



## **AFTERNOON EXCHANGE**

**March 3, 2026**

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

### **Announcements:**

The February Afternoon Exchange was cancelled as Annette was out with a Covid diagnosis and mandated isolation period. A written report was shared via email on February 5<sup>th</sup> and is included at the end of these minutes.

Claire Snyder-Hall, the State Representative for the 14<sup>th</sup> District, serving coastal Sussex County, is scheduled to be here on March 20<sup>th</sup> to present a State of the District update. The presentation will take place at 2:30pm in the auditorium.

Annette highlighted the recent snowstorm, praising the staff for being on site for 30 straight hours and doing an exceptional job to clear the grounds and to make sure residents remained safe, supported, and well cared for throughout the storm. For the snow cleanup, our team's work was augmented by Brightview to ensure timely service. Sussex Tree will be providing a timeline to begin addressing the damaged trees (34 in total) and bids will include pruning in an effort to preserve those that can be saved, as well as replacement of those that cannot. Annette stated that snow-related expenses, including damages, snow removal and staffing, is approximately \$50,000.

New Resident Handbooks have been provided to about 80% of residents. Please be sure to only refer to the newest copy and provide the old one to the Concierge for shredding. If you have not yet received the new handbook, copies were made available following the meeting. Those that were not in attendance and have not already received one, will find the new handbook in cubbies by the end of the day on Wednesday, 3/4.

Michael Locurcio, Corporate Director of Project Planning, will be here on Friday, March 13<sup>th</sup> to host small-group meetings regarding the expansion project. Time slots have been scheduled, with limited number of participants in each group. The format will be informal Q & A sessions to encourage discussion and questions. Please see TK to sign up for a time slot. Interest is high so we will talk with Michael about adding more slots if needed.

## **Open PMIs**

- Damaged elevator wrap: the vendor is aware and we are ordering material. Corner guards will be added; working with a new vendor to complete projects. A mural designed to resemble bookcases will be added to help discourage exit-seeking behaviors.
- Shingle debris around pond: ongoing cleaning. Gutter and downspout damages will be addressed as soon as weather conditions allow.
- Ruts in lawn related to the shingle project: Repairs will be scheduled and completed promptly once the weather warms. Work will include snowplow-related repairs.

## **New PMIs**

A resident submitted a comment expressing the need to preserve the Quiet Room's function as a chapel. Annette explained that the expansion project renovations will preserve the space's current function. Renderings of the Quiet Room are not final and the small-group meetings scheduled for March 13<sup>th</sup> will provide an opportunity to discuss space utilization. Please remember that the renderings are preliminary visual tools meant to illustrate concepts and gather feedback – they are not final plans.

## **Facilities**

Annette shared the report from Bud Hirschmann, who was not in attendance. Bud thanked residents for moving their vehicles; it made the snow-removal process more efficient. During the snow clearing, approximately 3000 pounds of ice melt were applied.

Cottage roof replacement will begin in mid-April.

A broken sprinkler occurred and was repaired within 36 hours. No water entered the wet system as a result. Security and maintenance staff conducted a fire watch, checking every 30 minutes. The system is regularly tested, though such failures cannot be predicted. Repairs are underway for the two apartments that were damaged.

A resident suggested that replacement trees should be chosen for their sturdiness to withstand local weather conditions. Another resident recommended using native, non-invasive species. An arborist will be consulted to guide these decisions.

## **Resident Services**

Please see TK to sign up for the small-group meetings with Michael Locurcio on March 13<sup>th</sup>.

There was an information session held this week regarding the Can-Do app. If you have any questions or need assistance with the app, please contact TK.

Please refer to the March calendar for the various activities taking place this month.

The movie “East of Eden” will be shown in the auditorium on 3/18 at 3pm. All are invited.

The first Happy Hour in April will be on Wednesday, April 1<sup>st</sup> instead of Friday, April 3<sup>rd</sup>.

In response to a question regarding the upcoming Dover trip (Bosco’s), TK said that residents may sign up now at the Concierge desk. TK reminded everyone that residents can always see the Concierge to sign up for various trips.

## **Marketing**

Karen reported that there are now 126 homes in independent living and all are currently occupied.

