



AFTERNOON EXCHANGE

January 6, 2026

Annette Moore, Executive Director, opened the meeting at 3:30 pm

Announcements:

- Holiday decor remains up in observance of Epiphany and is scheduled to be taken down next week.
- State surveyors are onsite conducting the annual skilled nursing inspection. The survey team who arrived on Monday, 1/5, consists of one environmental surveyor and two RN compliance surveyors. The surveyors are expected to be onsite for a few days; no findings have been communicated yet.
- Annette invited Larry Myers to join her and presented him with cards and notes of thanks from employees for the employee appreciation holiday gift. Larry thanked the committee members and all residents who contributed to making this annual tradition special.
- The Breakfast with Santa event was a huge success, welcoming 92 children. Highlights included Santa arriving on a Harley, actively engaging with each child, and capturing great photos. Annette thanked the residents who volunteered to help with gift wrapping and other activities during the event.
- The digital donor board is now fully operational, with initial glitches resolved. It is dedicated to recognizing donors at specific giving levels.
- Annette reminded residents to please activate pull cords rather than calling the nurses' station when assistance is needed, as it generates a prompt, multi-level response and directs the request to the appropriate staff member. Otherwise, the response could be delayed.
- A recent concern about transportation availability was addressed. Annette reminded residents that transportation for events, meals, activities, etc. is available and may be arranged by contacting the concierge.
- In response to a question regarding staffing levels as population increases, Annette explained that staffing will increase with capacity, primarily in the areas of environmental services and dining waitstaff.

- The 2026 Ancillary Charges were distributed this week. Annette explained that very few areas were touched. The half-hour companion service rate was increased to 80% of the hourly rate as half-hour increments lead to difficulties with staffing appropriately. This can result in overtime costs or unfilled positions due to the limited hours available.
- The salon voicemail is now working, allowing residents to leave messages. The stylist also provides her personal phone number to schedule services directly. Residents may refer to the posting or call TK for the number.
- Annette explained that resident vehicle information is requested for safety purposes, to help identify vehicle ownership if needed. Vehicle forms and stickers are available through the concierge. Stickers should be placed on the left side of the rear windshield and we're happy to help apply them if needed.

New PMIs:

- There was a suggestion that Dining Services begin offering Sunday lunch. This was passed on to Ingrid Dellatorre, Director of Dining Services, for review and consideration.
- A concern was raised regarding dining staff not consistently following infection control protocols. A mandatory in-service has begun and will be completed this week to reinforce hand hygiene, cough etiquette, and glove use.
- Regarding siding and trim replacement, this work will proceed once final color choices are selected and will be included in the 2027 budget.

Open PMIs:

- Replacement of damaged wrap on elevator was delayed by the vendor; we are now pursuing an alternate vendor.
- Sensor at front door breezeway entry to be hard-wired and adjusted so that both doors open simultaneously when entering and exiting: this has been completed.
- Torn screen 2nd floor West is being repaired.
- Outdoor lighting at the East Wing: lumen levels are being updated as a safety measure.

- Shingle debris and ruts in the ground from the roofing project are being addressed.

There was discussion following comments from residents regarding debris, including nails in the road and sidewalks, additional debris above porches and near the pond, and screens that need to be repaired. Bud will follow up with the contractor and maintenance will perform a magnetic sweep to pick up metal debris. Annette asked TK to assist with compiling a comprehensive list of all screens needing repairs so that a plan can be developed. A resident reported a torn screen at the gift shop window. Todd stated that he has a running list of screens to be repaired and the work is ongoing.

There was a suggestion that with future work such as roof replacement, end-of-day inspections be made to reduce the amount of debris that collects.

- All East and West wing doors will be upgraded to be automatic from the outside, excluding fire exit doors. This is scheduled for completion by the end of the first quarter.
- Brightview is performing pruning work. Pond area bushes will be addressed in the Spring.

