

### **Mission**

*The mission of Sherwood Oaks is to operate a continuing care community for people age 62 and over which fosters independence, health and physical and financial security for residents, while preserving a quality and dignity of life in which residents may realize their fullest potential.*

### **Vision**

*Sherwood Oaks will be a premier, dynamic and future-oriented community that will preserve its quality service, strong sense of community and financial stability while continuously adapting itself to maintain its competitive position.*

# **SHERWOOD OAKS**

# **RESIDENT'S HANDBOOK**

Policies, Information & Guidelines

***REVISED 10/2019***

Updates: 3/5/14, 5/1/14, 6/31/15, 9/3/15, 12/1/17, 6/15/18, 12/5/18, 6/7/19, 7/15/19, 9/1/19, 10/7/19

## **GENERAL ADMINISTRATIVE INFORMATION**

**1.1 Corporate Structure** – Sherwood Oaks is the legally sanctioned operating name of the Pittsburgh Lifetime Care Community (PLCC). It is an affiliate of UPMC Senior Communities, which approves the Sherwood Oaks corporate board. Please see the current Disclosure Statement for up-to-date information about Sherwood Oaks. The Disclosure Statement is published annually.

Location – Sherwood Oaks is located in the West 2 voting District of Cranberry Township in Butler County. Cranberry is a township of the second class and is included in Congressional District 17, Pennsylvania Legislative District 12 and the Seneca Valley School District. The PA Department of Revenue Code is 10790, Butler County. We are served by the Cranberry Township post office and the zip code is 16066.

Administration – The Executive Director is responsible to the PLCC Board of Directors for the operation of Sherwood Oaks. Residents are encouraged to review and resolve problems with the appropriate department director and should discuss unresolved matters or confidential problems with the Executive Director.

The Sherwood Oaks Fund – The Sherwood Oaks Fund is a nonprofit charitable foundation whose sole purpose is to support the mission of Sherwood Oaks. As a supporting organization, all monies raised by The Sherwood Oaks Fund are used exclusively at Sherwood Oaks.

Donations – Pittsburgh Lifetime Care Community d/b/a Sherwood Oaks is a Charitable Organization and, as such, all donations are tax deductible **as provided by law**. All of the gift opportunities are significant ways of strengthening Sherwood Oaks' financial position. All monies are used to further the mission of Sherwood Oaks and allow voluntary support of important projects. Residents, families and friends have varied ways of donating to Sherwood Oaks: Memorials and Honorariums, Annual Appeals, Bequests, Life Insurance and Retirement Plans, Planned Giving, and in-kind gift donations to name a few. For more information, please contact the Executive Director.

Certain renovations made to a patio home or apartment by a resident may constitute a deductible charitable remainder interest. An example would be adding a patio room at the resident's expense. You should consult your personal tax advisor if interested in pursuing a possible tax deduction. They can help you determine the appropriateness of deducting the renovation, as not all

improvements would qualify. There are also limitations to the amount of charitable deduction that can be taken on an individual's tax return each year. You can obtain a written acknowledgement of the contribution to Sherwood Oaks by contacting the administrative office at ext. 8460.

- 1.2 Absences from Sherwood Oaks** – When you plan to be away overnight, fill out a Resident Away Form available at the reception desk. If you participate in the Arial Check-In program, be sure to indicate that on the Away Form so that the system can be programmed to skip the days you are away. Make arrangements for your mail and newspapers if you will be away more than three days. An allowance is made for dining services and housekeeping when you are away from Sherwood Oaks for seven days or more. It is important the Resident Away Form be completed to ensure accurate credits.
- 1.3 Billing** – Your statement at month-end will include charges for the month and the service fee for the coming month. Any questions should be directed to the business office at ext. 8466. Your check and the top portion of your statement should be deposited in the lock box for “Payments & Suggestions” on the reception desk entrance door.
- 1.4 Direct Debit Program** – You may choose to have your monthly statements automatically withdrawn from your bank account. Please stop in the business office for forms and details.
- 1.5 Electric Scooters and Motorized Wheel Chairs** – Scooters are not permitted in the swimming pool area, on Norman Drive or other roadways and parking lots (except for loading/unloading) utilized by cars due to safety concerns. Scooters should be parked in the area provided adjacent to the Mail Room (the Scooter Room/Gallery). They should not be parked in the lobby, coat room, or outside the Café, Dining Room or Auditorium. If for health reasons you must take your scooter to either dining area, a supervisor is available to park the scooter for you and return it to you when you are ready for it. If you are taking your scooter to other areas of the center (i.e. library, medical offices) be sure to park it where it does not obstruct the hallway, fire doors, or in any way compromise the safety of others. Due to fire regulations, scooters and wheelchairs may not be parked in Personal Care hallways, Skilled Nursing hallways or by the ambulance entrance. If you observe a scooter being operated or parked in such a way as to be a safety hazard, please notify Security. Please see the appendix for more detailed information found in the Policy and Procedure for Motorized Carts along with a registration form for your motorized cart.

