



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

April 10, 2018

Carol Holzman, Executive Director, opened the meeting by thanking everyone for attending and then introduced two new staff members. First is Jenn Silvestri, the new Administrative Assistant. Jenn sits in the office behind hers, where Barb White used to be. She is responsible for taking minutes for the different meetings and for keeping her calendar. Carol stated that if any resident could not get in contact with her, they could reach out to Jenn and she will set up a meeting. Carol stressed that if a resident wants to reserve a room, they should continue to reach out to Carol Cascone. Carol then introduced Kim Applegate, the new Facilitator. Kim is in the Business office, where Marie Galanti used to be. Kim is the person to reach out to if there are questions about a bill, the spend-down, or any fees. Kim is also a resource to all of the Directors in helping to get the bills paid.

Chuck:

Work Orders - During February, there were had 132 Work Orders, of which 83% were completed in 24hrs.

Pest Control - Residents may remember that last month there were some issues with them not showing up; they skipped some Mondays. The staff understands that this is inconvenient when the service technician does not show up after residents wait for them. Chuck met with the area manager to discuss this issue. About two weeks ago, he also met with the local service technician to stress how important it is to notify Support Services if he can't come on a particular day. That way, Support Services can notify any residents who may be waiting for service.

Front Canopy - As residents can see, the canopy in front is not complete. It should have been almost done by now. It must be installed in sections and when

the first section was being installed, it caught in the wind and tore. So they had to order a new cover and hope that it will be done in the next week or so.

Electronic recycling - There will be another electronic recycling event in June. The date is June 18th. Going forward from now, residents may call Alan and he will get residents on the pick-up list. Chuck confirmed that batteries are included. A resident asked if personal data would be removed from any computers, but Chuck stated that residents must take care of that themselves. This is a recycling event only. He reminded residents that staff will come to residents' homes – no one has to put anything out on the curb.

Air Filters - Chuck discussed that due to all the dust from across the street, extra filter changes will occur. Maintenance will come to the units at the end of May and change the filter, and then resume the regular replacement schedule and change them again in July. Dust conditions will be monitored and if necessary, filters will be changed again in the fall.

Grounds – As residents can see, mulching has been done. There is one more load coming to spread. The snow blowers have been moved off site so hopefully it won't snow anymore this year. If it does, we're in trouble! The mowers are here and the plan is to cut the entire property this week. Chuck said that he hoped that residents have had a chance to check out the ponds and the beautiful blooming daffodils and budding tulips. He encouraged residents to take the opportunity to get out and take a walk and enjoy the fresh air and grounds.

Shuffleboard Court – It is up and ready. Residents can get out and go play anytime. Chuck is hearing that there are teams and players anxious to start.

Maintenance Building – Chuck is working on getting the storage building up and running. He hopes to have this done sometime this year. He knows that it has been a long time coming. The building will be out on the big island by healthcare. He is trying to match the shingles and siding so it will blend in with the community scheme. There will be 4 garage doors that will face out to Breakwater.

Chuck then opened the floor to questions.

Question – A resident was expecting pest control to show up but had to leave. She told them they could come in and treat but she is not sure if they ever showed up.

Answer – Chuck stressed that it really is not a good idea to let contractors into an empty home. He encourages residents to not allow that. If a resident has a major

pest issue and cannot be home for treatment, then please call Alan and let him know.

Question – A resident wanted to know how big the new building will be. **Answer** – Chuck recalls that it is around 6,000 square feet, but he is not sure of the exact size. He is still working with a company on the design. It will be a pole building that will look like a stick building, but the pole design is less expensive.

Lauri:

LivWell update - Lauri just spent Thursday, April 5th and Friday, April 6th at some of our sister communities at a LivWell Leaders Spring Fling. The Spring Fling gave her the opportunity to visit with other Directors of Resident Services and to learn more about where Residents Services are heading in the next couple of months. She visited Meadow Lakes and was impressed by the Frank Lloyd Wright influenced design and size of the property. She said that the furthest IL apartment is further from the community building than our furthest cottage is. She said that the distance was purposeful because the designer believed that everyone should walk and walk every day.

