

Afternoon Exchange 10/13/26

Annette Moore opened the meeting by reviewing open PMIs from the previous month.

- The East and West Wing doors near the elevators are now functional with the key card. The doors on the front side of the buildings do not have the mechanism to be added to the key card system. The front doors are now working well opening together.
- The request for additional daisy plants to be added to the West quadrant will be addressed with the landscapers in the Spring.

Announcements

- The Moorings at Lewes was awarded a risk-based survey from CMS
 - 3 total facilities in Delaware (including The Moorings)
 - Only 12 % of all certified nursing homes in the United States received this recognition
 - This recognition is a result of the due diligence of staff..."do the right thing at the right time all the time even when no one's watching.
- The Maintenance Department was awarded the 2026 RS Safety Crystal Blue Diamond Award to honor exceptional achievement at the highest level during a life safety survey
- Bud Hirschmann, Director of Facilities, from the same survey, received the award of Outstanding Director of Facilities for Life Safety Practices among Springpoint Communities.
- Dr. Sehgal received Top Doc in Geriatrics for the 6th time.
 - Annette has ordered a parking lot sign for a space that will say "Reserved for our Top Doc, Manu Sehgal, MD". Once the sign comes in, Annette will reach out to residents to come outside on that Thursday and we will "flag" him into his new spot.
 - We want this to be a surprise, so the message (probably via I-Info) will be, "I need the airline crew on Thursday at 8:45am in the healthcare parking lot" and you now know what that means, join us in the HEALTHCARE parking lot for the fun!
- Bulletin Board/Magnet Board in the Mailroom – this is TMALRA managed, please check with the Communications Chair for any questions related to posting / removing
- Annette has been asked to tell residents not to post political signs in their windows, and she stated that is a TMALRA duty, not the Executive Director. Annette will not take away a First Amendment right from anyone.
- Candoo – Please look for postings for scheduled technology classes as well as contact information for private learning session. Please take advantage of this opportunity.

New PMIs

- The floor in the exercise room has been mopped as requested (was done immediately) and is now on a weekly schedule.
- We agree that the Front Entry Doors need kickplates to prevent scuffs and will investigate ordering the plates.
- A work order has been entered to adjust the privacy door to the men's restroom so that it will close in the Bistro.

- Annette and Karen will address the library chair with a tear – either order a cover like we did in the Living Room or order a new chair.

Q & A

- Is there an updated regarding the repair/replacement of the fence out front where it was damaged?
 - We had to wait for the Insurance monies.
 - This morning we signed the 50% down payment and they should be coming within the next 7 days to do the repair
- What is the status in the changes in United Healthcare here at The Moorings?
 - On October 1st we were asked to join Optum which is an affiliate of United Healthcare which is a Medicare replacement plan for residents that might use that product while they are here in healthcare or already have it. The last step before going live Dr Sehgal's approval to sign off on utilizing their NP or PA when he is not available. Through the Optum program, we get United Healthcare. Dr. Sehgal will be able to do referrals to Part B plans now, and our therapy can actually bill for it.

DEPARTMENT REPORTS

- Facilities (Bud)
 - The front doors (on the circle) by the elevators are still managed by Concierge/Security and is released when you push the button. It is the courtyard doors that can be opened with the key card.
 - The doors at the extreme end of the wings, we are working with the contractor to see whether we can get a dual system to work there with both the security system and the key cards. We will keep you posted on that process
 - The irrigation system has now been turned off because of the excess amount of water on the property.
 - We will start the cottage crawl space project in January, the monies have been approved. We don't yet know the order that the cottages will be completed.
 - Brightview will be removing dead bushes around the property during the last of their winter cleanup
 - We are still waiting to hear who our Landscaping contractor will be in the coming year.
 - Vicki Littell reminded everyone about the Holiday Wreaths from Lewes in Bloom, and asked about the rules and regulations regarding who can and cannot hang wreaths
 - Live wreaths can hang on the exterior doors of apartments
 - Live wreaths and greens cannot be hung inside of the building, this includes no live Christmas Trees ... this is for the safety of everyone.
- Housekeeping (Tammy)
 - If things get spilled, or pets have accidents in the hallways, please let us know as soon as possible so that we can get them cleaned in a timely manner and the carpets don't get stained. Just call Tammy (302.644.7990) or let Concierge know.