Note: The Maintenance Department can perform minimal repairs such as tire repair and inner tube replacement. Other repairs, including battery replacement, should be addressed by one of the companies servicing scooters and power chairs. Maintenance or Security will retrieve scooters that have broken down on the campus.

A limited number of scooters are available to rent. Please contact the receptionist for further details.

**1.6 Assistive/Mobility Devices** – All assistive/mobility devices such as walkers, rollators and canes must be labeled with your name and unit number. Identification labels are available at the reception desk.

**1.7 Guests** – Guests are always welcome.

Dining Room – You may use meal credits if available or request to be billed. Credits may not be used for guests on holidays. See Dining Services section for details.

Identification – Guests not accompanied by their hosts should identify themselves at the gatehouse and at the reception desk. Residents must notify the gatehouse at ext. 8155 when expecting visitors. For residents of patio homes #601 through #619 and the Lakeside Apartments, call 724-776-8155 to reach the gatehouse.

Overnight Guests – You always have the privilege of housing guests in your patio home or apartment for no more than 14 days. Stays longer than 14 days must be approved by the Executive Director. Cots and cribs will be furnished for a fee upon request at the reception desk. If your guests or the guests of another resident are to use your patio home during your absence, notify the reception desk in advance. Extended stays of non-residents in patio homes or apartments is not permitted. Overnight guests are not permitted in Personal Care or the Oak Grove Center.

Guests in the Oak Lodge and patio suites must register at the reception desk. Please remind them that the entire campus is non-smoking, including the Oak Lodge and patio suites. Pets are not permitted in the Oak Lodge or patio suites. Additional guidelines are provided upon check-in. Complimentary breakfast vouchers for the Café are included in the check-in packet. The resident is responsible for any damage caused by their guest in the Oak Lodge and other guest accommodations. See reservation policies in the appendix.

A few hotels in Cranberry Township have agreed to accommodate our guests at reduced prices. Ask at our reception desk for a card of introduction.

Charges – Charges for guest meals and lodging will be placed on your monthly statement unless you arrange otherwise. Visitors may pay at the reception desk with cash or a personal check; credit cards are not accepted

**1.8 Insurance** – Each resident is required to maintain medical insurance equivalent to Medicare A & B and supplemental health insurance that meets Sherwood Oaks guidelines, automobile insurance (liability and property damage), renters insurance on patio home furnishings and personal liability. The last may be included in the renter's policy. If you make changes to your medical insurance, please notify the business office at ext. 8466 and the medical office at ext. 8480.

**1.9 Notary Public Services** – Notary services are available (by appointment) to residents free of charge from 8:30 AM to 4:00 PM Monday through Friday. Please call ext. 8460 or 8466 to make an appointment. *Please note: We are unable to notarize vehicle titles.*

**1.10 Patios and Balconies** – It is the policy of Sherwood Oaks that residents keep their patio or balcony clean and orderly. Management reserves the right to exercise discretion regarding patio/balcony maintenance and may request that questionable items be removed. The complete policy may be found in the appendix of this handbook.

**1.11 Personal Data** – The personal data form (Resident Master Profile) originally submitted by the resident must be kept current. Notify the business office in writing when changes occur. A form for updates is available from the Director of Residential Services.

**1.12 Pets\*** –The maximum number of cats and/or dogs allowed to reside in an independent living residence is three. Pets must always be on a leash when outside and never allowed to be a nuisance to other residents. Cats must remain indoors. They are not permitted to be outside cats. Owners must clean up after their pets on all Sherwood Oaks property. If brought into the Community Center, pets must be on a leash no more than 6' long and under control at all times.

