, there is no update, but work has slowed due to the weather. Chuck said that only 7 trees were taken out and they will be replaced once the weather breaks.

Delaware Electric Coop is coming in to take a look at putting in some additional lighting by Cottage 6 and 7 and the entrance way. They, too, are waiting for the weather to break.

Chuck said that there have been some complaints about the snow removal. He said that over 400 hours has been spent on snow removal, with only our guys. He has used 2-1/2 pallets of rock salt and ice melt (over 300 bags), plus what the contractors have put down. We have spent over \$12,000 and we have all worked hard. It can be difficult at times to cover 35 acres. Chuck said to please call Maintenance if you see a problem or hazard. Jim McMullen said that the ice melt puddles up on sidewalks back by the East Wing and what we're using isn't working. He said that we need some sand or gravel. Chuck said he will take a look. He also said that temperatures are a factor. In the spring, they will look at the drainage there and some others areas in the community. Jim Bazzoli said that the sidewalk is sinking outside the West Wing door by the handicap curb. Chuck said that we do have some movement and will take a look at it. Suzanne Ziegler thanked Chuck for having the pavement shoveled around her cottage. Helen Brown also thanked Chuck for the snow removal and said she did call about the rate increase and is waiting for a call back.

Chuck gave the microphone back to Carol Holzman. Carol said that the IL census is 117 and we ended February at 90% occupancy. There are 4 possible move-ins scheduled in March. Three are definite and a 4<sup>th</sup> looks promising. If everyone stays put, we'll be in the 120 range. The census in AL is 39, for an occupancy of 87%. Several residents passed away and there was some movement through the continuum, but we'll be back up to 40 shortly. In Skilled care, the census is 40, which is 100% occupancy. Carol said that there will be lots of things going on in the spring, with 2-3 move-ins a month projected. We hope to be at 124 at the end of the year, which will put us in a good position.

With respect to operations, there will be some positive changes in the Bistro. The furniture has been delayed due to the weather. Look for a big surprise; you may see a big change one morning.

The budget is complete. Carol introduced the members of the Resident Budget Committee: Carol Bishop, Lynn Brantley, Elsie Gould, Bunny Guerrin, Gil Kaufman, Tom Lord and Alan Ward. She thanked them all for their service and contributions. She said that letters went out announcing the rate increase. The monthly fees will increase by 3.3%. She said we all worked really hard at the keeping it as low as possible. She said that there were some triggers such as food, and supplies and salary increases for our employees. We are projecting a surplus of \$42,000 and hope to have it be more than that. Entrance fees are increasing by 5%, so tell your friends that now is the time to move. We also have some incentives for contract signing by 4/30 and moving in by 5/30.

Carol said that there are several things residents can do when they need help, especially if they live alone. The first is to pull the pull cord. However, there may be times when you can't reach it, so we encourage you to purchase a pendant and keep it on you. That way if you fall and can't get up, there is a way for you to notify us. We also have the Flip-A-Check system in apartments and a call in system for cottage residents. If you live in a cottage and don't participate in the program, we don't know if something is wrong, so we encourage you to participate. You can get your name added to the list through Barb or someone at Reception. If we don't hear from you by about 10:00 am, we will call you first and then come to your residence to check on you if we can't reach you by phone.

Carol said that the Resident Budget Committee met on Friday and at the end of the meeting it was discussed that many residents don't feel like they're being heard. She said she takes this seriously and explained ways for residents to be heard. She said there are many committees in the community and residents serving on those committees have the responsibility to share the message. There is a Dining Committee, a Safety Committee, a Building & Grounds Committee, a Resident Life Committee and an Activity Committee. Members of those committees should report at the CALRA meetings. If you want to be heard, take your issue to the committee member who will discuss it at the meeting and then take it back to the community. If that doesn't work, you can schedule a meeting with one of the Directors, or with her. Another avenue of communication is the PMI. Responses are addressed personally or at the next Afternoon Exchange. Don Burgess said that only 2 of the committees report regularly to CALRA, Activities and Dining. Carol said that they can discuss at their next CALRA Board Meeting. Participants and committees are listed on the CALRA website.

Bunny Guerrin said that when residents move in, they don't know what staff has what responsibility. Carol said that the information is in the Resident Handbook. Individuals and their titles are also listed in the back of Resident Directory. We'll be publishing an updated directory next week. Dick Cleveland said the list is available on the CALRA website as well.