Some key dates are:

- Stacey Judge is coming back to visit at the end of the month. On Monday, April 23rd, at 2pm in the Auditorium, Stacey will be hosting her Total Brain Health Class. For those residents who have attended her last class, get your tapping heels and toes ready!
- On Tuesday, April 24th from 10:30 – 1:00 in the Bistro, Stacey will be hosting a “Nutrition for Brain Health” interactive display and will be ready for questions and inquiries.
- Look for a letter in mid-May about the kickoff of the program, and slowly residents will be seeing more and more LivWell information around the facility. More information is coming, and in May, the Community Nutrition Director will be visiting The Moorings with Stacey so that we can start to discuss a fall kickoff of the Nutritional education and implementation program.

Library books - Lauri discovered that while visiting the Lewes library might be a great monthly trip, she did not realize that the length of time to check out a book was 21 days. So beginning in May, trips to the library will be every three weeks so that books can be returned in a timely fashion. Lauri offered to return any books that might be due before the 17th, but a resident shared the information that you can just call the library and they will renew the book.

Upcoming events –

- Tomorrow, April 11th at 3 pm we will be honoring those in our family we list last year at our Annual Memorial Service here in the Auditorium. A reception with light refreshments will be held afterwards.
- On April 24th, in the Bistro, we will be hosting our Flower Mart beginning at 10am. Peppers will be handling this.
- The Shuffleboard league will begin on May 5th. Please contact George Maxey if residents wish to participate. He is taking names.

Lauri hopes that residents have participated in our two new classes – Cardio Fusion on Tuesday and Thursday mornings at 9am and Aquatic Strength and Stretching in the pool at 2 pm. She then introduced Dinah Reath, the new Aquatic class instructor. Lauri used to work with Dinah at the YMCA and thinks she is an outstanding instructor.

Dinah:

She has been teaching for about 14 years – 6 years at the Y and also at Sussex Academy. She organized all the aquatics programs there and loves exercising in the water. She encouraged all residents to come on Tuesdays and Thursday to participate in the classes. She said that it feels so good to move and stretch in the warm water and that everything that hurts feels better in the water. She is available to work with residents on stretching. She joked that the only requirement is that a bathing suit must be worn.

Carol:

Carol began by announcing that as soon as she finished her remarks, she had a special guest speaker. Michael Oakes is the Senior VP of The Foundation at Springpoint. He will be sharing some information with all the residents about The Foundation.

The current IL Census was 89%, and there is some movement through the continuum. Carol encourages all residents to speak about The Moorings when out shopping or out with friends who do not live here. Our SNF Census is at 96% which has always been strong and our AL Census 78%. The Tides is filling up and we need help with filling Safe Harbor. We are working on that with the new Connections programming that is all about memory and memory management.

Parking - Please remember to tell all guests and family members that yellow curbs are non-designated areas for parking. Carol does not think it is residents that park there. It is important to not park by the yellow curbs because these areas need to remain open for ambulance and emergency vehicle access. Also residents may have noticed that the awning has been extended in the back by AL. There is enough room for an ambulance or bus to pull up to the awning. It is important to remind everyone not to park under the awning. This area is for drop-off only.

Capital Expenditures – Chuck talked about the Pole barn already. The new furniture for Assisted Living was put in at the end of February or beginning of March. The new carpeting has not yet been ordered.

PMI's

- 1. I have a leaking showerhead and it was replaced with a downgraded one. I am very unhappy. It also happened with a wooden toilet seat that was replaced by a plastic one. The plastic toilet seat was what we would have used. The wooden one has germs. Carol stated she was willing to talk about this further in her office if someone wanted to take ownership of this.*
- 2. I have seen West Wing items in the aisle on the 2nd floor storage room. Items can be a tripping hazard when you go up to look at things. Carol also has noticed items in the aisle; and they are tripping hazards. She has seen some items outside of the storage unit. For example, she said there were 2 chairs and a plant, and some beach chairs. I would ask someone*

- to remove those items from the aisle; they are hazards. Items need to be put in the storage cages or removed from the area.
3. *On Saturdays, residents play board games, beginning at 12:45. Starting 45 minutes early, or more, is a way to keep people out of the games or to hurt feelings. Another resident was told to be there at 11:30 to play at 12:45.* Carol says that it is everyone's right to start early, but wanted everyone to know that someone is feeling left out. It is an event that residents started on their own, but maybe we need more board games to include more people, or make sure that everyone's voice is heard.
 4. *Still wondering why there is a walker in the coat room – it has not been moved for over a month.* Carol mentioned to Lauri to take a look at this.
 5. *Great dinner dance on St. Patty's Day. Can we do more often; maybe once per quarter?* Carol asked the group if they were in favor of once per quarter, and the group responded yes. Let's do it once per quarter.