Pets are not permitted in any dining area, Café, the medical office, the Oak Lodge, the Oak Lodge guest rooms, patio home suites, Summer House or behind the Reception Desk. They are also not permitted on furniture in any public area.

Butler County requires dogs to be licensed. Dog licenses are available online at <http://doglicenses.us/PA/Butler>. A list of licensing agents is available on the county website - [www.butler.pa.us](http://www.butler.pa.us). Cranberry Township requires that dogs older than 3 months must wear licenses on their collars and must be vaccinated against rabies and distemper.

Sherwood Oaks requires that you complete a "Pet Registration" form that is kept on file with Security. This form needs to be completed when you move to Sherwood Oaks with a pet or if you get a new pet while you are living here. The forms may be obtained at the reception desk. You are also required to provide Security with a copy of the yearly vaccination records for each pet. We encourage the following information be hung on your refrigerator in case of an emergency: a contact person to care for your pet(s) and a copy of their vaccination records. Please notify Security if you no longer have your pet.

\*See Pet Policy, Pet Registration Form and Pet Owner/Handler Acknowledgement Form in Appendix.

**1.13 Private Employees** – A resident may hire private or off-duty employees to perform various types of work in accordance with established guidelines. Use of Sherwood Oaks' supplies and equipment is prohibited. Private or off-duty employees are not covered under Sherwood Oaks' liability or workers' compensation insurance. Residents are responsible to comply with all applicable tax and employment laws and should request proof of liability insurance. Note: Special Services employees may not be hired to perform off-duty work. A copy of the policy may be found in the appendix. Contact the Director of Residential Services for more information.

**1.14 Resident Support Fund** – Sherwood Oaks policy, as described in your contract, states that a resident will not be dismissed for inability to pay the monthly fees, if this inability occurred through no fault of the resident. However, this is dependent on the ability of Sherwood Oaks to forego a portion of the monthly fee without impairing its ability to operate on a sound financial basis.

If you feel you may qualify, please see the Executive Director. All inquiries will be held in strict confidence. A copy of the subsidy policy may be found in the appendix.

**1.15 Smoking** – Sherwood Oaks is a non-smoking campus. This includes all buildings on the campus. Smoking is only permitted inside independent living patio homes.

**1.16 Solicitation of Residents** – It is the policy of Sherwood Oaks to minimize solicitations directed to residents from residents, employees and others for non-Sherwood Oaks purposes. A copy of the policy may be found in the appendix.

**1.17 Special Services** – The Special Services Department offers a variety of services to individual residents to assist with many daily activities. Services are available on a fee-for-service basis and can be arranged on a regular schedule or as-needed basis. The charges are included on the regular monthly statement from Sherwood Oaks.

Services include but are not limited to:

- Transportation to appointments, airport, etc.
- Shopping, housekeeping, errands
- Laundry, ironing, mending
- Assistance with mail, record keeping
- Personal care assistance
- Pet care
- Other services as requested and available

Contact the Special Services Coordinator at ext. 8493 for more information or to arrange for services.

**1.18 Tax Deduction** – Since a portion of the monthly fee for life care residents provides for pre-paid medical insurance, this related portion may be deductible on your federal income tax. The amount of the deduction will be announced the end of January via a letter in your in-house mail slot.

**1.19 Taxes** – Sherwood Oaks makes a yearly payment in lieu of real estate taxes to the local taxing authorities. Any resident still employed is required to pay township and school district wage taxes. Pennsylvania sales tax will be collected where applicable.

**1.20 Tipping** – Gratuities of any kind to a Sherwood Oaks employee from a resident or guest are not permitted. Acceptance of a tip by an employee constitutes grounds for dismissal. In lieu of tipping, residents are invited to contribute annually to the SORA Employee Appreciation Fund to provide a monetary gift for employees in December.

**1.21 Your Estate** – Upon your death, your estate is responsible for any monies owed to Sherwood Oaks.



## **RESIDENTS' ASSOCIATION**

**2.1 Residents' Association** - The Sherwood Oaks Residents' Association (SORA) has been established by the residents to further the common interests of all. Anyone who moves into the Community is automatically a member. Residents wishing to participate in the work of a specific committee should volunteer. A copy of the SORA bylaws is available in the library for review or you may ask an officer of SORA for a copy. The monthly SORA board meeting is open to all residents.

