

**CADBURY AT LEWES  
AFTERNOON EXCHANGE  
MAY 6, 2014**

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

She then invited Jeff Smith, Director of Dining Services, to make a couple of announcements. Jeff advised that the meal prices for guests are being increased from \$10 to \$12.50 effective June 1<sup>st</sup>. This will include little themed buffets, but not larger events like Easter or Mother's Day. Guests will also pay an upcharge if the meal is more as in the a la carte menu. He will post a flyer in advance.

Jeff said that in the continuing effort to "go green" we are considering using plastic baskets with wax paper liners for sandwiches and cold entrees in the Bistro. The Styrofoam containers are not recyclable and using the baskets will tremendously help the environment. Hot meals will continue to be served on china, and china will be used for all meals in the Chart Room. A bus station will be set up where the garbage can is for baskets to be returned for cleaning. Jeff asked residents to talk to the food committee representatives, as the Dining Committee is scheduled to meet this week.

Carol then turned the microphone over to Chuck Rendulic, Director of Support Services. Chuck said that the guys are done spreading the mulch. It seemed to go better this year; we saved \$400-\$500 per truckload and received a better product. They will continue to keep adding spring blooms. They took pictures of where they are and plan to add another 1,000. Grass cutting will be done two days per week and we purchased a bigger mower.

Chuck reminded everyone that we need to watch our electric usage. Delaware Electric Co-op has provided us with peak meters for residents to use. A signal is sent to the meter that lights up yellow for high usage warning, then goes to red when we're at a peak level. Hopefully, this will cut down on usage and encourage people to do things to cut back by washing clothes early in the day or later in the evening. He said that peak times are more prevalent in the summer time and reminded residents to latch their windows when they close them to ensure a good seal. The Co-op gets a discounted rate which they in turn share with us. They also gave us kits that contain 3 fluorescent light bulbs. Chuck said we had our highest electric bill ever during the month of February, which was over \$70,000.

Chuck said there is a lot of confusion on how we track work orders. Residents should call 644-6388 to put in a request. Someone is there Mon-Fri from 7:30am to 4:00 pm to take your request. You may also leave a voice mail message. If it is an emergency, call the front desk and security can help. Chuck said there are two pages to the work order request form, a yellow copy and a white copy. We record the date, who took the order, the name of the resident, the unit number and the resident's phone number. A section at the bottom shows permission to enter, pets, description of work and date completed. Chuck keeps the yellow copy and assigns to someone. The number at the top is the tracking number. The yellow and white copy goes back to Alan to be entered into the system. The guys try to call before they come out to do the work. They leave a note on the door to call them back when you're available.

Mildred Wiedmann said the guys are not calling before they come. She was referring to changing the filters. Chuck said sometimes it takes more time than a simple filter or something else comes up and they are called to do another task. He said it is difficult when people have a “no enter” in place. Mildred also said there are cottages that are empty and the lights are left on in garages. Chuck said he will address with Security and Maintenance.

Chuck turned the microphone back over to Carol. Carol announced sad news that our Business Office Manager, Marie Galanti’s husband passed away suddenly on Sunday. There will be a service next week for just family. She will be in the office on Thursday and Friday but may be out a couple of days next week.

Carol encouraged residents to sponsor a butterfly for the butterfly release to be held on Sunday, June 22<sup>nd</sup>. The cost is \$10. As a part of an activity in Safe Harbor, we had larvae that we fed and nourished for a couple of weeks and when they turned to butterflies and we released them, the butterflies didn’t want to leave at first. The event in June will be out by the gazebo at 5:00 pm. We are creating a butterfly garden with the help of Lewes in Bloom.

Current occupancy is 113 in Independent Living. We have 156 IL residents, 41 AL residents and 38 residents receiving Skilled care. Carol said that a marketing consultant firm, Martino & Binzer came in a few weeks ago and did an assessment of our marketing program. She received their report back and they had suggested that we upgrade some items in the cottages. So, we put in granite countertops, hardwood flooring in the kitchen and foyer, new paint, and crown molding. We have one furnished model and one unfurnished. We held an open house in April and received positive feedback. Open houses are scheduled in May and again in June.

We need to tidy up the community. Carol was looking at the Bistro and saw lots of walkers and scooters parked around. There is a designated space to store this equipment, but it’s not working. She asked residents to think about how to solve the problem. The most important thing is safety, but we have many people coming in from outside the community and we need to look tidy for guests/visitors.

Binky Tompkins recommended that we have the insides of the garages painted, as they look unfinished.

Lois Nickerson said that many people are using their porches for storage. Carol asked residents to be mindful of what they have on their porches.

Doris Shirk said she needs a walker close by. Carol said she understands that some residents don’t have someone to help them all the time but would like a group of residents to get together and see what solution they can come up with. We want it to be safe.

Carol continued by announcing that the Resident Handbooks are being updated and we're almost to the final version. A few items have been added; of note is a section about feeding in the dining room. Also, the Foundation is now the Office of Philanthropy and Organizational Advancement. The Foundation has been rolled in to Cadbury Senior Services. This was done in an effort to find a way to raise money from a philanthropist. The Resident Reserve Fund will now be called Friends of Cadbury. We are looking to hire someone in Cherry Hill that has ties to the Philadelphia area that can help us raise funds for Cadbury Senior Services as a whole, larger organization. The impact will be a larger group than just Cadbury at Lewes.