QUESTIONS:

A resident commented that last month there was a speaker on birds and bird watching. She had a nice hand-out that was on the back table.

Why do employees wear sleeves over tattoos? Carol replied that all employees have a professional look to them and that tattoos should be covered while at work. *What about tattoos that go up the neck?* They should be covered as well because it is not ok for some people to display them and others not.

A resident wanted to talk about the upcoming Craft Show in the fall. It will be less competitive than at Christmas. There are several categories and residents can make and sell various items. Some money goes to the Cadbury Reserve Fund and the rest can be kept by the resident. In addition, some residents just want to display things because it took a long time to make them. We also have a table called the Lend-a-Hand table which is things that you do not want. If no one takes them, we give them to the Georgetown Shelter. And finally, there is a Lavender Blue table where everything at that table is lavender blue. So get working and make something. We also have a latch-hook rug going in the Community Room. A resident asked if the public could come. Carol stated that there is a reception, similar to that of the paintings and photographs.

Are there any new plans for the 5 acres? Not right now. The immediate goal for that is to use it as a buffer when the Mitchell family sells the remaining 55 acres.

A resident was asking about across the street. Carol replied that she was happy it rained recently – it kept down the dust. She understands that the development will be for 450 homes; including townhouses. This will be a big change for us, but we can do it. The more people in the area, then more services come.

Will there be a traffic light at the entrance to The Moorings? No, there will be no light at this time.

What about the shopping area? The shopping center is a go. There is a ¼ plot, not as far east as originally planned. So the houses will be first, then the shopping area. Carol thinks that a sales trailer will be there pretty soon.

Carol then introduced Michael Oakes, the Senior Vice President of the Springpoint Foundation. He was with Springpoint for 3 years, and prior to that he was with various hospital systems for 5 years and prior to that was with Make -A-Wish Foundation for 9 years.

Michael:

Michael opened with thanking everyone for having him here. He said that he had 4 kids, who were all on Spring break last week, so he is happy to be here now!

He said that everyone should have received a letter last week, or the week before, about the Foundation. He said that it is a fund raising arm of 19 affordable housing units and 8 CCRC's. We are the fund raising organization for all of those.

One thing that is here is the Resident Financial Assistance Arm, or as it is known here, the Reserve Fund. It has over \$450 thousand in that fund and it is still here. What we typically do, is that we send a quarterly report to someone like Lauri, and report what is coming into that fund and what is coming out. As I was sitting here, I sent Lauri the report of what the Fund had as of the end of last year, 2017, and she will get another report from me on a quarterly basis so she can share that with all of you. There are several residents who are giving to that Fund, and some employees as well through our Employee Appeal. If you see any employees who have the ribbon that says Annual Fund on the bottom of the badge, those are the employees who are giving. Carol has it, as does Lauri. They have decided to give back to the community and want the funds to stay here so that all of you can use

the funds for whatever it ends up being - whether it be Financial Assistance or another program. It's important for you to give those employees a thank you, we certainly do, and it is very special that they are able to do that.

I do want to stress that all of the funds raised here, stay here. We do not take any of the funds raised here and give it to the residents of The Atrium. Similarly, we do not take any of the funds raised at The Atrium and give them to you. It is very specific to each of the communities and I wanted you to know that.

We support about 14 residents at Springpoint and the budget is about \$500,000 per year. At last year, we had at one resident at every community on financial assistance. That is no longer the case, but we know this will continue to grow. As people live longer, and their funds are depleted, we know that this will continue to grow.

Another thing you may have seen is the Tomorrow's Leaders program. This is an internship program and we are able to pay college students over the summer to work and see what it is like to work in a community like this. Our previous past CEO, Gary Puma, started out as an intern over 28-30 years ago. It's a program that has been important to him and we continue it today. Three of our directors at our affordable community programs started as interns. So we try to stay with it today.

Two sisters lived at The Atrium, which is up in Red Bank. They endowed a nursing internship to last forever at that community. They were nurses by trade and they wanted to make sure that they gave back to the community. So they endowed an internship, they are passed away now, but this will last forever at this community. The internship program is important to us.

