



THE MOORINGS AT LEWES

A SPRINGPOINT COMMUNITY

AFTERNOON EXCHANGE

September 4, 2018

Carol Holzman, Executive Director, opened the meeting by noting the full house and thanked everyone for attending.

Lauri:

Lauri started by holding up the File of Life magnetized card that everyone should have. She asked everyone to double check the phone numbers on the card for emergency contacts. A couple of situations have occurred and we did not have the correct phone number. If anyone does not have a card, they should see her. The card should be placed on the refrigerator or the back of the front door so that Moorings staff and EMS can easily see it.

Lauri also announced that OSHER classes will start up this coming Thursday, September 6th. Classes will be every Thursday for the next five weeks. The first class is called “Bloodlands of Eastern Europe” at 11:00, and the next one is called “DuPont Family, Legacies and Estates” and starts at 1:00. She reminded everyone that all residents are welcome to join the classes whether they are OSHER members or not. Carol Bishop mentioned that the bus to the polls leaves at 1:00, so if someone wanted to attend the class at 1:00, they could contact her about a ride to the polls.

The AARP Safe Driving course will be held on September 26th. An instructor will come in and conduct the four hour refresher course. There is a sign-up sheet downstairs.

And lastly, the in-house Heart Walk will be held on Friday, October 12th. More information will follow. The Applebee’s Flapjack fund raiser has been cancelled.

Carol:

Heart Association - Carol wanted to note that she has received a lot off generous donations already, with \$250 coming in over the last two days. She invited Dave Morris, the Executive Director of the American Heart Association for the state of Delaware, to come and speak about what the AHA is doing to minimize heart disease.

Dave:

Dave explained that for fifteen years, his background had been higher educational fundraising until last year when his mother had a heart attack. She survived but he became very passionate about heart disease prevention. He realized that heart disease and stroke do not discriminate based on age, race or gender. Dave stated that his mission is to eliminate cardiovascular disease and stroke in Delaware. In 2010, the American Heart Association set a goal to reduce cardiovascular disease by 20% and to improve heart health by 20%. They are currently on their way with improving heart health by 17%, but heart disease remains the #1 killer of Americans. One out of three deaths is caused by cardiovascular disease. Stroke used to be a #3 killer, but they have gotten it down to #5 with their research. But strokes are still the #1 cause of disability in America and are still the #3 killer worldwide.

At the American Heart Association, we fight cardiovascular disease in a number of ways. The first is research. In fact, behind the US government, the American Heart Association is the #2 funder of research worldwide. We have funded over \$5 billion for research on cardiovascular disease and stroke, including over \$1 million here in Delaware.

So what are we doing in Delaware? Delaware is not a healthy state and our numbers are not good in contrast to national averages. First, one out of every five residents still smoke. Second, activity levels are far below the physical activity threshold for all ages. American Heart Association studies show that if you exercise just 30 minutes five times per week, your heart will feel so much better and your proclivity towards stroke will be greatly reduced. Third is to know your numbers; cholesterol, blood sugar and blood pressure. Almost 10% of Americans have undiagnosed diabetes.

We are trying to change the health in Delaware. We are getting out in the community, doing research, working with youth and working with all populations up and down the state. As a state, we are overweight compared to the national

average. We are not eating the right foods, particularly here in Sussex County. We are not eating the right amount of seafood; we are not eating the right amount of good fats; and we are not adding color to our diets. The American Heart Association is trying to change this by spreading the word and educating people on nutrition. Sussex County is essentially a food dessert. Although we are surrounded by farms, it is 7 times more likely to get to a convenience store, than a grocery store. And at those convenience stores, people buy sugary snacks and beverages.

We are making it our mission to change all this and we are able to do this through your support and advocacy. Our Heart Walk is our biggest way to get the word out about ways that we can change this state for the better. Last year, the American Heart Association had over 40 million volunteers in the US. We are a volunteer organization. In Delaware, we have only five full-time staff members, but we have thousands of advocates like Carol and you.

One more thing before I leave. I have these cheat sheets that I will put outside the room that list seven simple ways you can reduce your risk of cardiovascular disease and stroke by 80%. Thank you for your time and your help with our mission.

Carol:

Chuck is on vacation, but he gave me his report to deliver. He reports that the annual sprinkler and fire alarm testing will occur on September 17th and 18th, so the alarms will be activated. He wanted me to remind you to keep doors and windows closed on hot days when the air conditioner is on. Open windows can cause damage to the HV/AC system. Filters will be changed in October. Grass cutting and trimming is continuing, as is irrigation maintenance. On days when lawns are not being mowed, the grounds crew will trim bushes and shrubs around the cottages. Chuck hopes to be able to trim around two cottages per day. He is also working on a process and standard for trimming that will be discussed at the next Building and Property meeting. The carpeting in AL was supposed to begin tonight, but due to an accident in the installer's family, will be delayed until probably next week. Chuck sent two umbrellas out for repair and reminds residents to not use the umbrellas when it is windy. And lastly, the contractors are working on apartments 141, 211, 212, 242, 217 and cottages 14, 15, 29, 45 and 47. Also, as requested, the cottages will get their numbers installed to be more visible. A resident raised their hand and complained that the contractor vans were parked in the resident spots all day. Carol replied that she would speak with them.

