

**CADBURY AT LEWES
EVENING EXCHANGE
February 7, 2012**

Vic Amey, President & CEO, welcomed residents to the Evening Exchange.

He advised that the department heads are working hard and are deep into the budgets. He reminded residents that the fiscal year runs from April 1 thru March 31 and that we are finishing up the last couple of months of the current fiscal year. Looking ahead, it is imminent that fuel costs will directly impact us. We've had a good winter thus far, but fuel costs are projected to continue to increase over the next 12 months. As a result, food costs will also be impacted. The increase will be realized primarily in fresh foods which have already risen 19%. All residents will be notified in writing of any impact on food costs and monthly service fees no later than March 1.

Vic turned the microphone over to Carol Holzman, Director of Resident Services to provide any announcements. Carol advised that Paula Schatz, Director of Marketing, had asked to her convey to residents to expect a memo from Marketing regarding volunteering for different events. The Marketing Department would like help from residents in providing tours or having lunch or dinner with prospective residents. Please complete the form if you are interested in volunteering.

Carol asked that all residents be sensitive to their neighbors with respect to parking. If you don't drive very often, please park along the outer circle, near where Vic parks.

Carol announced that SDALL is having a smorgasbord of speakers on Tuesdays through the month of February starting at 1:30 pm. The next speaker is Hazel Brittingham talking about the History of Lewes. On February 21st the topic will be Diabetes and on the 28th, the topic will be the Suffrage Movement. There is a trip to the Ward Museum planned for February 29th which includes lunch.

Carol then handed the microphone over to Chuck who advised that the two outstanding work orders from December have been completed. He added that of the 193 orders received for January, only 2 were outstanding; one was a street light that is out and we must wait for Delaware Electric to fix and the other is a patch in the hallway that requires a couple of coats of spackling.

He said that satisfaction surveys are getting better. He has reminded his staff to call ahead to residents before they come and to leave a note letting residents know Maintenance had been there to do some work when the resident was not home.

Chuck advised residents to ignore a letter they may receive from Comcast about paying for converter boxes. Receipt of all converter boxes was pre-arranged with Support Services. He did, however, advise residents to check their bills to ensure they are not being charged for basic services. If they have any questions or are not sure, Chuck will take a look at their bill.

Chuck reminded residents that no matter what the problem is, someone from Maintenance or Security can be reached at any time of the day or night. Simply call the front desk and they will contact the necessary personnel or take the information for a work order request.

Vic then addressed a few PMI's that were received. He said he realizes there were some issues over the last month or two with conflicting schedules for the conference rooms. He emphasized that we prioritize the use of the space for residents but we also offer our meeting rooms to other non-profit organizations that benefit the community at large. He said that the DAR group had reserved our room over a year ago, before the choral group had even been formed. He also said that there was a potential conflict on a Sunday afternoon that was resolved before it came to be an issue. Vic added that we have a responsibility to the community as well.

Another PMI suggested reducing food portions of most entrees in an effort to manage the budget. It was also suggested to offer a choice of soup or salad, not both items as part of the entrée. Vic advised that the Dining Committee agreed to adopt this as a standard. A show of hands confirmed that sometimes the portions are too large. Vic said he would let Ingrid know and have her take a look at it. He said later that we are always looking at way to be cost efficient and that we do not frivolously spend resident funds. Residents have the option of taking leftovers home or sharing an entrée.

Another PMI had to do with parking and suggested that we install another speed bump or two to help reduce speeding. Vic said that all employees are asked to park along the outside ring and that we may look into putting up a temporary barrier to re-route traffic along the east wing to the healthcare center.

Mr. DeMul asked when our contract with Comcast expires and if we had any plans to change companies. Vic said that we are not planning to change companies as Comcast incurred the capital costs associated with the initial cabling infrastructure. Chuck added that our contract does not expire until 2018.

Allison Dench displayed her frustration of having to wait on people that sign up for trips and then show up late. Vic asked that residents be on time when traveling with their neighbors.

A question was asked about the walkway and pavers to the new gazebo. Vic advised he had not seen the design yet. Chuck is working with Keith and hopes to have the plans in a week or so. Vic added that the Resident's Association is working on identifying and purchasing some seating for the gazebo. He also said that the cement sidewalk will be completed and will go around to the west side of the pond.

Vic indicated that the first initial rollup of the budgets was completed and revealed a 9% increase over last year. He has asked all department heads to sharpen their pencils and revise where appropriate. A small surplus of about 1% is projected for the end of the current fiscal year.

A resident asked if we have some move-in activity. Vic replied that there has been good activity and that occupancy as of 12/31/11 was reported as 105 out of 130 units which equates to occupancy of 81%. We have some more move-ins projected over the next couple of months. He explained that some folks are naturally aging and declining, so net gain is a challenge. He also reported that both Assisted Living and Healthcare are full. This is good news because we have a good mix of private pay and Medicare/Medicaid and provide good reimbursements.

Nancy Krail asked if there is always a vacant room in Skilled if a contract resident would need it. Vic assured everyone that a room would be available, as we manage admissions and discharges very closely. In the 17 years he has been with Cadbury, we have never had to send a contract resident somewhere else.

He closed by congratulating all the NY Giants fans on their Superbowl win!

The next Evening Exchange will be held on March 6, 2012 at 7:00 p.m. in the Auditorium.

Recorder
Barbara White, Executive Assistant
2/8/12