



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

January 9, 2018

Carol Holzman, Executive Director, opened the meeting by welcoming everyone and thanking them for coming. She shared 5-6 pictures provided by Marianne Jarvis of the recent snow storm that we endured. Maintenance did an outstanding job of cleaning it up, working overtime, even on Saturday. Carol thanked Chuck and his staff for organizing the cleanup and getting it done. She said that we have a contract with Horsey & Sons for snow removal. There were here on two times on Thursday and Friday. The bill was nearly \$10K. Total snow accumulation was about 10-11”.

Chuck Rendulic, Director of Support Services, provided an update on his areas.

Work orders received for November totaled 157. All have been completed and 82% were completed within 24 hours. The electronics recycling will be tomorrow. Residents still have time to call Alan to let him know what items they have and someone will pick up them up. The next opportunity for electronics recycling probably won't be until June.

As far as the grounds are concerned, there will be no work outside until the snow melts. Then, they will be getting the beds ready, the grasses cut and continue trimming in preparation for Spring.

Chuck told residents that an alarm went off yesterday. There was a sprinkler pipe that broke in the wall. We called the sprinkler company and when they arrived a sprinkler head popped in the attic. Chuck explained that we have an automatic alarm system. When a device is activated, a call goes to the alarm company and they contact the fire department. Chuck said that every place in the building has a sprinkler system and we have smoke detectors and pull stations. The inspection company maintains the alarm system and another company takes care of the sprinkler system. Chuck said we have never received a violation for an inspection, and that we would probably have more water damage than fire damage.

Chuck added that when a smoke detector sounds, a pager goes off notifying Security and Maintenance. He said it's a good system and it works well. The smoke detectors are not attached to the fire alarm panel. Chuck told residents what to do in case of a fire. He stressed to residents that unless the fire is in their unit, they should stay where they are. We will evacuate them if necessary. The building is divided into sections, so we can move residents from one area to another. He said he takes the issue very seriously.

Jim McMullen said he has two white disks in his apartment and one red box on a sidewall. Chuck said that the white ones are smoke detectors and the red box is an alarm system, not a detector.

Tom Lord said that he had to shovel his way out because they needed to get somewhere. He wanted to know about the liability. Chuck said that this was a difficult storm with sub-zero wind chills and that unless you have to go out, residents should stay home.

Bunny Guerrin asked if the alarm stops ringing can she leave the apartment; we don't have an "all clear" signal. Chuck said it is safe for residents to leave their unit once the alarm has stopped. He assured residents that we have lots of things in place to protect them. Marge Trupp asked if the fire doors are locked when they automatically close. Chuck said they are not locked, but need to be manually re-opened.

Jane Lord said there was some confusion at the Cottage Forum as to whether or not a fire extinguisher is in each cottage. Carol said she was mistaken and recommends that all residents purchase one. Dick Cleaveland said there is a zoning code in Sussex County about having a fire extinguisher if you're renting out a place. There are such things as breaker panel fires and there are no smoke detectors in the garage. Chuck said that all the garages have special code fire walls.

Llywella Stuchlik asked about a public address system. Chuck said he would love that, but it's a little too late now.

He said we had alarms going off for 3 days in a row. When the pipe broke, we couldn't reset the panel. Every valve has a tamper switch. We had two more alarms go off even though the first alarm was acknowledged. He intends to find out what happened.

Carol reminded residents of the cradle that was in the lobby. She thanked everyone who donated food/supplies to the Harry K Foundation. She said that some children don't have the opportunity to eat every day. Many other organizations in Sussex County donate to the cause and there is also a formal ball that is held in December to raise money.

The census in Independent Living is at 90%, Assisted Living is at 73% and Skilled is at 85%, which is a little lower than usual. She said that the census is also low at Beebe which is our primary source for referrals. It may also be low because of the holidays.

We are getting new carpet in the lobby area tonight and it will extend down the East and West Wings to the resident area. The Dining Room will be demolished late tonight. It will have a different pattern of carpet. The Bistro floor will be re-done the following night. New carpet will be laid in the hallway by the vending machines down to Chuck's area either tonight or tomorrow night. We're also getting new chandeliers and sconces for the Dining Room and Bistro. Carol thanked everyone for their patience during the reconstruction. She said it will be beautiful when it's all done.

Jean Carpenter removed the Lights of Love tags from the trees and they will be put in residents' mailboxes. There are 5 star ornaments that are left over, so see Jean if you didn't get yours.

Carol said that the Resident Craft Show generated \$2,260 and the Lights of Love generated \$2,260 for the Residents Reserve Fund – nearly \$5,000! Thank you all for your contributions.

