



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

August 7, 2018

Carol Holzman, Executive Director, opened the meeting and thanked everyone for attending. Carol began by announcing that as soon as she finished her remarks, she has a special guest speaker. Michael Oakes is the Senior VP of The Foundation at Springpoint and is back to share some information with all the residents about The Foundation.

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

Carol:

Census - The current IL census is 85%, the SNF census is at 90% and the AL census is at 89%. There are several move-ins expected shortly; two apartments and two cottages. Marlene Sosnowski is moving into Apartment 211 and Sheila Turner into Apartment 141. William Kennedy is moving into Cottage 14 and Bob and Faith Duncan are moving into Cottage 45. Karen has been very busy with tours and meeting prospects, and there is another cottage move-in scheduled in October.

Staffing - Carol said that Ruthanne Jacobs, the Director of Nursing, has resigned and will be leaving effective August 15th. She said she is actively seeking a new Director and has several good prospects. She also said that Kim Bishop is the Acting AL Manager. Kim has a PhD in Education and a BA in Nursing. She has a wonderful demeanor and has been with us for over five years, so she is very familiar with The Moorings.

Dining - Carol reported that at the last Exchange, there was a long session about dining dollars. Several residents insisted that there was something wrong, and after a lot of digging, we found the problem. Kim Applegate has added dining dollars to almost of the accounts, as much as \$150 if the balance was less than \$450. Carol thanks all the residents for their perseverance and patience.

Wheelchair - Over the weekend, there was an incident with a missing electric wheelchair. A child found the wheelchair and took it for a ride and the owner had no idea where it was. Carol encourages everyone with an electric chair to make sure that it is turned off when the chair is unattended. The missing chair was found and the child and her family were very apologetic.

Entrance Fee Refund - The issue of Entrance Fee refunds has recently come up with several families wanting the refund payable to them or to a trust. In the past, we have always stated that the refund must be payable to an Estate, but have recently learned that this does not have to be the case. There is a form that can be completed designating where the refund should be paid. If you are interested in this topic, please see Kim Applegate in the Business Office.

Heart Association - On Saturday, October 13th, the annual Heart Walk will take place in Georgetown. Carol encourages everyone to participate and a contribution is not required in order to walk. There will be a donation campaign for employees and residents, but no one should feel pressured to give. Last year, The Moorings donated just short of \$10,000. There will be a warm-up again this year with an element of surprise involved. So if you want to see the surprise, you will need to participate. There will be a bus going over in the morning and all residents are encouraged to participate, even if you do not wish to walk. Last year the chorus sang and we'll talk to them to see if they would be willing to sing again.

Beauty Salon - The beauty salon saga has been settled and Kim and Diana have agreed to stay. There was a round of applause and Carol promised to tell them that everyone was pleased.

PMI's

1. This is very hard to read but the woman signed it, so Carol will speak to them directly.
2. *Several residents complained about blocking the sunlight from the ceiling in The Bistro. They said it was so nice to see the sunlight when entering the front vestibule and it was not an institutional look.* Carol said the plan is for sails to be suspended. The sails are a light cream and would not block all the light but rather just block the hard sunshine on the tables. She needs to know if the majority is ok with this plan before they move forward. *Is it permanent?* Carol said it will be attached with cables but it could possibly come down, but they would need a cherry-picker. An alternative was a rolling shade that blocks more of the light and costs

about three times more. Carol said she would entertain comments in her office for the rest of the week and she encouraged residents to stop by and speak with her or Lauri Weeks.

3. *We are really missing the two benches out front when waiting for a ride or unloading packages. Any chance of getting one or two extras?* Carol spoke to Shar who will temporarily move the bench by the flagpole to under the awning until we get the two new benches.
4. *At the next Cottage Forum, could you please invite the department heads to attend so that Carol doesn't have to speak to them and get back to us?* The reason that department heads do not attend is so that the space is a safe one to share both positive and negative thoughts without worrying about hurting anyone's feelings.
5. *The Auditorium is so cold; the night of the chorus it was freezing. The halls are cold and one needs to put on a sweater. Also the patio is lovely with flowers and umbrellas, but the Butterfly Garden is overgrown.* Carol has passed these comments onto Maintenance and she noticed that when she came into the Auditorium today it was warm. *A resident commented that you can always put on a sweater, but can't take off anything off if you are hot. She also said that the night of the chorus, the stage under the lights was very hot.* Carol said she was not sure how to solve this, but would pass on the comments to Chuck.
6. *I wish to commend Amy Grohol on her concern and help when my air conditioning failed on two very hot nights. Amy brought two heavy fans to my apartment and positioned them for my comfort during the night until Maintenance arrived in the morning.* Carol thanked the resident for their lovely compliment.

QUESTIONS:

I didn't hear my PMI read. I wanted to complain that the new towels they have in men's restroom by the pool are awful. They are small and very rough. Carol said the notes would reflect this and she would take a look.

A resident said a visitor from another Springpoint community recently said that the other communities were changing their dining to a point system. Carol said

she is not aware of any point system at Springpoint. She is going to an ED meeting at Wall next week and maybe it will come up for discussion. She said that two communities, including us, have a declining balance dollar system, and the rest are moving to that model.

Is there a plan for the bagworms? We are in danger of losing all the trees on the west side. Carol said Joanne has been spraying, so she knows that they are working on it.

Could we have a show of hands about a covering for The Bistro? I like looking at the clouds and the birds. How many don't want a cover at all? Can we use umbrellas? The tables don't have holes in them, so umbrellas won't work. A show of hands won't help answer how the majority feels since not everyone is present. Carol encourages all to make their feelings known to Lauri and/or Carol.