Carol reminded residents that Wellness is still open 5 days/week with an RN there that can take blood pressures, temperatures, etc.

The bees for the observation hive will arrive on May 17 and Tom Lord and Dean Hoover will keep us informed.

PMIs:

- Parking – Resident's guests and family should park in the guest parking out front or in the East or West lots. Please ask your guests not to park in resident parking spaces. We added two spots that were designated for Marketing.
- We noticed in the West around the big circle that people are feeding ducks. Carol would like to discourage this as they spoil the grasses and leave waste. She said residents could throw corn around by the pond and that will help.
- Carol held up an envelope that looked like a Fed Ex envelope and said she had received it from a resident. It came from Pri-Air and is a scam. She said there are a lot of them going on and to pay attention. Don't send money or provide account numbers to anyone. She added to not answer the phone if you don't recognize the phone number. She contacted the police about it and they suggested that we notify residents, so she will continue to keep talking about it.
- Furniture in the Bistro – it is not friendly for people in wheel chairs and some chairs are broken. Carol said that we have money in the capital budget to purchase new furniture and we will do so during this fiscal year.
- Fence in the back of Cadbury – a resident would like a gate that opens so residents can walk through. Carol added that Senators needed to sell 111 units in order to modify the road. They have reached that capacity so construction on the road will begin soon. They will work to take the sharpness out of the curve. We will eventually extend the fence but plans for extending the fence around the back are not in the near future. Carol reminded everyone that we are not a gated community, but we may add fencing along back of the property near Cottages 48 & 43, next to Breakwater. Tom Lord asked if we could include an area so that residents could cross over to the Breakwater Trail. Carol said we will take a look at run it by the Building & Property Committee.

Carol then said she wanted to talk about the transition of care and moving through the continuum. She explained that the Continuing Care Committee meets on Tuesday afternoons and discusses residents that are close to being at risk and their physical/mental health. People are usually on the radar for about a year. The Committee also talks about services – Wellness and Companion – to help residents stay safe in their apartment or cottage. For example, if residents continue to burn food while cooking, we can unplug their stove and make sure they eat in the Bistro. We provide medication management, reminders to eat or shower and can help residents dress/shower. When it gets to the point that you cannot live on your own, we will meet you and family members (if you so choose). Once everyone agrees that a transition needs to be made, we will move the resident to Assisted Living. There are events that may require a short stay in Skilled, but then you go back home. The decisions are not made at the snap of a finger. It is a slow process that usually takes about a year. If there are any questions, you may come see Carol.

Vi Cribb asked that once the transition is made, how are fees handled? Carol the difference in the monthly fee between IL and AL is taken out of the entrance fee money you paid when you first moved into IL. If the money runs out, you may have to tap into other assets. If those assets run dry, we contact Friends of Cadbury to help supplement your monthly fee. Your monthly fee will go up every year just like in IL. If you have long term care insurance, we would use that first.

A resident asked what if a spouse has to go to AL and the other stays in IL. Carol explained that you would still have to pay the 2<sup>nd</sup> person fee. Mildred Wiedmann asked if you can pay your monthly fee on your own and not have it come out of the 90% refundable entrance fee. The answer was yes. Ruth Folta asked that if once we look for other resources and Friends of Cadbury, do we ask family members to pay? Carol said we do not ask other family members to pay.

Bill Gehron said that the traffic light at Gills Neck Road is very dangerous at night, especially coming off of Gills Neck onto Kings Highway. Carol said that eventually Gills Neck will become a boulevard with a center median. Someone mentioned that at night turning into Cadbury, the lighting is terrible. Carol advised that the boulevard will contain turning lanes into and out of Cadbury as part of the modifications. Doug asked about adding street lights. Carol said that we can ask DelDot what the plan includes.

The Tobin's said they are receiving strange phone calls. It is a recorded message from Erin someone. Curt Christensen said that he receives calls frequently for someone that has serious debt.

Someone said that residents should provide poopy bags for the guests that have dogs. Carol encouraged residents to have their guests pickup after their dogs.

Jim Bazzoli asked about the status of the buses. He said that only one works. Carol said that we are looking into purchasing a high top van with a ramp that opens in the back for wheelchairs. It will be used for transportation to medical appointments. She and Chuck are looking into this.

Jack Chapin asked about occupancy. Carol said that we're currently at 88% and we're looking at a marketing firm to help us get to 90%+. She is reviewing two proposals. We currently have 9 cottages available and 39 occupied. We hope to improve this number with our open houses that are scheduled. Don Wiedmann asked if the Guest Cottage will be sold in the end. Carol said that it would be.

Carol said that we are implementing a Mentor on Duty program. One of 15 different salaried employees will be here for 4 hours on Saturdays and Sunday starting on May 17. They will be on site to support staff and residents on weekends. They will be here over a meal time, and they will walk around IL, AL and Skilled to ensure people are getting the resources they need.

Bunny Guerrin said she walks around a lot and that staffers empty their ashtrays in the parking lot. She sees items such as a comb, oil can and other various items. Carol said we will encourage staff to be tidy there. We have cameras out there and will pay attention.

A resident asked if Security knows when the state police come through the community. Carol said that when residents call 911 it goes directly to the police. We are often times unaware, but ask that you call the front desk and let us know if you've called them.

Carol thanked everyone for coming and the meeting was ended.

Barbara White, Recorder, 5/12/14