

**CADBURY AT LEWES
AFTERNOON EXCHANGE
March 4, 2014**

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

Carol Holzman opened the meeting by thanking everyone for coming. She then introduced Martin Musin, the new Dining Services Manager. Martin is primarily responsible for Health Care dining. Carol then introduced Diane Willoughby, Program Director for Cadbury at Home.

Diane said that she respects the Cadbury community. She works as a team with the Marketing Department and assured everyone that nothing will change for current residents. Diane said that she works with seniors that would prefer to stay at home and age in place. She helps coordinate services that are necessary. There are currently 12 charter members and another 10 members are ready to sign on. Most members live in Sussex County. Costs depend on the age of the member. The minimum age requirement is 60. They pay a new member fee and then a monthly fee that remains constant. Members are invited to use the amenities at Cadbury at Lewes, but Diane said that most members do not use the facilities. She said in the 16 years that the program has been running, only one member has used the facilities to dine. Dick Kauffman asked if people that are already residents of Cadbury, can they join the program? Diane explained that in order to qualify to join the program, members must be healthy and free of certain diagnoses. Kathy Holstrom asked if members would come to our Skilled nursing unit. Diane said they would and if our unit is full, they will go to another facility until a bed becomes available. She said that Cadbury residents would have first priority. Diane explained that the program brings revenue into the community. She added that some prospective members were referred to Cadbury at Lewes since they didn't qualify for the Cadbury at Home Program. She said the goal is to work together to serve all the needs of the community. A disclosure statement is available as well as brochures, cards, etc.

Carol then told residents that they should have received a letter announcing the promotion of Yvonne Weeks to the position of Assisted Living Director. She said that Yvonne has been instrumental in increasing our AL census. Carol then allowed Yvonne to provide the residents with some information on dysphagia and dementia. Yvonne explained that eating difficulty in swallowing is very prevalent as we age and is known as dysphagia. She said that we may need to alter diets, have residents sit upright and check the mouth for pocketing between bites. Individuals should be aware and alert during the feeding process. Yvonne said that speech therapy and occupational therapy can provide you with techniques that can be used.

Chuck Rendulic, Director of Support Services, said there were 216 work orders for the month of January and 3 are outstanding. With the bad rain storm there were some windows to fix which affected two residences. They will wait until Spring since some siding has to come off. The other work order involves working with a contractor. Maintenance will be finishing trimming and will be getting the beds ready. He hopes they'll be cutting grass within the next three weeks. TruGreen is coming back in the end of March and he will let everyone know for those residents that have dogs.

Chuck is modifying the housekeeper's schedules to be all the same. They will now work from 7:30 am to 4:00 pm. Apartments residents will have their schedule moved back ½ hour.

The window cleaners will be here on 3/17 and 3/18. Cottages numbered 1-22 will be done on Monday and cottages numbered 24-48 will be done on Tuesday and residents must be home in order to have their windows cleaned. They will save the empty cottages until the end of the day. Wednesday will be for any remaining cottages and the apartments will be done during the rest of the week. Since there is a CALRA meeting on 3/17, the empty cottages will be done during that timeframe. Chuck said that we are using the same company as last year as their quote was \$6,800 for two cleaning and the other company that bid was \$8,000 for one cleaning. Cottages will have the windows cleaned on the inside and outside, and apartment windows will be cleaned on the outside only since the housekeepers take care of the inside windows during semi-annual cleanings.

Woody Seamone said there is a signal problem with the TV/Comcast. Chuck said he will give him the phone number to call.

Bill Gehron asked about access to the doors on the far end of the East and West Wings. Chuck said he will provide residents with a key to use. There was a security issue and they may need to be re-programmed.

Someone asked if the lights over the kitchen sink only take a 60 watt bulb. Chuck said for them to call X6388 and someone will come and take a look at it.

Chuck reminded residents to watch their step in the ice/snow. He also said he would add the Comcast number to the Cadbury TV channel.

Carol then explained there has been some concern about feeding people in the Dining Room. She said we are diligently working through the process. She said it's an event that could affect all of us and our best interests. She said someone had requested that we develop a policy, but she is reluctant to do so. We have chosen to review each case by case and treat everyone individually. She said residents need to be aware of the levels of care. In Assisted Living and Skilled, we are guided by regulations from the State and Federal governments. Carol told residents that they have her commitment that we'll do what's best on an individual basis. Some other states don't have those regulations. She said the regulations are available on the State of Delaware website. There are no regulations for Independent Living.

