



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

June 26, 2018

Carol Holzman, Executive Director, opened the meeting and thanked everyone for attending. She commented on how beautiful the pictures were from the butterfly release that played as people were being seated.

Chuck is on vacation, so his update will have to wait until the next meeting.

Lauri:

Lauri started by talking about the 4th of July. She commented how everyone has been seeing signs for the fireworks celebration in Lewes. She is concerned about traffic and safety if she tries to transport residents to the beach. So, she is trying something new this year. On July 4th, beginning at 8 p.m., there will be a celebration on the patio. Dessert will be provided and she hopes that residents will be able to see the fireworks. This will be in addition to the picnic during the day.

Lauri thanked everyone for participating in the ice cream social and those who picked up and returned the completed Holleran survey. We are doing very well with the response rate. If a resident has not yet returned the completed survey, they have until this Thursday to do so. She has to overnight all the surveys to Holleran on Thursday so they have them by Friday. She reminded residents that if you complete the survey and turn it in to the front desk, you get a \$20 certificate to the Chart Room.

The shredding bins have been emptied and will remain there for one more week. They are in the closet on the first floor next to the Bistro.

We have had a request to re-invigorate the volunteer program. The residents used to have a very robust volunteer program and Lauri now has two volunteer opportunities to share. The first is for a volunteer to sit at the back desk in Healthcare. She is looking for volunteers to serve Monday through Friday from 3 p.m. to 5 p.m. and on Saturdays and Sundays from 11 a.m. to 2 p.m. The volunteer would be expected to

greet visitors, have them sign in, and then direct them to the skilled elevator or let them know where a resident lived. These are times when there is no staff to sit at the desk. Melissa Luciany, the Activities Coordinator, will be organizing this effort. So if a resident would like to volunteer for this, please let Melissa or Lauri know. Lauri promises that the volunteer would everything they need and that there would be no confrontations; just customer service.

A second volunteer opportunity exists having to do with events. Lauri said that there are a number of events that take place in the Auditorium and she wants to bring the Skilled and Assisted Living residents over to enjoy them. So Lauri is looking for a volunteer crew that she is calling “The Pushers”. She needs a list of residents whom she can call who would be able to push a wheelchair and help someone else enjoy the event.

Carol:

Census - The current IL census is 86%, the SNF census is at 93% and the AL census is at 84%. There are four move-ins expected within the next two months. In July, Marlene Sosnowski is moving into Apartment 211 and William Kennedy is moving into Cottage 14. In August, Sheila Turner is moving into Apartment 141 and Bob and Faith Duncan are moving into Cottage 45.

Stay-cation - We have a marketing program going on called “The Stay-cation” which allows prospects to come and experience living here for a couple of days. We have had a great response to this program and several prospects are pursuing moving into the community.

Dining - We have had a new software system installed called Horizon. Lauri put together a pictorial to show how a bill looks now. Prior to this new system, the dining bill was itemized, but now only some of the dining appears on the bill.

The cut-over to the new system was on May 16th. Under the prior system, residents were given Cadbury cash on April 25th to use in May. On May 16th, we gave residents an extra \$30 to accommodate the period of May 26th to May 31st until the June statement was generated. From this point forward, Cadbury cash will be loaded on the 1st of each month, to use in that month.

Under the previous system, all dining purchases were itemized. Under the new system, purchases under \$150 are not itemized. Carol then introduced Kim Applegate, the Business Facilitator, to come up and help explain what residents are seeing.

Kim said that going forward the \$150 will appear on the first of each month as a Rollover/Adjustment. She indicated where on statement the Rollover/Adjustment was listed. Kim further stated that if in the prior period, a resident exceeded the \$150, then the section called “Incline” was a negative. This negative meant that the resident was already billed for this amount.

The \$150 is called a “Declining Balance” by Springpoint. This means that until the \$150 is spent, no itemized charges will appear. Once the \$150 is reached, then each dining charge will appear on the resident’s bill and will be characterized as an “Inclining Balance”. Kim compared the declining balance to a debit charge and the inclining balance to a credit card. The debit charges are immediately paid, while the credit charges are itemized and billed.

Kim has now determined how to print an itemized list of all the dining charges, whether they are declining or inclining. If any resident has a question about their June dining charges, they can come see Kim and she will print out a report. Going forward, she will include an itemized dining report with the monthly bill.

A resident asked if any other Springpoint communities use the declining balance system and Carol replied that the Moorings is the only one at the present time. However, she added that other communities were adopting the declining balance system. A resident stated that the title “declining” was confusing and perhaps it could be renamed.

