



AFTERNOON EXCHANGE April 1, 2025

Annette Moore, Executive Director, opened the meeting by thanking everyone for attending.

New PMI's:

There were no new PMI's.

Open PMI's:

There are no open PMI's.

Announcements:

Annette announced there will be a presentation next Wednesday, April 9, at 1pm in the Auditorium. Garrett Midgett, Senior Vice President/Treasurer and CFO, and Michael Locurcio, Corporate Director of Project Planning and Facilities Management, will present an update on the Expansion Project. The presentation is planned to be an update on the Gann Chart, which is a timeline of the project and some new renderings of the property common spaces.

Annette said that she and Karen had an update call with the Home Office to update the Expansion Plan FAQ's. She was hopeful that the answers would be back before the meeting next week so that residents might have a chance to review them. Annette mentioned that a few of the residents' questions had been a revisit of previously answered questions. Nevertheless, she urged residents to attend next week's meeting and present any concerns they may have.

Dining Services:

Annette said that Creighton had a family emergency so she would be presenting the report from Dining Services.

- A drop box has been set up in the Bistro for residents to use when dropping off their pickup order forms. This way, residents do not have to wait on line to hand in their forms. The box is on the left side of the Bistro, right by the doorway.

- Dining Services is aware that the corned beef for St. Patrick's Day was too fatty. This was a product issue and going forward, it has been removed from the Springpoint Order Guide.
- Dining has temporarily suspended the buffets on Wednesdays due to low attendance. Dining is working with the Dining Committee to determine a different type of "special meal" that will be more exciting for the residents. Annette added that food must be cooked for the buffet and all uneaten food must be discarded after the event. This causes a good deal of waste. Annette urged residents to direct comments and ideas to the Dining Committee.
- Crystal Nesbit, Dining Room Manager, has been working on ensuring that the postings on TouchTown are accurate. She understands that there have been quite a few requests that the menus be more descriptive of some of the named items. Creighton wrote that should a resident need a better description or encounter an issue, please contact Crystal at 302-644-6384.
- The next round of Kitchen Tours are being scheduled. If a resident's name has not already been submitted for interest, please contact Creighton directly at 302-644-6380.
- Easter Brunch will be held on Sunday, April 20th. There will be three seatings; 11am, 12 noon and 1pm and reservations are required. The deadline for reservations is Monday, April 14th.

HR Announcements:

Lauri announced that the winner of the Spirit Award for April was Chester Parsons. She said that Chester was waiting for his lunch order to be ready and overheard a resident saying that two tables were needed for a resident event. While waiting for his lunch, Chester immediately took care of setting up the tables. This spontaneous reaction of taking care of the issue is a great example of going above and beyond. The residents gave Chester a big round of applause.

Marketing:

Karen reported that occupancy is 125 out of 131 units, or 95%, and 126 units sold, or 96%. She said that the reporting of census results will be a little skewed due to the fact that the eight (8) affected cottage residents are being offered relocations to units prior to any prospects.

Karen announced that the next Marketing event will take place on April 16th at 11am. It is called the Spring Showcase of Homes and they will be showcasing occupied units so that prospects could see units fully decorated, rather than empty.

Karen reported that there had been some funding allotted to refresh the furniture in the IL Hallways so she and Annette had met with area representatives to discuss furniture ideas. The meeting was very productive and Karen and Annette appreciated receiving resident feedback about the type of furniture that was desired. Research is being conducted with the hope of purchasing items within the next couple of weeks.

Karen reminded residents about the Resident Referral Rewards Program. She explained that if a current IL resident refers someone who moves into IL, then the referring resident would receive a credit worth one month service fee on their account. The eligibility criteria are that the prospective resident be someone who is not already in the Marketing database, and they must move in and stay for at least 60 days. The resident must complete the Resident Referral Form, which may be found in the mailroom.

Resident Services:

TK reported that the Spring Geranium Sale had begun. Orders need to be placed by April 15th and the cost is \$7.50 for a six inch pot. Checks should be payable to the Z Club and brought to TK's office. The geraniums will be picked up by TK on May 2nd. Proceeds benefit the GFWC Zwaanendael Women's Club Community Service Programs.

Peg Partlow added that geraniums will be planted in the Safe Harbor gardens and it would be a nice idea if residents would buy one and donate one for planting. Peg said there will be sign-up sheets to volunteer for gardening duty. Peg said that she oversees the Safe Harbor plantings and Franz Portmann oversees the plantings on the back patio. Spring planting will probably take place the first week in May.

TK reported that Shirley Coleman had made some changes to the exercise programs and they are listed on the April calendar. She said that Shirley will now work on Mondays, Tuesdays, Wednesdays and Fridays until 2:30 pm. She said that Shirley also started a Nutrition Talk on Tuesdays at 12:30 in the Fitness Center.

TK announced that on Friday, April 4th, there will be a Fire Safety program in the Auditorium at 2pm. She said that Bud and Tammy will review what residents should and should not do when the fire alarm sounds.