Carol asked everyone to take a look at the photographs in the East Wing hallway. The daughter of our past Board Chair, Laura Deckmann, had the opportunity to spend the summer in West Africa and wanted to share her experience through her pictures. They are not for sale and will be up for the next month.

Carol reviewed PMI's she had received:

- Please make an effort to have all The Mooring at Lewes community clocks set to the same time. Carol said that we can fix that.
- Someone suggested naming the finches that are housed in Assisted Living through a contest. Carol said that they can bring it up at the next CALRA meeting on Monday. She explained that they are Gouldian Finches from Australia. They were given to us by a friend of hers and they are very expensive – about \$120 each. She encouraged residents to talk to them.
- The bi-axle chest press in the Fitness Room is malfunctioning. The display doesn't work and the air pressure is off. Carol said that we will take a look at it. It may need new batteries.

Carol then opened the floor for questions/comments.

Pat Cummings said that the new employee name badges are nice, but why don't they say The Mooring at Lewes? They all say Springpoint. Carol said that it was a decision that came from the Home Office in an effort to keep them uniform across all communities. She said that the 2017 Annual Fund tag denotes employees that have contributed to the Resident Reserve Fund. Employees may now donate as little as \$1 per pay and get recognition. We are creating an opportunity for employees and working to ramp it up.

Carol announced that Anthony Argondizza, President and CEO of Springpoint, will be at the next Afternoon Exchange to present the Corporate Strategic Plan. The meeting will be held on Tuesday, February 6, 2018 at 3:30.

Elsie Gould said that she is befuddled regarding the relationship between Cadbury at Home and The Moorings. Carol explained that Cadbury at Home is a CCRC without walls. The name is changing to Springpoint Choice. That name will be used as they expand the program in DE and NJ. Someone asked if they will be housed here. Carol responded that for the time being, the sales office for DE will be in Lewes. Jane Lord asked if members still have privileges here. Carol said they do and she doesn't see that changing. Carol will speak with Cecily to reach out to her members. Carol added that residents of The Moorings have first priority when needing a stay in Skilled, and then Cadbury at Home members are the next priority, if we can meet their needs.

Ron Trupp asked what the Cadbury at Home system is in NJ. Carol said it is Cadbury at Home. They are contracted with Premier Cadbury. She said Cadbury at Home is now a Springpoint company and the whole at home program will be called Springpoint Choice.

Dick Cleaveland said that he would still like an organizational chart of Springpoint. He added that the voice mail message at the Concierge Desk says Cadbury and you hear a beep to leave a message, but the system is not working. Carol said we will check on it and have it fixed.

Thelma Maxey said that pool is not warm enough at Water Works. The standard temperature is set at 90 or 91 degrees. Chuck said that he checked it the other day and it was 94 degrees. The deep end is cooler and the shallow end is warmer. When water needs to be added to the pool, it takes time for the temperature to recover. We will ask Security to check and fill it at night.

Carol asked new residents introduce themselves. First, Sandy Spence said she's in Apt. #127E and she brought her dog, Dusty, with her. Vicki Rymer is in Apt. #225E. Ruth Morton has been in Apt. #227E for about 1-1/2 months. Jeanette Lee moved into Apt. #108W on the same day Sandy moved in!

Marianne Jarvis asked for an update on the lights by the circle. The solar lights are not working. Carol said that once the snow melts, we will take a look at them. Some of the trees have grown so much too that they are blocking some of the street lights.

A resident commented that the monthly bills have not been distributed yet. They are due by the 10th and today is the 9th. Carol explained that it's a new system and next month we expect to have them distributed on schedule.

Dick Cleaveland asked about the status of the front sign and the awnings. The awnings have been ordered and will have the logo on the front. There is no word on the entrance sign. Carol has seen what it's going to look like and the background is green with either a gold or white sunburst. We will also have the logo changed on the buses.

Someone asked when garbage will be picked up. All cottages residents' garbage will be picked up on Thursday.

Steve Blackwell asked if there's been any advertising about the name change. Another resident responded that there was a small paragraph in the Cape Gazette between Christmas and New Year's. Carol said that the Home Office is working on Marketing advertising. George Maxey asked if the website has been changed. Karen Kerstetter, Director of Marketing, advised that the launch date for the new website is January 23rd. George said that when he did a search on CCRCs in Delaware, Cadbury came up as a 3 star facility. Carol said that that is old information and that the long term care area is currently rated as 4 stars and that we're working to get it back to 5 stars.

Lastly, Carol announced that, due to renovations being done, the Dining Room was going to be closed on Wednesday night for dinner, but the Bistro will be open. At that time, the meeting was ended.

Barbara White, Recorder
1/11/18