Another resident complained that there is no history. Carol explained it was because the Horizon system is new and there was no way to show history prior to May 16th. She thought it would be a good idea to discuss this at the next Exchange meeting in August. At that point, residents will have received a July and an August bill, so they will be able to see some history.

Healthcare - Gil Kaufman had asked for an explanation of how the healthcare at the community was organized. There is Skilled nursing and Assisted Living. Skilled, also called The Cove, is run by Ruthanne Jacobs. It consists of long-term care and rehab residents. Assisted Living is comprised of The Tides and Safe Harbor. Safe Harbor is the memory unit and is secured for the safety of the residents.

Butterfly Release - The event on June 22nd went very well and earlier we shared the pictures that Lauri put together.

Beauty Salon - Carol stated that Cadbury had contracted with Generations Salon Services in 2007 to provide stylists for the residents. If a stylist went on vacation, another was provided so that a resident did not have to worry about missing an

appointment. Two weeks ago, Carol received a letter that Generations is closing their business. Initially, Carol thought that The Moorings would engage another firm called Elder Elegance that other Springpoint communities use. However, Elder Elegance was not interested in providing stylists to this geographic area. In the meantime, Carol has received a lot of feedback from the residents that they really like the current stylists and would like to continue the relationship. Carol is listening to the feedback and has scheduled a meeting with the stylists on Thursday, June 28 to discuss the matter further. More to come on this issue.

Shuffleboard - Carol asked for a round of applause for Bill Dunn who arranged for the purchase of the indoor shuffleboard court. Bill said that he will be working on organizing some games in the next few weeks.

Staffing - Carol said that there have been many changes for staff over the past few months, including Horizon and the new work order system. It is difficult for everyone to understand all the processes all at once and she stressed that the staff come to work with the intention of doing the best that they can. She has been aware of some tense situations in the last month and she would ask that the residents try to have patience and be respectful to the staff.

Dining Experience - Carol talked about the dining experiences on Wednesday and Friday nights that have been tried for the month of June. She said that Wednesday nights, they were trying things like cook-outs and barbeques to make dining more like it was when a resident owned their own home. She took a poll of the residents and asked if they would like to continue for the month of July, and the answer was yes.

The Chart Room is closed on Friday nights and Carol said they were trying to create socialization events by offering more substantial refreshments. A resident stated that she doesn't like to have dinner at 3:30 and suggested that starting at 4:30 or 5:00 might be better. Another resident offered that the bus picks up from the cottages at 5, and by then the buffet is picked over.

Carol said that the intention was to offer a Happy Hour and some hors d'oeuvres and then people could go to the Bistro for dinner. The Bistro is always open for dinner. The reason that Happy Hour is started at 3:30 is staffing, but she said she would look at the starting time. A suggestion was made to have Happy Hour start at 3:45, and then pasta served at 4. A resident stated that she did not like pasta, which is why she did not attend. Perhaps the Bistro could offer to sell food that accompanies pasta, such as sausage, eggplant, vegetables or shrimp scampi. Carol took a poll to see if this should continue through July and the vote was yes.

A resident added that a better menu should be offered on Sunday night. Another resident said that there was no room to sit down. Carol said that four additional tables had been ordered and that extra chairs could be brought in from the dining room.

Heart Association - Carol explained that she is the Chair of the Heart Association's Heart Walk that occurs in October. She would be asking for contributions and stressed that no one should feel that they had to give.

PMI's

- 1. The golf cart does not add to the appearance of the community building and it blocks wheelchairs from exiting the bus. Could it be parked somewhere else?* Carol said that Karen uses the golf cart for touring prospects around the facility. She asked if residents would mind if the cart parked in a parking space. She asked for a vote and no residents objected to the cart taking up a space. Carol said she would speak with Karen.
- 2. A resident complained that there were no blank PMI slips in the mailroom.* Carol said she was not aware and would make sure a supply was handy.

QUESTIONS:

A resident wanted to announce that the Spring Concert was that night (June 26th). She said that two outside groups were coming and she hoped people would attend.

A resident asked if it would be possible to get two more handicapped parking spaces in back of the East Wing. Carol said she would speak with Chuck when he returned on July 5th.

A resident wanted to state how much she appreciated the effort in getting the newspaper delivery problem straightened out. She asked who is delivering the papers - security or the paper lady. Carol said it is the newspaper deliverywoman.

Carol thanked everyone for coming.