**2.2 Donations** - Sherwood Oaks Residents' Association (SORA) is a charitable organization as provided by law. Memorial and in-kind gifts are greatly welcomed. Memorial gifts should be directed to the Chairman of the Memorial Committee, other gifts to the appropriate treasurer. Further information is available from the Chair of the Memorial Committee or the Treasurer.

**2.3 SORA Board** - The SORA Board consists of:

President	Operating Treasurer
Vice President	Past President
Secretary	10 additional Directors
Treasurer	

SORA officers, committee and activity liaisons and committee chairs are listed on the bulletin board.

**2.4 Resident Committees** - There are many committees and activities at Sherwood Oaks. Each committee and activity has a SORA board member serving as a liaison. The complete list is posted on the bulletin board in the resident mailroom and is updated periodically.

## **EMERGENCIES**

**3.1 Arial Alert Systems – Personal Pendants** - The Arial Alert system is an electronic pendant call system that can be used to summon help almost anywhere on campus when you cannot reach a telephone. It is available to all residents. There is a \$35 refundable deposit with no monthly fee. Please call the community nurse at ext. 8496 for more information or to request a pendant.

Check-In Program – Residents may select to participate in this daily check-in program. If a resident has not “checked in” via the Arial wall transmitter between 5 and 11 am, staff will be alerted and check on the resident’s safety. There is no charge for this service.

Wall transmitters for emergency assistance - patio homes 101-360 and 601-619 and the Lakeside Apartments are equipped with Arial wall transmitters in the living room and each bathroom. Patio homes 601-619 also have a wall transmitter in the garage. These are used to summon assistance if you cannot reach the phone.

Common area transmitters for emergency assistance – all parking lots and the ground floor of the Lakeside Apartment building have wall mounted Arial transmitters to summon assistance.

**3.2 Medical Information Kit** – This kit provides important medical information needed when a resident is transferred to the hospital from their patio home in an emergency. These kits will be supplied and explained to each resident by the community nurse when he/she visits soon after your move to Sherwood Oaks. When completed, the information should be attached to the side of your refrigerator nearest the counter. They should be updated when there is a change to your medical status and/or annually. New inserts and plastic sleeves are available from the community nurse.

**3.3 Ambulance Service** – Ambulance service is provided by Cranberry Township Volunteer Ambulance Corps. All residents are enrolled initially upon moving in and memberships are renewed annually. The subscription fee is charged on the first month’s statement and annually each January.

**3.4 Medical Emergency** – There are several ways to summon assistance in case of emergency.

### **Patio Homes 101 through 360**

- **Dial “O”** and tell the receptionist the nature of your emergency. They can send help. At night, a staff member from the nursing department will answer your call.
- Activate the Arial Alert transmitter or if you have an Arial Alert pendant, press it for assistance.

- For events requiring immediate assistance from police, fire or ambulance, **call 911** for Cranberry Township emergency services.

### **Patio Homes 601 through 619 and the Lakeside Apartments 711-739**

- Dial 724-776-8100 to reach the receptionist. They can send help immediately. At night, a staff member from the nursing department will answer your call.
- Activate the Arial Alert transmitter or if you have an Arial Alert pendant, press it for assistance.
- For events requiring immediate assistance from police or fire, call 911 for Cranberry Township emergency services.

### **3.5 Fire Emergency**

- To avoid a fire emergency, a resident should immediately report any malfunction of an electrical installation or appliance to Maintenance (ext. 8477) or dial “O”.
- Please make sure your personal small appliances are in good working order with the power cords in good condition. The resident workshop will replace worn cords for a small fee. If you are unsure about the condition of a cord, please contact Maintenance to do a safety check.
- The smoke detector in each patio home sounds an alarm in the center as well as the patio home. If the detector seems to be malfunctioning, please notify Maintenance. The detectors are battery operated and will self-report when the battery life is low.