Resident Services:

TK gave the following reminders:

- If you are going away, please do not leave your trash in the hallway.
- When you finish using a cart, please return it and do not leave it in the hallway.
- If you are ill and would like temporary meal delivery, please call Dining. Let them know you are sick, and the delivery fee will be waived.
- It is flu season – please cover coughs and sneezes and avoid crowds when you are sick.

TK spoke about residents asking about the health status of other residents. We understand your concern, but we cannot share information about another resident's health, and we ask that you respect this boundary.

TK reiterated the importance of using the pull cord when you need assistance. Sandy, the Wellness Nurse, is available Mondays-Thursdays and can schedule wellness checks. As always, TK is available for arranging any assistance needed.

In response to a comment about the inability to leave a message on the Wellness Center phone, TK again stressed the importance of using the pull cord to reach a nurse.

TK reviewed some upcoming events. Please see the January calendar for details.

The new Resident Services Coordinator will be starting on January 12th and will be introducing herself at an upcoming happy hour.

In response to a question regarding key cards, TK explained that residents living in apartments are provided with a key card that is used when entering the side doors of the community building. Contact TK if you need a card.

TK reported that there is an issue with the kiosk at the Bistro. New menus were not entered correctly, and the issue is being addressed.

A resident asked that the wreath rings for wreaths purchased from Lewes in Bloom be available to be returned to them. TK will collect the wreath rings. Kindly remove greens first and then drop off the rings to TK's office so that they can be recycled by Lewes in Bloom.

Annette shared that beginning in Spring of 2026 Norwegian Cruise Line will be offering Caribbean, Bermuda, Canada, and New England trips. For those interested in cruising, this will offer a convenient alternative to cruising from New York or Baltimore.

Housekeeping:

- December 2025: 78 IL apartments and 85 healthcare rooms were cleaned.
- All cleanings that were rescheduled have been completed. With the holidays over, biannual cleanings will be scheduled and notices distributed this week.
- If there are any issues with the date of your scheduled cleaning, or if you are ill on the date of your cleaning, please contact Tammy to reschedule.

Maintenance / Facilities:

Todd reported the following:

- West wing circle exit door near the elevator was repaired on 12/29/25.

- Considering brighter lighting for all exit doors on the community building, East and West wings.
- Marker stakes have been installed in case of inclement weather.
- Plows were installed on vehicles and are operational at this time. Snow blowers have been serviced and are currently being repaired with minor repairs.
- Currently there are two full skids of ice melting substance onsite.
- All wings, front, and skilled entrances have been supplied with ice melt, shovel, and spreader.
- Staff will continue to address remaining debris from the roofing project.

Bud shared that Comcast installed new equipment today for the community building. Please provide Bud with feedback regarding any issues or noticeable improvements.

Marketing:

The marketing team are settled into the new Welcome Center and looking forward to the Open House scheduled for 1/13 from 2p-4p. Please stop by then to see the new space.

Karen said that 123 of 127 total homes are occupied. Three cottage residents moved to apartments in December.

Karen shared that expansion sales efforts have kicked off. Several events are planned to inform the public about the expansion and generate interest. Karen is speaking at The Senators clubhouse this Friday, 1/9 and there are three “Have You Heard” Lunch & Learn events scheduled for January and February. There are currently 25 potential residents on the interest list for new construction, with 64 new homes to sell.

Residents interested in serving as ambassadors – helping with tours, opening their homes, and welcoming visitors – are encouraged to let us know. Please reach out to Karen, Chris, or Kathleen if you are interested.

Residents can participate in a referral program that provides varying reward levels for referrals, from initial inquiry through move-in. Please see a member of the Marketing team for details.

Other Business:

Annette explained that residents must complete their own change of address. USPS regulations do not allow staff to do this on a resident's behalf. We will certainly assist you with accessing the post office to complete a change of address.

In response to a question regarding the future use of solar panels, Annette said that this is being discussed, as is the installation of EV charging stations, as part of the expansion project.

The meeting was adjourned at 4:45pm

Next Meeting: February 3, 2026