

**CADBURY AT LEWES  
AFTERNOON EXCHANGE  
March 5, 2013**

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

She started by saying that she has not done justice to the couples that live here. She had neglected to put the second person fee in the rate increase letter or to discuss at the resident budget meeting. She said it won't happen again and she attributes it to her inexperience. She then turned the microphone over to Paula Schatz, Director of Marketing.

Paula said she wanted to follow-up on the Delaware Health Care Facilities Association All Star Awards. Blue flyers have been posted throughout the building and card tents were located on the tables in the Bistro providing information on nominating employees for the award. Paula said that Cadbury at Lewes is a member of this state-wide association and we have the opportunity to nominate employees to receive an award in 14 different categories. We can submit one employee for each category for a job well done. Each nominee will be honored at a luncheon held at Cadbury. The nomination forms are due to Barb White tomorrow. Paula will leave some forms at the back of the room and more are available at the front desk. We have received 5 so far and expect 3-5 more. If you are interested in nominating an employee, complete the form including the employee's name, category and provide a brief essay as to why they're being nominated.

Chuck Rendulic, Director of Support Services, then took the floor. Chuck reported that 178 work orders were received in December, with only one remaining open which is due to scheduling. For the month of January, 238 work orders were received. One order remains open and has to do with duct work leaking in a kitchen area. In February, 152 work orders were received and 3 are still outstanding. The first is a broken window, the second is a wall that needs repairing in health care, and the third is a connection issue in the Bistro.

Chuck reported that the large recycling bins have been removed. There are still small recycling bins in the apartment trash rooms. For cottage residents, there is a trash receptacle back by the loading dock. It is open on the top and there is a side door that can be opened. We do pay to have this one and it is emptied three times per week. One resident said that if people want recycling at their door, it costs \$27/quarter. Carol said we had talked about this at the Building & Grounds Committee Meeting and it was agreed that we didn't want the big trucks driving through the community. Chuck said that we can look into it, but the company may want X number of residents to participate. Another resident said that the Delaware Eye Institute has recycling bins and there is one there for batteries. Nancy Krail said there is a bin in the trash room for batteries. Someone said that alkaline batteries do not need to be recycled. Curt Christensen said that the bin outside is labeled as cardboard only. Chuck said that it has been painted over and that the bin can be used for all recyclables, with the exception of batteries.



For an update on the grounds, we are getting ready to mulch. Within the next week or so we will be fertilizing and starting to replace some grasses. Some of the grasses were removed because they were spreading into the lawns. We will use Round Up when we see it come up and then re-seed the area. Jim Bazzoli said that there are three beds along the fence on the north side that need replacing. Chuck advised that they will be replaced with knock-out roses. Carol Bishop said that she doesn't want the grasses back in her beds. Chuck told her to just tell the guys when they come by. Tru-Green will be here to treat by the end of the month. We'll give you notice so you can be aware for any pets.

Chuck said that he has received some complaints about the dryer vents. He will be purchasing a tool to assist with cleaning the vents. They will start in the cottages with those people who have been here at least five years. You can check your vent by looking outside when the dryer is running and see if the louvers are moving. If they are moving, the dryer vent is clean. The vents go into the crawl space and then go outside. The dryer vents in the apartments go in a different place.

Nancy Krail asked when the sidewalks for the first floor apartments will be done. Chuck advised that many people were interested in pricing but only one person came to him to say they wanted it done. In an effort to keep the cost to a minimum, it is necessary to have at least 5-6 people done at the same time. If you are interested, call Michael and we will start the process. Jim Bazzoli said that he has a sidewalk expansion joint that was filled but needs to be re-done. Chuck advised that they will come back and do it again. Carol Bradt wanted to remind Chuck that she has a mini-lake in her driveway. Bob Hein said he continues to have a problem with the entrance to his crawl space; it opens and closes. Chuck said he will personally go over tomorrow and take a look at it. Becky Goldstein said she placed an order to have the porch sealed and is not sure if it was done. Chuck said that if it's not leaking, it has been fixed.

A resident said that he read that the garage doors should be serviced every six months. Chuck said that we take a look at them every year to ensure they're operating properly and to oil the wheels.

Chuck turned the microphone back to Carol. Carol said she wanted to provide some background on how we got the numbers for the rate increase. She said a team of people from Cherry Hill and Lewes looked at prior years as well as what other communities were doing. For the second person fee, we looked at competitors in Williamsburg, VA and three communities in Wilmington. The second person fee in Williamsburg was \$879, \$1,135 at Cokesbury, \$1,156 at Kendall and \$1,500 at Stonegates. We felt it necessary to make a one-time adjustment to \$600.