Dick Kauffman said that the situation is with Carrie. He is working with Carol and is pleased. Carol said that the concern is based on medical information and is in compliance with our laws. Judy Seamone asked if we know how other CCRC's operate. Carol said she queried other communities and received 4 responses. We need to have people certified in feeding. The CNAs are certified to feed people. Carol added that Pam Allen, Staff Educator, has submitted a feeding assistant program to the State and we are waiting for approval.

Carol said that letters announcing a 3% increase in monthly fees was recently sent out. She then introduced the members of the Resident Budget Committee: Bob Hein, Jim McMullen, Tom Lord, Alan Ward, Gil Kaufman, and Stan Goldstein. She thanked them for their service. Corrine Lehman

asked what the committee was for. Carol explained that she and Arnie Weiner, CFO, met with the committee and talked about the process. We worked through the budget and shared the information with the Budget Committee last week. They were comfortable with the final product. Carol said the increase takes effect 4/1/14 and she will make a presentation at the Afternoon Exchange in May. The budget has not been approved by the Lewes Board of Directors, but was approved by the Senior Services Board.

James Kelly from Martino & Binzer was here and met with some residents, department heads and the Marketing Department. He looked at our apartments and cottages and will prepare a report with recommendations to increase our occupancy from the current 88% to 95%.

Carol announced three new residents – Don & Suzanne Ziegler in Cottage #42, and Pat Kraut is moving into Apt. #142. Stop and say hello if you get a chance.

Along with Yvonne, Carol promoted Pam Allen, Staff Educator do to the work of the Assistant Director of Nursing in Skilled. Wellness used to be covered under AL and is now moving under Skilled care under Cheryl Tibbets, the Director of Nursing. There are some RNs that are on light duty due to some injuries and they will be temporarily covering Wellness. An RN will be in Wellness 5 days/week to take blood pressure checks, sugar checks, and answer questions regarding labs or other issues. They will also follow-up with residents that come home after a surgery. An RN will be available until 4:30 pm. If you don't feel well, you can go and talk to a nurse. That service will go away once the RN's get healthy and can return to full time duty. Carol told residents that if we can consistently stay at 95% occupancy, we can add that service. Genevieve McGee asked about having prescriptions filled, but Carol advised they must be done through Dr. Seghal. Wellness information will be added to the Cadbury TV channel.

Tom Lord and Dean Hoover have been looking into building an observation bee hive. It will be housed in the Creative Arts Room. The bees will travel through a tube at the bottom of the window. The unit will be fully encased with glass. We will be able to see how the worker bees take care of the queen. Installation will take place in May. Carol assured residents that it won't affect the use of the room. Bill Gehron, another resident involved in the project, said that the bees play an integral part in our environment. Nancy Krail said that a special program by the Program Committee will take place on the 3rd Tuesday of May.

Grace Rork said that Dr. Seghal's office called regarding her appointment and that they are only doing morning appointments in Wellness. Carol said that we will look into that.

Carol said that she had planned to talk about the transition to different levels of care, but due to time constraints, she will postpone until the next meeting.

Carol reminded everyone that for dinner in the Chart Room, there are 3 choices of sides. Residents may pick 2 of the 3: soup, salad and dessert. You may have all 3 if you pay extra.

PMIs:

- The pool floor tiles are growing dusty. She explained that we had the floor tiles in the pool and Bistro treated with a sand coating to help prevent slipping. When the area is mopped, it rips up the mop head. We are getting a brush to use to get up the pieces that look like dust.
- Lori Chandler is a positive presence and is helpful on grocery store trips.
- When walking to the buffet, some residents would like to remove their own dirty dishes. Carol said she spoke with Jeff about this and he doesn't want dirty dishes sitting by the buffet table. We don't want people to use a soiled plate for seconds, so we will continue to pick up the dirty ones and try to be better at clearing them.
- Amy does a good job cleaning and keeps to her schedule.
- The door on the East Wing doesn't shut and latch properly. This has already been fixed.

Fran Baker asked what ever happened to Karl Smelzter's request about a feeding policy. Carol said that she met with Karl. Tom Lord asked if residents can take the training for the feeding assistant program. Carol said she will check into it.

Mildred Wiedmann said that in addition to the wicker chairs, 3 or 4 more blue chairs are need at the tables for Happy Hour.

Carol thanked everyone for coming and the meeting was ended.

Barbara White, Recorder, 3/12/14