### **Patio Homes 101- 360**

- In a fire emergency in a patio home a resident should:
  - Vacate the Patio Home by the walkway or patio door, closing it behind you as you leave.
  - Pull the lever on the building fire alarm. Each building has an alarm box on the inside of the middle walkway post – lighted at night by a red light. There is also a fire extinguisher mounted on the post for responders.
  - Go to the nearest telephone; use your own portable or cellular phone, a neighbor’s phone or laundry room phone and report the fire to the operator.
  - Knock loudly on all doors in your building to alert neighbors.
  - Remain out of your patio home until advised by Security that it is safe to return.

### **Patio Homes 601-619**

- In a fire emergency in a patio home a resident should:
  - Vacate the Patio Home by the walkway, garage or patio door, closing it behind you as you leave.
  - Go to the nearest telephone; use your own portable or cellular phone or a neighbor’s phone and report the fire to the operator.
  - Knock loudly on all doors to alert neighbors.

- Remain out of your patio home until advised by Security that it is safe to return.

### **Lakeside Apartments 711-739**

If a fire emergency in a Lakeside Apartment, residents should:

- Vacate the apartment, closing the door behind you as you leave.
- Pull the closest fire alarm, located in each stairwell. Go to the reception desk.
- Go to the nearest telephone; use your own portable or cellular phone or a neighbor's phone and report the fire to the operator.
- Knock loudly on all doors to alert neighbors.
- If you hear the building alarm, please vacate the building by using the stairs (or closest exit for the first floor). If you are unable to use the stairs, exit to your balcony.
- When possible, please gather at the reception desk.

**3.6 Fire at the Center** - If the fire alarm sounds, remain where you are until a staff member tells you if you should move and where you should go. DO NOT USE ELEVATORS. If you are in the Dining Room, remain seated until told by staff to leave. When leaving the Dining Room, push your chair as close to the table as possible. Staff will direct you to the exits to be used. There is an emergency exit in the far corner of the Dining Room. This exit leads down a flight of stairs to the outside.

**3.7 Power Failure Telephones** - In the event of a failure of the telephone system, the telephones in the eight residential laundries will work apart from the system. In this situation, they can be used as normal telephone lines. You do not need to dial "9" for an outside line. There are eight additional power failure telephones in the Community Center.

For patio homes 601 through 619 and the Lakeside Apartments, phone service is provided by Armstrong Utilities. These phones are not a part of the Sherwood Oaks system and function as private independent lines. Residents may individualize their service according to their preferences. Whenever an extension is listed for Sherwood Oaks, the entire number must be dialed (724-776-extension). Armstrong will bill you directly for your phone service.

### **3.8 Weather Advisory - Emergency Notification System (ENS)**

Sherwood Oaks utilizes an emergency notification system (ENS) for the campus when feasible. When enacted, the system will provide notification by telephone. Patio home telephone numbers for 101-360, Lakeside Apartments and patio homes 601-619 have been programmed into the system. Residents desiring to be alerted at alternate phone numbers may provide them to the Security Department.

See also Independent Living Emergency Readiness Guideline in the appendix.

## **COMMUNICATIONS**

**4.1 Reception Desk** – The reception desk serves as the communication center for the community. A receptionist is on duty from 7:30 AM to 8:30 PM seven days a week.

The receptionist can:

- answer many of your questions
- make document copies for a fee
- fax documents for a fee
- reserve guest rooms and meeting rooms
- register overnight guests for the Oak Lodge/suites
- provide forms (work request, resident away notice, voter registration, absentee ballot applications, etc.)
- furnish keys to locked areas
- furnish introductory cards to Hampton and Comfort Inns
- arrange for replacement keys
- issue fishing passes for guests
- accept COD deliveries when arranged in advance
  - We are unable to accept prescription deliveries
- provide marketing packets

**4.2 Newspapers** – The *Pittsburgh Post Gazette*, *Wall Street Journal* and *New York Times* can be delivered to your patio home by calling them directly to subscribe. Please note: Printed editions subject to change. Free local newspapers are available in the Scooter Room/Gallery.

**4.3 Community News** – Current information about Sherwood Oaks programs and activities can be found in the following sources:

Daily:                      Audio Bulletin Board (dial ext. 8489) – menu & activities for the day

Lobby Monitor (between the gift shop and bank) – activities of the day

Café Monitor – menu and daily activities

Touchtown TV (For subscribers to Armstrong digital cable, channel 900) – menu & activities of the day

Weekly: Weekly bulletin – in-house mail slot each Friday and on our website, [www.sherwood-oaks.com](http://www.sherwood-oaks.com)

Monthly: The Acorn – Resident Newsletter – distributed to each patio home/room # and on our website [www.sherwood-oaks.com](http://www.sherwood-oaks.com).