New residents were introduced and welcomed to The Moorings: Nancy Powell, Bill Walker, and Joe and Cheryl Hoechner.

Karen noted that activity has been slow but is expected to pick up as the weather warms. There are several marketing events scheduled in the coming months, including one at the Rehoboth Country Club on March 12<sup>th</sup>.

There are currently 35 depositors on the waitlist for the expansion project cottages and apartments. While some depositors remain undecided, roughly half are interested in cottages. Given that 64 new units are planned, the target is to establish a waitlist roughly 1.5 times the number of available units. The larger waitlist accounts for those who may withdraw or alter their plans.

Karen requested that residents notify the marketing team when a referral they submitted results in a new resident, to ensure proper acknowledgement through the resident referral reward program.

In response to a question, Karen stated that there was a meeting today of the Sussex County Council. A decision regarding The Moorings’ zoning request is expected in about two weeks.

## **Housekeeping**

Tammy reported that all cleanings that were rescheduled due to the storm have been completed. She commended the staff for their dedication in staying on site during the snowstorm.

Tammy reminded residents that we do not clean any oriental or large carpets. You will need to send them out for cleaning. In the event of flood damage, we will send them out to be cleaned.

## **Maintenance**

Todd reported the following:

- Blizzard cleanup is ongoing
- Waiting on estimates regarding damaged trees.
- As weather improves, West Wing screens that were damaged during roofing work will be repaired. Todd has compiled a list of those that are damaged.
- The white fence damage along Gills Neck Road will be addressed as the weather warms.
- Parking bumpers will be placed back in normal spots in the healthcare lots as well as independent living lots.

Todd thanked everyone for their patience during the blizzard cleanup. It was a large undertaking but the team, along with the help of the contractor, did a great job.

## **Dining**

Ingrid reported that Chef Alex has resigned. A new Executive Chef has been hired and is scheduled to start at the end of March. Ingrid is excited to welcome and introduce him at the April Afternoon Exchange.

Plans are in place for St. Patrick's Day. There is no reservation needed.

A new comment card program, "Happy or Not" includes the option to submit comments using a QR code which is posted in the Bistro. This makes it quick and easy for residents to provide feedback and helps us gather responses efficiently.

Please see Ingrid or Oana if you have any difficulty using the kiosk in the Bistro.

Annette announced that there will be a staff celebration on March 17<sup>th</sup> in recognition of consecutive deficiency-free surveys in both skilled nursing and assisted living. Less than 1% of nursing homes nationwide achieve back-to-back deficiency-free surveys. The lunch to celebrate staff, called “The Gold Standard: An A-List Affair”, is open to all staff at The Moorings and will be set up in the auditorium between 11a-2p.

The meeting was adjourned at 4:25pm

Next meeting: April 7<sup>th</sup> at 3:30pm

**Content of Emailed report of PMIs related to February’s missed Afternoon Exchange meeting:**

***New PMIs***

- *Covered roof/awning in West Parking Lot*
- *The addition of solar panels*
  - *Determination of each of these items is not independent of the Expansion/Renovation project that is currently pending. As we are currently in the process of necessary approvals, I do not have an update on this request. I will ensure that our Corporate Director of Project Planning and Facilities Management, Michael Locurcio, remains aware of the request to explore the feasibility.*

***Open PMIs***

- *Damaged elevator wrap needs repaired*
  - *Vendor is aware and has yet to return with materials. We will add corner guards once repaired.*
  - *Changing vendor for incomplete projects*
- *Dining staff did not execute service with good infection control procedures*
  - *Morrison Corporate staff conducted in-service training from 1/6/2026 and was completed with 100% of the staff 1/19/2026*
- *Torn screen 2<sup>nd</sup> Floor West near elevator*
  - *Repair completed*
- *Outdoor lights near entrances require increased lumens*
  - *Installation complete*
  - *Adjustments made for those residents who had lights shining in apartments with no further concern*

- *Shingle debris around pond*
  - *Ongoing clean up*
- *Ruts in lawn related to roofing project*
  - *Repair when weather permits as seeding may be required.*
- *Cottage shrub pruning*
  - *1/7/2026 to 1/16/2026*
- *Pond area bushes pruning*
  - *Scheduled for spring*