The floor in The Bistro is buckling in several places. Carol said she is aware and is unhappy with the installation. She has been speaking with Chuck about it.

I do not like the new uniforms in Dining. Who picked them out? Carol said she is sorry to hear that; she thinks they look very professional. She said the Dining staff did a vetting process to look at new uniforms and they are the ones that picked out the new style. *Four servers last night were very unhappy with them. The apron looks too long.* Carol said she was sorry if someone was unhappy, but if all were given the chance to participate and some chose not to, then you can't express unhappiness with the outcome. *I want to say that some of us do like them.* Thank you for that.

Lauri:

Lauri showed a slide with upcoming events as follows:

- Visit from Stacey on Whole Body Wellness
 - August 13th at 3 pm - Brain work out with "Beat the Clock"
 - August 14th at 10 am - "Mindful Movement"
- August 28th - last concert for the year. She thinks it will be at the High School.
- Art Gallery Wine and Cheese Reception on August 31st from 3 pm to 5 pm. All artists will be present.

Lauri is also happy to announce that OSHER classes will start up in the fall. The first one is the Thursday after Labor Day from 11 am to 12:30 pm in the Auditorium. The class is called “Bloodlands of Eastern Europe”. The next one is from 1 pm to 2:30 pm and is called “DuPont Family, Legacies and Estates”. She is working on a plan for parking and outside visitors in the building. She said that all residents are welcome to join the classes whether they are OSHER members or not.

She announced that Brain Health Mondays will be held the first Monday of every month, beginning with Monday, October 1st. There will be a class in the Auditorium from 2 pm to 3:30 pm.

Beginning on Wednesday, September 26th, Lauri will conduct Wednesday Wisdom; special programs designed to give tips and tools regarding topics of interest. For example, the first one will be on organizing small spaces; another will be on Medicare.

And lastly, the Safe Driving course will be held on September 26th. An instructor will come in and conduct the four hour refresher course. Lauri will e-mail the information.

Michael:

Michael opened with thanking everyone for inviting him here. He said he wanted to re-introduce himself and to give residents an idea of what the Foundation is all about, how we might affect some change here at The Moorings and then a glimpse into the future of some things you might be seeing down the road.

The Foundation’s mission is to effect change in the communities and for the individuals whom we serve. That takes on a different role in each of our communities. You may have seen this flier that we placed in your cubbies of some of the things that we have been doing in other Springpoint communities.

He wants to thank you for all of the funds you have raised for the Resident Reserve Fund. For those of you who don’t know, the Resident Reserve Fund is for those individuals who move into this community and run out of funds through no fault of their own. The Foundation then takes over and pays for them to stay.

Right now, there are 12 individuals, none of them here, who are receiving Springpoint financial assistance in the amount of between \$350,000 and \$500,000 per year. He wants to share some good news about your Resident Reserve Fund.

A couple who used to reside here at The Moorings recently bequeathed a very generous gift from their estate to the Resident Reserve Fund. It's a wonderful gift that will go right into the Reserve Fund to be used for someone who needs financial assistance to remain here. Most of the Foundation's assistance goes to the reserve funds at the various Springpoint communities.

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. At a smaller community, Winchester Gardens, he was talking to them about what they wanted to do. A resident wanted to get a piano for their great hall and she put together a committee to discuss the project. A few days after the meeting, he got a call from a woman who was at the Steinway store in Manhattan and she had just bought a piano and wanted to give it to the community in honor of her husband. That is what she wanted to do for her community.

Another example is at a community in Red Bank, NJ called The Atrium. They are exploring the possibility of expanding their common room. The residents approached the director and asked if the Foundation could put together a fund raising effort to help get this accomplished.

The last example is in a community in Princeton called Stone Ridge. A couple who resides in this community loves music and enjoyed when the Princeton Symphony came there to practice. They wanted to have the Symphony come and play a concert there on an annual basis, so they gave a donation as an endowment to make sure the Symphony would continue to play there.

He wants 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 want you to know that.

These are things that are the most exciting to me. The Reserve Fund is something that is meaningful because it is helping your friends and neighbors, but there are so many other things that you can do to affect your community in a tangible way.

Over the next year, as we continue to integrate ourselves with this community, you will see an annual appeal towards a goal of your choosing. You can give to your community through a donation to an appeal, directly to the Reserve Fund, through your estate by directing your entrance fee refund back to The Moorings, a direct bequest in your will or a gift to the organization through a program called a

Charitable Gift Annuity. The Charitable Gift Annuity allows you to give a contribution, take the charitable deduction and then based on your age you will receive an annual return back. This year, the annual rate of return has increased, which makes this program even more popular. You will see more about this program towards the end of the year. I believe there are about 7 people who have done this here at The Moorings. That is part of what has made your Reserve Fund so strong. Your Fund has a little over \$450,000 in it at the current time and much of that was done through this charitable gift program.

So again, thank you for the opportunity to re-introduce myself and tell you about what we are doing at all of our CRCC's. For those of you who do not know, in addition to the CCRC's, Springpoint also runs 19 affordable housing communities throughout New Jersey. These communities are for seniors who are living at or below the poverty level. Many of our residents in these communities live on about \$5,000 per year. We on the Foundation side are raising funds to bring different things into these individuals' lives. We have a food pantry program as well as activities similar to those that you enjoy here.

Are there any questions? No, well thank you for having me. You can get in touch with me anytime.

Carol thanked everyone for coming.

Jennifer Silvestri, Recorder
8/7/2018