

CADBURY AT LEWES
AFTERNOON EXCHANGE
February 3, 2015

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

She invited Chris Dwyer, Director of Sales and Marketing, to explain the new Resident Referral Program. Chris said that notes have been put in resident mailboxes about the program. She said that after a current resident refers a new prospect to Marketing and they move in, both the new resident and the current resident will receive a \$2,000 credit on their monthly service fees after the new resident has been here for 60 days. The notice in the elevators about the previous program will be removed today. Chris said there are only 8 more homes to sell and she would love to fill them with people that residents already know. She said the program has been successful in other communities and she has received 3 referrals since the notice went out.

Carol asked Chuck Rendulic, Director of Support Services, to provide an update on his departments. Chuck said that 156 work orders were received in November and only 1 is outstanding. They are waiting for a part that is on order for a fan. In December, there were 165 work orders placed and only 1 has not been completed. They are also waiting for a part to come in. Total work orders for the year totaled 2,139. Chuck said this does not include items like painting, etc.

With respect to work along Gills Neck Road, work has slowed due to the weather. Chuck said that only 7 trees were taken out and will be replaced. They will also work on getting the irrigation replaced at DelDot's expense.

Chuck said that they're almost finished trimming the trees and will start bed preparations. He expects to have mulch in March, then will start fertilizing and looks forward to Spring to start cutting grass.

He has been working closely with Comcast to get us better service. He provided a data base to them of what residents should be receiving. There was a question for some on TV service. Residents will see a rebate if they were paying for TV.

Bill Gehron asked when the work on the entranceway is scheduled to begin. Chuck said he was not sure. He said they put in a temporary construction entrance because of the work being done in the other areas on Gills Neck Road. Carole Brandt asked if there was any kind of speed limit. Residents said it is 35 mph. Chuck advised residents to use caution when pulling out of Cadbury. Pat O'Hanlon asked when the acceleration and deceleration lanes are going in. Chuck said he will try and get some additional information and let residents know.

Chuck gave the microphone back to Carol Holzman. She said that February is Heart Healthy Month and to support the American Heart Association, we're asking everyone to participate by wearing red on Friday, 2/6/15. She explained that some of us are attending a luncheon event at Dover Downs and that Carol Cascone will be speaking at the event about her experience. She would like to share that story with you today.

Carol Cascone said she's proud to be the key note speaker. She first provided some statistics about heart disease and then told her story of survival. Carol Holzman again reminded residents to wear red on Friday.

With respect to operations, the IL census is 119 for a 92% occupancy. We have managed to stay above 90% but it has been a struggle. The census in AL is 39 and there has been a lot of movement through the continuum. We are working to build it back up. The census in Skilled is 37 for a 93% occupancy. We have 2 IL move-ins scheduled in March and 2 more in April. We will provide names and dates as we get closer.

The Bistro floor is in but Carol has received some complaints that it's noisier. She said that new tables and chairs have been ordered and are expected to be here in late February. The back of the chairs are cloth and will absorb some sound. We will also be adding 2 sails, a canopy of sorts, on the ceiling by the Chart Room to help shade the sun and which will further reduce the noise. Pepper's Nursery will be bringing in some plants and will care for them on a regular basis. It will be a surprise when everything is ready.

A resident mentioned to Carol that some residents walk in the halls/stairs for exercise and wanted to know how they get help if they need it. Carol said that if they are alone, they should think about getting an emergency pendant. It works anywhere on the campus. If it goes off, we will look for you and find you even if you're not in your home.

Carol said she met with the Resident Budget Committee yesterday and Arnie Weiner, CFO, and talked about the budget process. Our fiscal year runs from April 1 through March 31, so we're working on the budget for 2016. She said it hasn't been finalized yet, but her goal is to keep the entry fee increase as low as possible. For the last 3 years it was 3%. Carol explained that utilities and food prices will be the biggest difference, as well as the cost for health care supplies. Another meeting will be scheduled. Residents will receive a letter on 3/1/15 advising of the rate increase which will be effective 4/1/15.

Carol said that the Lewes Board of Directors meets every other month. At the last Board Meeting it was agreed that we would ask Board Members to take turns attending the Afternoon Exchange. Carol said she will introduce the person so residents have a chance to see who they are. She explained that a short biography of each Board Member is provided in the Disclosure Statement and available to residents. The Marketing Department and Barb White both have copies if someone is interested in seeing it. Carol said that the role of the Board is to give us direction and to make policy. She used the alcohol policy as an example. We kept bringing it up and eventually they decided that we would allow alcohol on campus as long as it was handled by the residents.

There has been some discussion with Garin from the Post Office about mail that is addressed with 17028 Cadbury Circle. The West Wing address is 17030 and the East Wing is 17024. If anyone is receiving mail with the 17028 address, we encourage you to have it changed to the appropriate number. The cottages are numbered 1-48 but those numbers are for internal use only. When the mail people and any emergency personnel come through, they use the 5 digit number on the mailbox.

When giving out your address, give people the number on your mailbox. It can be seen easier and will become more and more prevalent.

Carol said that for the last 7 years the Delaware Health Care Facilities Association (DHCFA), which is a member organization with the State of Delaware and Long Term Care Residents Protection, gives out annual awards to people working in our industry. Some residents have nominated staff members in the past. There are awards for many different positions: CNA, Support Services, Marketing, Administration, Activities, etc. We're asking you to nominate those employees that do an outstanding job. The all star award dinner and ceremony is held in Dover later in the year. You will see more information at the front desk.

The last item Carol spoke about was parking. She encouraged residents to park farther away if they're not using their car on a regular basis. She hinted that she's working on something in the budget to help with this but it hasn't been finalized yet.

There were no PMI's to discuss. Barb White advised that a schedule of Afternoon Exchanges and Floor Forums for the year was sent out and the August date was incorrect. The correct date is August 4th.

Mildred Wiedmann asked about the status of another bulletin board for announcements to be posted. Carol said that there is a small amount of money left in the capital budget for this and we are waiting until we get a little closer to April 1st. She said we will add a large, locked bulletin board case that will be hung low enough to be read by people in wheelchairs. She said we'll need to manage and ensure the material is appropriate. The Program Committee may be issued a key or we can have people sign it in/out at the front desk. The board will be located at the bottom of the steps near the mailboxes on the wall to the left of the elevator. We will add additional lighting if necessary.

Carol thanked everyone for coming and the meeting was ended.