Carol then reported that a new Director of Nursing, Louise Rief, has been hired. For the last nine years, Louise had worked as a travel nurse going to communities that had had a poor survey and she turns them around into four and five star communities. She was a Vice President of Clinical Practice with a company called Health Care Services, LLC in Cleveland, Tennessee. She has been a Senior Director of Clinical Practice for a post-acute care network and for three years, was the Director of Nursing for Pendleton Health Rehabilitation Center in Mystic, CT. She comes to us with a wealth of knowledge. She is very direct and very fair and we are fortunate to have her on our staff.

Louise:

Louise stated that she was very happy to be here and has been very busy. She is looking forward to meeting everyone. She said it is so beautiful here. She has not worked at a CCRC before; her history is in long-term care with some very large companies. The largest had 425 facilities, which was quite a challenge. She is confident that we will not have those challenges here. She has an open door policy and encourages all who have any concerns to come and discuss them. Then she thanked all for having her speak.

Carol:

Dining - Carol reports that she is aware of issues in dining, most of which revolve around staffing. The Dining Committee met earlier today and she told them the same thing. She lives in Rehoboth and recently counted 49 restaurants on Route 1 between her home and Kings Highway. There are over 200 restaurants between Dewey Beach and Lewes. The shortage of servers is not specific to The Moorings; it is a regional, in fact a national, issue. There is a shortage of workers who will serve older adults.

In spite of the shortage, we have recently hired three new cooks. The Head Chef has been in the hospital for three weeks and is seriously ill with no plans to return to work yet. She is very well-liked and her absence has impacted employee morale in the kitchen as they feel her loss.

At the Dining Committee, there was discussion about how the summer season has come to an end and some restaurants are closing. This is good for us because those servers and cooks are looking for full-time work, with benefits that were not available during the summer. Alice Lux is going to Cape Henlopen High School to recruit servers for the 4 pm to 7 pm shift and has placed advertisements in the paper and on our website.

Carol reported that last Thursday, she observed that about 60% of people that came to the Dining Room that night arrived between 5 pm and 5:20 pm. During that same time, The Bistro had a line out the door and the cooks were preparing substitute meals for Skilled Care. The kitchen can only fit two cooks at a time, so that meant that two cooks were trying to prepare meals for about seventy people. The outcome was that some people did not get their meal for over an hour and this is not acceptable. We are trying to look at how to best improve the dining experience and in the interim, how to accomplish this with minimal staff.

Until more staff is hired and trained, the immediate solution will be to go to a buffet in the Dining Room on a temporary basis. Tonight, Carol and Alice Lux will help serve and Thursday, Kim Applegate and Jenn Silvestri will assist. Next week, Meadow Lakes, another Springpoint facility, will send some staff down here to assist.

The next thing that needs to happen to solve the rush to eat at 5:00 is that the Dining Committee suggested that we move to a reservation system. When wait staff are returned to the Dining Room, reservations can help even out the seating so the kitchen can keep up and residents won't wait for an hour to be served food. It will be a much more pleasant dining experience.

The other suggestion that came out of the Dining Committee was to do a completely different menu in The Bistro. The menu will be equally enticing, but more casual. This will probably not happen until the end of the year.

Carol then asked if there were any questions about dining.

You didn't mention Saturday. What will happen on Saturday? Carol replied that there is enough wait staff for Saturday.

Is it a temporary thing that there is less variety and selection in the menus last week? Carol replied that there are three new cooks, the Head Chef is out and another chef lost his grandson last weekend. So, yes, it is temporary.

When should reservations be made and how will it be done? Carol replied that she is envisioning the day before the dinner but the process has not been solidified yet. Reservations are just for the dining room.

If the workers in The Bistro would not answer the phone, service would be much quicker. Carol said that came up at the Dining Committee meeting. If staff doesn't answer, then the person keeps calling back. Someone suggested moving the phone somewhere else. We are looking at this.

How long does it take to train new staff? Carol said that they need to learn software in addition to the serving process, so it takes about five days.

Census - The current IL census is 87%, the SNF census is at 90% and the AL census is at 86%. There are several move-ins expected shortly; two apartments and two cottages. Recent move-ins include Marlene Sosnowik, Sheila Turner and Bill Kennedy. In September, Bob and Faith Duncan are moving into Cottage 45.

Sails - Carol reported that due to overwhelming response, the order for the sails has been cancelled. We will not be putting up any covering in The Bistro.

PMI's

- 1. Is there a three-way spotlight that can be aimed closer to the walk? It shines right into my apartment.* Carol said she asked Chuck to take a look at this.

QUESTIONS:

When will ground be broken for the new equipment shed? Carol said that the schedule has it starting this month. She then joked that as most construction schedules go, she expects that there will be movement by October 30th.

Will it include a bike shed? Yes, it will.

What happened to the Butterfly Garden? It's a mess and everything looks dead. Carol replied that she will have Grounds look into it.

The mowers need to be re-set. They are cutting the grass very high. Carol replied that as summer moves on into August, the grounds crew moves the deck up so the grass doesn't burn. She will speak to Chuck about re-setting them.

Carol thanked everyone for coming.