General: Bulletin Boards – in the mailroom  
FYI – Periodic Publication from the Executive Director  
Website – [www.sherwood-oaks.com](http://www.sherwood-oaks.com) – includes information about the campus. It also includes The Acorn, FYI, weekly bulletin, nutritional facts, Recreational Therapy activities calendar, upcoming marketing events and a link to view channel 900.

Facebook – Sherwood Oaks Retirement Community

Bulletin Boards: The community bulletin boards in the mailroom provide timely information. They are divided into specific sections (activities, trips, health news, etc.) and frequent reading is recommended. There are guidelines posted on the bulletin boards about the types of information that can be posted and acceptable formats. Administration may remove any items deemed inappropriate.

Display Stands: The large display stand at the Dining Room entrance is restricted to Dining Room menus and notices.

The small display stand at the Dining Room entrance may be used by residents to advertise concerts, programs, speakers, movies, etc. Advertisement flyers may be placed into this stand no more than 2 days before the event.

Easels: If you need an easel for a memorial service or event, please contact a housekeeping supervisor.

**4.4 Telephone Service** – For patio homes #101 through #360 - Local, toll and long-distance telephone service is provided by Consolidated Communications. The resident is responsible for toll and long-distance charges which will be billed on your monthly statement. Your Sherwood Oaks line is a part of our central telephone system. To make calls:

Dial “0” for the receptionist. (SN, PC, OGC and Patio Homes 101-360)

Dial 724-776-8100 for the receptionist. (Patio Homes 601-609 and Lakeside Apartments 711-739)

Dial “8” plus the patio home number for residents in the community for patio homes 101 through 360. To call patio homes 601- 619 and apartments 711- 739 you must dial the 10-digit numbers listed on the resident list. These patio home and apartment numbers do not match the phone number.

Dial the ten-digit number for calls in and between the 724, 412 and 878 area codes.

Dial “1” and the ten-digit number for all other area codes, including toll free area codes.

Dial “9 –1-411” for information.

- The nurses’ station on the medical unit serves as the operator when the reception desk is closed (8:30 PM to 7:30 AM).

Voicemail service is available at an additional fee. Contact the Director of Residential Services at ext. 8461 for information.

- Residents may, at their own expense, add a second private line for business or internet use. This line would not be a part of the Sherwood Oaks system and a choice of carriers would be available.

**4.5 Internet Access** – Internet service is provided by Armstrong Utilities. Certain areas of the campus have free wireless service. Contact the receptionist for locations and passwords if required.

**4.6 In-house Mail** – A message box for internal mail is provided for each patio home and apartment in the mailroom. The mailroom is located adjacent to the Scooter Room/Gallery. The box is below the patio home number.

**4.7 U.S. Mail** – There is a locked U.S. mail box for each patio home and apartment at the Community Center. Packages and large envelopes that will not fit in the box are left at the reception area and a note is put in your box. If the receptionist is required to sign for any type of mail or package for you, they will contact you and ask you to come pick it up. There is also a box for outgoing mail. Postage stamps may be ordered by asking the receptionist for an orange order envelope which you complete and place in your locked mailbox. The carrier will fill the order and place the envelope back in your box.

*Your apartment number is the number for both your U.S. mailbox and the in-house box.*

## **DINING SERVICES**

**Meal Programs** – Residents are provided a meal card that is used to record meals. To ensure billing accuracy, please present this card to the dining staff at each meal. Lost meal cards should be reported to the business office. A replacement card will be issued for a nominal fee. Residents may not use their meal plan or carry over meals for other residents.

**Standard Plan (one meal per day)** - On the first of each month, one meal is added to a resident's meal account for each calendar day in the month. As meals are used, they are deducted from the account. Meals may be used by the resident or a guest with the exception of holiday meals (as defined below). Up to 7 unused meals per resident may be carried over to the next month. Excess meals taken will be billed on the monthly statement at the current published rates.

