

CADBURY AT LEWES
AFTERNOON EXCHANGE
January 8, 2013

Carol Holzman, Associate Executive Director, welcomed residents to the Afternoon Exchange and thanked everyone for coming. She said that Paula will talk about the Coastal Camera Club. Carol advised that Chuck was unable to be here as he was summoned to jury duty, but she will do her best to answer any maintenance questions. If she can't answer them, she will speak to Chuck when he returns.

Carol turned the microphone over to Paula Schatz, Director of Marketing. Paula said that the Coastal Camera Club has been meeting here twice a month and has been very active in working with her on taking photos of the community, getting involved in events like the Four Freshman Concert, our Anniversary Celebration, etc. to help with updating the photography, particularly on the website. Now, we are getting ready to re-print our Independent Living information packet that we send out to prospective residents. Paula received a suggestion that residents may be interested in having a class led by the Coastal Camera Club to learn how to transfer slides, scanning photos, etc. Paula asked if there was interest in this type of class and the response was positive. She will work with the Camera Club to get something scheduled.

Paula turned the floor back over to Carol. Carol said she would like to review some things that have come up over the last two months. We have talked about parking and transportation, two things that seem to reappear every two months. She wanted to get a feel for how we are doing with parking and residents said it is better. Two of the cars that hadn't been being driven are now out of the parking lot in the East Wing. Carol said that some transitions have taken place and sometimes it just takes time for those transitions to happen. Mildred Weidmann asked why are there so many resident parking spots in the East Wing and not many in the West Wing? Carol said that is a good question and she believes there are no spots designated for residents in the West Wing. Some spots in the East Wing were designated as Resident spots because we had employees that were also parking in that area. We also asked the therapists to park their cars in the West Wing lot. Now there appears to be some congestion in the West Wing lot, so it would be a good time to designate some spots for residents. Vi Cribb asked where we would designate those spots, as she would prefer the center aisle so she doesn't have to back out. We will start with approximately 15 spaces and if we need more we will add more.

Joe DeMul asked about low ground areas. Carol advised that we did re-pave some areas that had low spots. The area still remains to be soft under the ground, especially during rainy days. Carol will speak to Chuck about it as it's not on our list to be done. We need to take a look at the balance of the benefits versus the costs.

Satisfaction Surveys have been received and we have tallied all the results and Carol and Vic will work together to develop a presentation. Results look similar to what they were for the last three years. They will report at the next meeting in March. A suggestion was made to re-word a question when we do the next survey that refers to being better off now or when you moved in. Carol advised that we would take a look at it and try to clarify.

Everyone should have received a notice from Carol that we have hired a new Dining Services Director. His name is Jeff Smith. In her letter I said that he was starting on Thursday, January 10th, but his spouse gave him a surprise weekend getaway, so he will start on Monday, January 14th. If you recall from the letter, Jeff has a Food Management degree from Johnson & Wales University and a Master's in Nutrition from the University of Utah. He has worked in food service for 16 years and has 9 years experience with Morrisons. Morrisons is an organization that goes into facilities like Methodist Manor House and Cokesbury Village and they manage the dining services in those retirement communities, so he has a lot of experience in building a dining team and taking mediocre employees and turning them into superstars. There's one gentleman that he hired at Methodist Manor as a dish washer and is now an executive chef. So she's thrilled to have him here and hope that you will be too. He has excellent credentials, and decision making and critical conversation skills that fit our philosophy.

Carol reminded everyone that the Department of Health prohibits animals from being in the Bistro.

Carol explained that at the semi-annual cleanings the baseboards are wiped with an electromagnetic feather duster. Unless there is a visible stain, we will not use soap and water on your baseboards. The blinds are wiped with a damp cloth if they are really bad. If they aren't that bad, they are Endusted and wiped. When the blind is closed, the part that faces out will be dusted it off. We will be cleaning out ducts as well as part of the semi-annual cleaning.

A PMI was received suggesting that we have a place to recycle printer ink and old cell phones. Printer ink cartridges that need to be recycled can be taken to Staples and they provide coupons for your next purchase. If you don't drive, we can talk about that, but we may need to make a quarterly run to Staples. Most places that sell replacement ink cartridges will take the old ones. Joe DeMul said he does his through mail order and it comes with a label for returning the old cartridge.

Recycling – there are two dumpsters out back. The one that is on the road is for clippings, branches, etc. The Recycling bin is near the back loading dock. Some of you are having trouble dropping off items because trucks are in the way. The trucks are generally here in the morning so you may have better luck getting to the recycling bin after 10:30 am. Gil Kaufman said the main problem is that the bin is labeled with "Cardboard Only" on the side which discourages residents from throwing other things in there. Carol advised that the bin is the property of Waste Management, so we can't really write anything on it, but we can tell you that you can put all of your recyclables in that container; it's not cardboard only. Lois Nickerson suggested that trash be picked up in the cottages twice a week on Mondays and Thursdays. On Mondays, there is a fair amount of trash. On Thursdays, there are little bags out there. Regular trash could be picked up on Mondays and labeled recyclables could be picked up on the other day. Carol advised that she spoke with Maintenance and that a lot of trash is generated and that two pickups are necessary. Some residents disagreed. She believes this is an item we need to keep open for discussion and she will talk to Chuck about it. It was suggested that we use an outside source but this would cause another truck to pass through the area. Chuck may have pricing information.

There is a problem with the TV Channel. Carol's understanding was there was an issue with Touchtowne. She will take a look and see what the status is. The Channel is #973 and is internet based. Chart Room and Bistro menus are posted on the CALRA.org website. If you have a problem viewing them, you may call Dick Cleaveland.

Joe DeMul asked why we would hire someone from a 2-star facility and bring them to a 5-star facility. Carol responded that the 5-star rating is done by the Center for Medicare Services and the rating is based on quality measures, staffing, fire safety, etc and that dining is not part of the measurement. She said that Jeff's credentials are great and we should wait and see how things work out.

Chuck will be fine tuning his plan for a maintenance building before he takes it to the Planning Board. It is scheduled to be built this calendar year. The plan is to put it out on the mound outside of Health Care between the fire lane and Cadbury Circle East. The building will not take up any parking places and the garage doors will face out towards Cadbury Circle. It will look like the other Cadbury buildings and will be gray and have windows facing our building. We are even thinking about putting a cupola on it. Carol assured everyone that it will be aesthetically pleasing.

Lois Nickerson asked that if residents purchase a washer/dryer, is Cadbury still going to take care of it if something goes wrong. Carol said let us order it so we know what we're getting and the resident can pay for it.

If residents want to take their recycling items to specific bins, they can take them to the American Legion Drive (near Dairy Queen) or the high school around the back. Batteries can also be taken there.

Dean Hoover asked if a bank is coming back on the property. Carol advised that Sussex County Federal Credit Union has a virtual terminal system and we are waiting for that. It looks like an ATM machine but is a video picture of a real person that appears on the screen.

Carol thanked everyone for coming to the meeting.

The next Afternoon Exchange will be held on March 5, 2013 at 3:30 p.m. in the Auditorium.

Recorder: Carol Cascone, Marketing Associate
1/14/13