Basing the budget on the market, we looked at expenses. The cost of living is the same. Carol said she would send out a letter to say that the second person fee is \$600. One resident said that it is unequal and unfair treatment. Carol advised that the rate increase was approved by the Board and that it comes back to service, and we want to be standard with the market. Jane Lord said she was considering what those costs would be in the market place and chose Cadbury because the fees were lower. Gil Kaufman wanted to clarify that the Cadbury Senior Services Board approved the fees and he is on the Lewes Board. Carol said she understands how unhappy



everyone is and she is listening. She added that we have to consider the business and to give it a chance to settle your minds. Joan Ellis asked how basic fees compare “very similar” and what the cost is for the second person, relatively speaking, compared to 3.4% is a lot of money. She said that the “competition” is bothering us. Ruth Folta asked why raise the prices if we’re trying to fill up? Jim Bazzoli said that something sounds wrong with the reasoning and that we want to base a budget on needs. Carol replied that we are adding more landscaping staff and an activity assistant in health care that support the increase. Curt Christensen said that what disturbs most people is that our pensions are not going up and it’s more difficult for people to pay these costs. Carol said that’s why we have the Resident Reserve Fund. Cadbury will not ask you to leave if you run out of money. Many residents said that the Resident Reserve Fund was never explained and they don’t understand it. Do you borrow from it and ask families to repay? Carol said she will speak with Lynette and ask her to provide a presentation at the next meeting. Genevieve McGee said she was hoping for no increase but what bothers her is that she could afford her yearly fee of \$23,760 but now it’s up to \$30,000 in less than 6 years. Genevieve said she doesn’t want to use the Reserve Fund. Carol offered to have Gen come to her for a separate meeting. A resident said that any improvements in extra services need to have a vote by the residents. Carol reminded everyone that the budget is created by the business. Ron Trupp said that not all improvements benefit them all and that the residents should have input and that we need a building for equipment. Carol asked him to please come and talk to her.

Ellane Hein asked if the employee wages and benefits is the biggest expense of the organization. Carol confirmed that it is and Ellane said that the employees deserve it.

Binky Tompkins asked if one doctor, one day per week is adequate coverage. Carol said that we are looking into that for this year. If you need services, contact the AL Manager and she’ll arrange for help with medications, etc.

Dick Cleaveland asked what our policy is with respect to CPR. Carol advised that we have a nurse on staff that teaches CPR and that most of the staff is CPR certified. All Activities, Transportation, and Maintenance staff and some Dining staff are certified. She assured residents that someone would be right there to perform CPR until 911 has been called and emergency personnel have arrived.

Bob Hein stood up and said since Carol has no authority to change the fee structure, he asked her to please appeal the process to the higher authority to charge less money. Bob added that it is the expressed opinion of couples that they are being treated unfairly. She said his comment is noted and she will do that.

Carol then reviewed some PMI’s:

- Dining Room comment cards – Jeff has developed new ones and they should be out and available.
- Was given the wrong menu – received the wrong soup. Carol believes this to be an isolated incident.
- Housekeeping Golf Cart – it could use a new plastic cover. Carol said we will take a look at it.



- Recycling – Chuck already addressed
- Servings of protein – too much food. Carol said we will look at portion sizes – small vs. large, or cut portion sizes and allow people to ask for seconds.
- Parking – Carol reminded residents that parking around the front circle is for visitors and to please park elsewhere
- New chairs in the Quiet Room – they are uncomfortable. Chuck is looking into ordering new ones. Mildred Weidmann said that the chairs in the auditorium are comfortable.
- Social Accountability Forms – most of the forms have been received and Carol will be tabulating the results. An ad will run in the newspaper and we can all see how much we give back to the community.
- Satisfaction Surveys – in comparison to the previous survey, scores went up in Communication, Activities and Finances. Scores were slightly down in Dining, Medical, Maintenance and Transportation. The total overall score was 3.85 out of 5.0 for 2011 and this year the results came in at 3.80 out of 5.0, for a difference of .05. Some things are better and some are just below expectations. The goal is to bring the scores up and make things better.
- One resident asked if all residents could get a copy of an updated organization chart since there have been some changes. Carol said she would get this out to the residents.
- Ruth Folta said we need more parking and how do we go about getting it. Carol responded that we have talked about it at the Building & Property Committee Meeting and about taking the island where the flag pole is and putting some spaces in there.
- Jane Lord said that the recyclables bin discourages rather than encourages residents to use it. It needs a laminated sign stating what can be put in it.
- John Folta said he believes there was a misunderstanding about where he's been parking and he apologized to everyone that he was using the spots in bad weather and when he had outside commitments. Carol said that there are 4 spots around the circle and the other handicap spots are for visitors. There are also 2 spots designated for 15 minute parking. Carol thanked John for his acknowledgement.
- It was suggested that we use the buses more when there are meetings or activities in the afternoons. Carol said we'll take a look at it.
- The two straw chairs by the mailboxes are difficult to get out of and residents would like the wing chairs back from the Living Room. It would be nice to have 4 more like them; two by the fire place and two by the dining room.
- Ruth Folta said that with regard to parking, more people coming in should be aware. She asked how many apartments are unoccupied. Carol replied that only 2 apartments are without contracts. We have a total of 82 apartments and 48 cottages for a total of 130 units. Presently, 9 cottages are empty. She added that we are targeting an aggressive census in our budget.
- Carol Bishop said that Schell Brothers is intending to build behind her cottage and now may be the time to buy the corner area. She said she will be in the shadows of a high rise. Mildred Weidmann added that opposite Carol's cottage on the East Side, all have sold signs on them.

Carol Holzman closed the meeting by telling residents that if they have anything on their mind, to please come by and see her.



Dick Cleaveland said that Carol deserves a lot of credit for standing up there today.

Barbara White, Recorder  
3/11/13