There is another program called the Spiritual Program that funds full or part-time chaplains in all of the communities. The community's individually raise money to fund this on an annual basis.

The more exciting things for me to discuss are individual community projects, which are things that come from you. These are individual community projects that are important for residents to see the results of their philanthropy. We see this here with the plaques on benches and the butterfly garden. So it is nothing that we want to change, but we want to encourage you to do what you want to do. But at a smaller community, Winchester Gardens, I was talking to them about what they wanted to do. A resident wanted to get a piano for their great hall. She put together a committee and scheduled a meeting to discuss the project. Then I got a

call from a woman who was at the Steinway store in Manhattan and she had just bought a piano to honor her husband. That is what she wanted to do for her community. Another example of this is a resident at Meadow Lakes enjoyed all her activities so she gave back her refundable entrance fee to fund an endowment fund so that they are run in her name.

So overall, it is important to do what it is that you want to do. I came from a hospital system and the Make-A-Wish foundation, not the senior living space. A former CEO once said to me, it is not that I live where you work, I work where you live. So it is important to do this right.

A big thing that we do is to provide bus transportation in the affordable communities. In some communities, you have it here, but some communities do not have this. Some of the affordable communities, Plainfield Towers in Plainfield NJ, is an example. Plainfield Towers has 189 residents, with an average annual income of just \$5,000. So for us to provide transportation, some fresh food and some wellness activities makes a big impact.

That is us in a nutshell. You can ask Carol for my contact information, and I am always happy to come down here to talk to you about a legacy that you might like to leave. So now I will take some questions from you.

Question – in your letter we received, it said that “qualified residents who have outlived their resources”. Please explain the word qualified. Answer – Carol and the Finance Committee qualifies our residents, not me. But ultimately what qualified means is that you have been in the community for a while and have spent down your resources. I do not mean that you come here and the next day, you give away all of your resources. That is not fair to the others who have spent years here and do not qualify for assistance.

Question – what kind of support do we get from outside organizations? Answer – it depends on the community. So we have some good business support from those that are around our communities. For example, the Bloomberg Foundation gives a donation every year to Stonebridge at Montgomery, which is right outside of Princeton. That’s in their cachement area so that is where they give. They gave this year a Dementia Garden, which will be the first of its kind at any Springpoint community. We look for all opportunities. We received a half a million gift from a board member last year, obviously not a resident, but he gave this to Resident Assistance. And they did not put it towards any one community, they just said whomever needs it will be able to benefit from it. So we always look in the

surrounding community for businesses to support the community. So about 80% comes inside, from residents, their families and staff, and 20% comes from businesses.

Question – There is a real need for affordable housing in this area. Will you get involved? Answer - Good question. I don't know the laws here that well. We did get involved in NJ where we used funds from Hurricane Sandy to complete a new affordable housing unit. At least in NJ, there are no more funding to build any more affordable housing communities. We used hurricane funds because we took so many residents in during the hurricane, that they were able to see the need and gave us the funds. We are using that to build a new affordable community. I don't think we wouldn't do it, but I don't know the laws here yet. I know that average wait time for some of our affordable communities is 3 ½ years, some are closer to 7 years. So I know there is a huge need, but I do not know the laws.

Question – You spoke of the activities at Meadow Lakes that was a result of someone's endowment. Could you give us an example? Answer – Sure. There was a 50th anniversary recently and we used about \$5,000 for activities like a live band for 2 events instead of a DJ. There are lectures and the Princeton Symphony came in and played for the residents. They were practicing, but the residents were able to hear them.

Question – What about the role of interns? How are they used? Answer – Mostly in the affordable communities, we do not have activity coordinator. Also the rent in an affordable community is about \$500 per month. So the resident might pay \$100 and then HUD might pay \$400. They will restrict how you could use that \$400. They used to allow things like birthday parties, but now they won't allow those kinds of things. So we will use our interns to do the accounting. In our CCRC's, interns will usually come in the summer and do activities.

Question – Many of us have come here drawn to the Quaker traditions. This presentation is really the first thing I have heard that sounds like I can say hurray - the giving tradition of the Quakers is alive and well. Answer – Well I am sorry I did not come earlier.

Thank you.