TK reviewed some additional April calendar events.

- April 6 – Memorial for Fran Tobin in the Auditorium at 1pm
- April 16 – Foundation 101 presentation in the Auditorium at 2pm
- April 17 – Celebration of Life in the Auditorium at 1pm

- April 18 – Tech Talk presentation in the Auditorium. One session at 2pm and one session at 3pm. Residents should bring their phones and i-pads.
- April 24 – Wellness presentation on Diabetes in the Auditorium at 2:30pm.

Maintenance:

Bud announced that Jason Hernandez resigned from his position on March 28th and he is currently interviewing for a replacement. He stressed if any residents had questions or concerns about an existing work order, to contact Andy at 302-644-6388 or at aabele@springpointsl.org.

Bud reported that last Monday there was a Life Safety inspection on the Skilled unit and zero deficiencies were found.

Bud said that the concrete pathways had been replaced in the Safe Harbor courtyard. He added that the stone will be removed and replaced with mulch.

Bud reported that the cottage power-washing had begun and the vendor expects to complete four to six cottages per day. Window washing on the main building will begin later this month.

Bud reported that the contract with Waste Management has ended and that Republic will be providing trash and recycling services beginning June 1st. He said that new smaller bins will be provided to cottage residents and they will be responsible for wheeling the bins down to the curb. Trash pickup will be weekly and recycling will occur every other week. Annette added that this change was made not only to free up Moorings staff time from the labor intensive trash pickup but it was a safety issue. Two maintenance workers had sustained needle stick injuries from cottage trash pickup last year and this was not an acceptable risk.

Bud reported that the crew is working on the rooftop patio off of Skilled. They are currently placing squares of blocking material, similar to the surface used in shuffleboard. Once the flooring is complete, new outdoor furniture and umbrellas will be set up. The area should be ready for opening within the next week or so.

Finally, Bud said he is in the process of scheduling the dryer vent cleaning.

Housekeeping:

Tammy reported that 78 IL apartments and 85 Healthcare rooms were cleaned.

Tammy announced that she has hired a part-time housekeeper who will be filling in for housekeepers on vacation. Her name is Lucretia and she is currently being trained. She also shared that Tina Burdette is tentatively scheduled to return to work on April 9th.

Tammy wanted to stress that a safety issue had been brought to her attention. She said that some residents have extension cords across doorways or out in open areas. This presents a tripping hazard to both the resident and employees and she urged residents to remove these cords. If a resident needs advice about alternative ways to plug in their device, they should call Maintenance and ask for assistance.

Tammy asked that residents please contact her if there are any concerns. She can be reached at 302-644-7990.

Resident Q & A:

- The vendor power washing the cottages needs to enter the cottage to remove the screens. How do we know when they are coming and what if we are not home?
 - Annette and Bud answered that a schedule will be provided of when cottages are scheduled to be washed. If a resident is not at home and there is a permission to enter, then a maintenance staff member will enter and remove the screens. The schedule will be updated if there are changes in the timing.
- A resident wanted to comment that she thought that Crystal Nesbit, the Dining Room Manager was doing a very good job.
 - Annette said she would make sure that Crystal was aware of the compliment.
- What is the plan to replace the roof on the east and west wings?
 - Annette said that the cost for the whole roof is over \$1 million, so the project was split over two fiscal years. The east wing will be completed in the 4th quarter of 2025 and the west wing will be completed in the 1st quarter of 2026.
- Why are the fountains in the ponds working intermittently?
 - Bud said that he had Solitude come and make adjustments to the fountains. It was determined that this was a start up issue and all should now be working correctly.
- When will the mowing begin?
 - Bud answered that it should begin during early April.
- What happens to our current trash and recycling bins?
 - The current trash bin will be picked up by Waste Management. The current recycling bins are owned by The Moorings and will be collected by staff.

- There are some areas in the parking lots that are extremely muddy and slippery because dirt is washing down onto the pavement in the lot.
 - Bud said that grounds staff will create a border to help prevent that from happening.
- When will the irrigation be turned on?
 - Bud answered that it would likely be turned on in early May.
- I noticed small red and green flags on the grounds. What is that from?
 - Annette said they were from a site survey team who was looking at where to place utility lines related to the expansion.
- What happened to the request for solar lights by the hedge line?
 - Bud answered that he had looked at a selection of solar lights but they were all downward facing.
 - Residents replied that those would work fine and Bud said he would have the low solar lighting installed.
- Do you have any results from Holleran yet?
 - Annette said that she did not. She said the survey was closed on March 24th and that results were to be mailed to the post office in Wrightsville PA, which is extremely small. The last count was 127 received, or 80.4%. She knew of at least two more that were sent, which would bring the total to 81.6% received.
- I want to share that the tv in the Arts and Crafts room is excellent. I use it all the time for instructional videos.
 - Annette appreciated the feedback.

Annette thanked everyone for attending.