Carol said that she understands that residents are interested in extra hours for Wellness. She suggested that Jane Lord get a small group of residents to form a committee to determine what they want Wellness to look like. That way, we'll have a goal to work toward. She said it won't happen overnight. She explained that other communities offer expanded Wellness services, but they are older and more established. She reminded everyone that Cadbury is only 8 years old. We will do it in phases as we grow. As some residents don't know what Wellness is, Carol explained that Dr. Sehgal is there on Thursday mornings. Chris is there on Thursdays and Fridays. Residents want it to be open more often for times when they're not feeling well, they need their blood pressure taken, would like someone to listen to their lungs and determine if they need to go to the hospital. Residents said they would like it to be open 7 days/week. Carol said that nurses are available in Safe Harbor and in Skilled Care. Jane Lord said to let her know if someone is interested in participating on the Wellness Committee by putting their name and phone number in her mailbox (C43).

Kathy Holstrom said what if a resident returns from the hospital at 2:00 am and isn't comfortable being alone in their apartment. Carol said that the residents could request to go to Skilled. Someone asked what if you don't have a ride? Carol said that the hospital will drive you or you can call a cab, but it's up to the resident to tell someone they need help. You'll need to make arrangements with the hospital and Cristi Berrios, our Admissions Coordinator, in order to go to Skilled.

Shirleen Thomas said that she called Wellness twice on Friday afternoon and there was no answer. Carol said that sometimes the nurse is in with the doctor or helping someone else and to leave a message. If you still don't get a call back, call Safe Harbor or Skilled Care.

Carol said that we have hired a new Director of Nursing, Chad Golden. He comes from Brandywine Rehab in Wilmington where he'd been for about 8 years. When he started there, they were a 2-star community and he turned things around and they are now a 5-star community, so we're getting a superstar! He starts with us on Monday, 3/9/15. We will have him come to a Friday Happy Hour so residents can meet him. We are looking forward to having him come on board. He has some great ideas and wants to make a difference. He's replacing Cheryl Tibbets. Lynn Brantley asked if he could be a part of the Wellness Committee. Carol said we'll have to think about it.

We are holding a Memorial Service on 4/15/15 to remember those residents that have passed over the last year. Patti Griffith will be coordinating. All residents are welcome to come and it's a very moving event. We have a rose in honor of each resident and we ring a bell for each as well.

PMI's:

- The window frames and window sills outside Vic's office need to be cleaned. This will now be done on a weekly basis.

- Medical emergency in early hours - EMTs said they would have reached me sooner had they gotten clear direction from Cadbury personnel as to my location. Carol said that the nurses give proper directions and we may need to inservice the EMT personnel.
- Will mold develop if the carpet isn't dried on the underside? Chuck said it's important to get the area dried as quickly as possible. The carpet is on concrete and no padding is underneath. We sucked up all the water and then immediately put fans on it.
- Thank you for kind consideration of this transportation matter (the drivers not pulling in the driveway or waiting until the resident is inside), however, nothing has changed since the meeting toward fixing the problem. It is still awkward for us to speak to the driver. Carol said that the drivers have been instructed on the process, but let us know if this isn't happening.

One last item Carol wanted to mention. We recently changed psychologists. Dr. McCandies started on 2/15/15 and will be here on a regular basis for services in Health Care and Assisted Living, and if necessary, for Independent Living. You may make arrangements through Chris in Wellness or call Safe Harbor or the Skilled if you need help when Wellness is closed. Jane Lord asked Carol to put out a notice for the residents.

Carol then asked if the residents had any issues to address. Jim Bazzoli said that Frances said it's a waste to have the windows washed in March. It's not good because of the pollen that falls in April and May. We should wait until the pollen season is over. Carol said that we'd take a look. Barbara Cleaveland said that the notice didn't say, but asked if the resident needs to be home for them to come in? Chuck replied that residents do need to be home.

Ron Trupp asked if having the psychologist here is something new. Carol said that it is not new, and that we've had someone for the past 7 years.

Bill Gehron said that on occasion staff has not been responsive to resident inquiries. Staff are not returning calls in a timely fashion. Carol said to let her know if this continues to occur.

Jim McMullen said that one night when he came home around 8:00 pm there were only 2 spaces left in the East Wing parking lot. He said that the snow may have been a factor, but space is crowded. Carol said that there may have been an event that night, but to let us know if it continues to be a problem.

Genevieve McGee said she is unhappy with the rates and that is the biggest complaint. Carol offered to meet with her to discuss. Jane Hood commented about using the Cadbury Cash program. Carol offered to meet with Jane to discuss as well.

Carol thanked everyone for coming and the meeting was ended.