



AFTERNOON EXCHANGE

April 7, 2026

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

Announcements:

Annette presented a brief video illustrating how various areas (including dining, pools, library, outdoor spaces, auditorium) will look after renovations are completed. She noted that some aspects will change based on feedback from recent small-group meetings, and that the architect has received those suggestions.

Annette shared that there are currently 38 deposits for the 64 new units. Several marketing events have been held and more are scheduled. There are currently 123 occupied units.

There were 34 trees on the property that were damaged during the snowstorms. Bids were obtained and Brightview, the lowest bidder, was selected. They have an arborist division as part of their business and they recommended removing 12 trees and pruning the others in an effort to preserve them where possible. Trees in areas slated for expansion will not be replaced, as they would ultimately need to be removed.

On Monday, 4/6, there was a kickoff event to announce the Resident Satisfaction Survey being conducted by a third party, Holleran Consulting. The survey is anonymous and can be done on paper or online by scanning a QR code. Please note that if completing the survey online, once started it must be completed. If you stop, you will have to start over. Annette explained that the survey scale is 1-5 with 1 meaning you disagree and 5 indicating that you agree with the statement. Your feedback is very important and we are aiming for 90% participation. For those completing the paper survey, please bring the survey in the sealed envelope to the Concierge. If completed online, please bring or email the page showing that you completed the survey to the Concierge. You will be given a raffle ticket and if we reach the 90% participation goal, we will award five \$100 gift cards to 1776; if we reach 95% participation, we will award ten \$100 gift cards to 1776; We are open to suggestions of other restaurants if that is preferable. The survey closes on April 20th. Holleran will provide a report of the survey results, comparing ours to other Springpoint communities as well as other communities nationwide. The survey results will be valuable in helping us to develop an action plan to identify opportunities for improvement and enhance services.

Annette shared that at Springpoint's recent 2026 Leadership Summit, The Moorings at Lewes received the Springpoint 2026 Excellence Team Award for operational excellence.

Annette reminded residents that if you need to reach a nurse and can't reach your pull cord, call the Concierge desk – not the nurse's station. Someone will answer and contact the nurse via walkie-talkie. If an emergency, always call 911.

Annette announced the promotion of Linda Wilmot, who started with us in August of 2025. With Sandy Kubiak leaving her wellness center role and Springpoint focusing on redesigning the LivWell wellness program, the position of Wellness Center / LivWell Manager was created, and Linda will now fill that role. Linda is a licensed nursing home administrator with extensive experience in senior living. Annette explained that Linda will work 32 hours a week, typically Monday-Thursday, and will assist with coordinating labs and other tasks to support Dr. Sehgal on the days he sees patients here. In addition, Linda will work with TK and her team to help develop and roll out the wellness program.

Old PMIs

- Damaged elevator wrap: main elevator repairs have been completed. The east and west elevator doors as well as the doors leading in/out of Safe Harbor are being scheduled.
- Shingle debris around pond: ongoing cleaning. Gutter, downspout, and flashing damages will be addressed soon.
- 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 noted that while the Easter meal was delicious, the seating arrangement was uncomfortable – they were placed under a skylight that made the area too warm, and a party of four was combined with another group to accommodate space. Annette explained that there were two seatings, with the highest resident turnout ever, and acknowledged that lessons will be learned to improve future arrangements.
- In response to a comment regarding night lighting, Facilities will follow up to address lighting that is shining directly into apartments.
- A resident suggested that residents receive a phone call acknowledging voicemails that they leave for various reasons. Annette explained that with over 250 people on campus, it is difficult to confirm receipt of every voicemail, so for feedback of that nature, email is suggested.

- Screen repair work is ongoing. On April 14th we will start removing screens ahead of window cleaning that will begin on April 21st. Damaged screens will be removed and repaired prior to putting them back in place.
- A resident mentioned that the blue parking spaces are inconvenient as parking is at a premium. Annette explained that the blue handicapped spaces are based on total capacity and are required by law.
- Bistro restroom door: scheduled to be cleaned, sanded, and repainted.

Dining

Ingrid reported that there was a great turnout for Easter and acknowledged that there were some challenges with seating. There were two seatings (11a and 1p). We found that there were some folks who needed special seating needs that needed to be addressed. Ingrid thanked residents for their support and said that going forward, you may be asked about any special requirements when making your reservation.

Ingrid announced that Glenn Booton has joined as the new Executive Chef. Glenn comes to us from Kings Creek County Club and brings vast knowledge that will enhance our dining program. Glenn is anxious to get out to meet residents and you will be seeing more of him soon.

The new menu cycle begins on May 4th. Please share your suggestions.

There are several small events scheduled each month (e.g. National Coffee Cake Day on April 7th). Novelty ice cream will be available soon in the Bistro.

In response to a question, Ingrid said that couples can certainly receive two menus.

A resident congratulated Ingrid and the dining staff for a nice job at Easter.

Resident Services

TK said that while Katelynn is leaving, she is still working on a part time basis through April. A new coordinator has been hired. Some of you may know him, Kash, who currently works in the assisted living and skilled nursing activities department. Kash is graduating soon from the University of Delaware and will be starting with Resident Services at the end of May.

Shred bins are available until May 1st. New bins will be delivered (coat room) later next week.

The deadline for the geranium sale is 4/15.

The Celebration of Life will take place on April 22nd from 11a-2p in the

auditorium. Please plan to attend.

TK noted that the wellness program on loss was rescheduled to May 7th.

In response to a question regarding the reason for bins in the coat room that are in place for collecting plastic bags, TK will follow up.

Facilities

Bud reported that Brightview will begin mowing this Thursday, 4/9, weather permitting.

Inspection and encapsulation at cottages is continuing. There is no need for the resident to be present.

Cottage driveway and sidewalk replacements will begin this month.

In response to a question, Bud said that irrigation system is being tested .

Pre-emergent treatment will be done starting the third week of April.

Tree removal and pruning will begin in approximately two weeks. In response to a question regarding Brightview, Bud explained that they do have an arborist division of their business and their bid was less than another bidder.

Bud thanked the members of the Building and Property Committee for their input which is very beneficial with project planning and scheduling.

Housekeeping

Tammy said that window washing will begin on April 21, weather permitting. Screens will be removed starting on April 14. Tammy asked that any items on sills be removed so that screens can be easily removed. Any damaged screens will be repaired prior to re-installing.

Maintenance

Todd reported that ruts in grassy areas have been repaired and reseeded.

Parking bumpers that were displaced by snow removal equipment have been replaced.

Small limb debris from snow has been cleaned up.

The shuffleboard area has been power washed and installed, along with an equipment box. Play starts May 1st.

The Bistro patio lighting has been cleaned and maximum wattage bulbs installed.

Porch re-screening will begin as weather permits.

A resident commented that staff don't always leave the "We Were Here" card when leaving a cottage or apartment. Todd said that all maintenance staff have a supply of the card and he will reiterate the importance of leaving it.

The meeting was adjourned at 4:30 pm

Next meeting: May 5, 2026