- We are still doing some porch power washing this month. At the end of October you will have to hold off new requests until the spring.
- A resident commented regarding the bugs in the hallways, this is a common occurrence in the fall and while Danny just did a hallway cleaning today, we will be sure to do tours down the hallways and try to keep them minimal.
- A resident asked whether the house cleaners have keys to the cottages, as one said she couldn't get in because she did not have a key.
 - Tammy will investigate the situation because they do have keys, residents do not need to be home to get their home cleaned
- A resident asked whether there was a charge for porch cleaning; we try and clean all porches once a year, anything above once a year is an additional charge
- Maintenance (Todd)
 - We have installed new LED solar caps on the top of the fencing at the entrance and exit side of the main entrance. It needs to fully charge which might take a couple of days, but once illuminating, it should be easier for folks to see where the entrance and exits are.
 - End of October – hoses will be removed from all hose bibs, you don't need to call in your hose.
 - Line painting is still going on around the campus – currently in the healthcare parking lot.
 - Scheduled pond cleanup has been started. Solitude was on campus today, and they sprayed and gave me some pointers on what we need to cut back and what we don't need to cut back. The foliage that has been killed in the pond will be removed by Solitude. We are addressing issues that the County raised with us that have to be taken care of. DNREC provides regulations regarding the ponds and their buffer areas, we have to follow their rules.
 - Ice Melt has been ordered is and in the pole barn.
 - Resident asked about the status of the new cleaning solution for the Bistro Floor
 - Bud answered – The invoice for the new cleaning solutions for all of the floors have been purchased and will be scheduled for the floors.
 - We still need to determine the scheduling for the floor cleanings, might be overnight.
- Dining (Ingrid)
 - Thursday is Oktoberfest – we currently have 75 people signed up, if you haven't done so, you have until the end of today. The phone number for reservations is 302.644.6384.
 - Reservations are so important so we know how much food to prepare and how much room we need. Please make reservations for our events, and even for dinner
 - Next Event – Halloween buffet and costume parade and party – Friday, October 30th. The buffet will follow Happy Hour at 4:30. Prizes and fun. The menu will be coming out shortly.
 - November 2nd – the Winter menus will begin, and every Wednesday night we will have a buffet in the dining room.
 - Annette adds that on the previous Friday, Ingrid got an email that the Sysco food truck was in our accident and they had our food for 5 days and they did not know when they were going to deliver food. The kitchen team, as they always do, pulled together, went grocery shopping and all went as normal. On the same day we had a very large private gathering

which kept growing in numbers, the dining team again came together and made the event just as lovely as ever, even with 25 additional people. Kudos to that team, and thank you to those who sent notes commending them for their service.

- Annette reported there is an 87% positive response in the green, good, happy program which shows that the staff has been working extremely hard with improving our services and making our residents happy.

- Resident Services (TK)

- Caregiver Counseling started at 10:30am on October 14th in the Quiet Room. This program will occur once a month for the next 6 months. You can learn more information on Touchtown.
- Also on the 14th at 3pm, a speaker for Longwood Gardens (Linda's Son) is going to be here to speak about Longwood
- October 21st – Flu Shots starting around 10am. Please sign up.
- October 21st – LivWell Wellness Fair/showcase in the chartroom
- October 30th – Halloween Parade and Party with Dinner. There will be judges and prizes
- November 3rd – voting day – a bus will go to the polls at 10am and 2pm. We will make as many trips as we need to to bring people over to the polls.

- Marketing (Karen)

- Current Census – 120 occupied independent living homes out of a total of 126. (95% occupancy)
- We did have a dip in occupancy recently, we are working hard to get those homes re-occupied. We have names for all of the open units, and as for units sold, we are at 98%, meaning we only have one unit that is yet to be sold.
- Upcoming Events:
 - We have 3 workshops coming up in the Welcome Center – 15 to 20 people each. November 3rd, 9th, 12th.
 - Home for the Holidays – December 16th at 1pm in the Chart Dining Room, we will be looking for Marketing Ambassadors for that event
- The Monthly Marketing Report will be returning at the start of the new year.
- You may have seen a film crew here who were filming a lot of the goings-on in our community. There were some residents interviewed for resident testimonials. These items will be on our website and social media platforms.
- We opened for reservations on the 25th of June and as of today we have contracts for 51 new homes out of 62 that are saleable. We are building 64. The units remaining are the one bedroom apartments.
- No updates on the overall expansion project
- Resident Referral Program – thank you to everyone who makes referrals to us. We are happy to call folk when you call us with their information, but filling in the pamphlet from the stands outside the auditorium and in the bistro and giving it to concierge to get to us is even more efficient.

- Resident question – have any of the residents who have signed contracts for new homes decided to move into an existing home instead? The answer is no, but we do expect there is a possibility of that happening over the next 2 years.
- Resident raised – the donation of 10 recent pictures which were mounted today look great, and amplify the fact that we have a lot of bare walls. The resident requested a line item for artwork in the budget, and believed that Karen and marketing would be responsible for that.
 - Karen responded, that could be a line item in 2028, we have already completed our budgets and capital expenses for 2027
 - Karen also reminded that getting consensus for new art/furniture is very challenging in a community. There was a lot of push back when we did a furniture replacement even though there was resident input through the process.
- Resident raised – they had the impression that residents were discouraged about donating art to the hallways, so when they moved, they had to give away a lot of their artwork. He would have loved to hang it in the hallways.
 - Karen responded that while there is not a written rule, all art needs to be approved by marketing prior to being hung, and marketing can make the decision to not permit certain pieces, and they are able to approve the location of the art. We are happy to look at your nautical or coastal themed art for certain locations in the building.

The meeting closed at approximately 4:30pm.