**21 Meal Plan** – This plan provides 21 meals in a month and a monetary credit per person per month on the monthly statement. This monetary credit changes each year as costs change. No carryover meals are permitted for this plan. Excess meals taken will be billed on the monthly statement at the current published rates.

For more details about the meal programs, see the Director of Dining Services. Any questions regarding billing should be directed to the business office.

**Guests on Holidays** – Guest meals on holidays will be billed on the monthly statement at the current published rates. The resident will be asked to sign a charge slip for these meals. Residents may not use their meal plan or carry over meals for guests on holidays. In addition, Marketing coupons will not be accepted for holiday meals.

- **Designated Holidays are:** New Year's Day, Easter, Mother's Day, Memorial Day, Father's Day, July 4<sup>th</sup>, Labor Day, Thanksgiving, Christmas Eve and Christmas Day.

**Standard Meal Plan Away Credits** – Standard meal plan participants who complete an "Away Notification Form" at the reception desk for an absence longer than 7 consecutive days will receive:

- A monetary credit equal to the approximate raw food cost per meal (rate published in fee schedule) and;
- Meal carryovers up to the maximum of 7 per resident

**Twenty-One Meal Plan Away Credits** – Twenty-one meal plan participants completing an "Away Notification Form" at the reception desk for an absence longer than 7 consecutive days will receive:



- The regular 21 meal plan monthly credit and;
- A monetary credit equal to 70% of the approximate raw food cost per meal (rate published in fee schedule).

## 5.1 Dining Hours

### Café

Breakfast - 8:00 to 10:30 AM daily

Lunch - 10:30 AM to 5:00 PM daily, Café menu or Dining Room menu from 12-1:15 PM only

Dinner - 5:00 to 7:00 PM daily, Café or Dining Room menu

Holidays - Open for breakfast only and takeout meals only (11:30 AM-1:00 PM for lunch and 4:00-6 PM for dinner)

Café accepts cash, meal credits or you may charge it to your monthly bill. Please alert your server.

### Dining Room

Lunch - Noon to 1:00 PM, Monday through Saturday

Dinner - 5:00 PM to 7:00 PM daily

Brunch - 11:30 AM to 2:00 PM buffet style – Sunday reservations recommended.

Holidays – Lunch 12 – 2 PM and Dinner 4 – 6 PM

\*Buffet style meal for all holidays.

Tipping is not permitted in the Café or Dining Room.

## 5.2 Meal Options

This option for both meal plans in the Dining Room includes:

- **Soup** – One serving of soup
- **Salad** – as much as you want to eat during your meal - All items on the salad bar are included in the salad but cannot be packed “to go.” *Café salads are not available.*
- **Entrée** – One main entrée with three sides of your choice - *Café menu not available*
- **Dessert** – One dessert choice from one of the following: menu dessert, whole or fresh cut fruit, frozen yogurt, ice cream or sherbet
- **Beverages** – All beverages are included. Beverages cannot be packed “to-go.”

If you cannot finish your served meal, we will package it for you to take home. The server will take it to the cabinet in the lobby and you can pick it up as you leave. There will be no containers given out in the Dining Room.

This option for both meal plans in the Café includes:

- **Soup** – One serving of soup.
- **Salad** – Café salads are available from the Café menu or you may go to the salad bar in the Main Dining Room. *Salads cannot be packed “to-go.”*
- **Entrees** - One entrée, sandwich, pizza or entrée salad with your choice of three sides. *Dining Room menu is available at lunch from 12-1:00 PM and 5-7PM for the evening meal.*
- **Desserts** – One dessert choice from the following: Dining Room menu dessert, whole or fresh cut fruit, frozen yogurt, ice cream or sherbet.
- **Beverages** – All beverages, milkshakes and floats are included in the Café, but cannot be packed “to-go.”

There are no substitutions permitted between meal categories. For example, two desserts may not be exchanged for one soup.

Corner Market items cannot be purchased using a meal credit. These items may be purchased with cash or charged to your monthly bill.

### **5.3 Dress Guidelines - Dining**

SORA recommended dress guidelines are posted on the bulletin board in the resident mail room.

**5.4 Reservations** - A reservation should be made for any party over four and is preferred for a smaller party when you are entertaining an outside guest. Call ext. 8234\* to make your reservations. All reservations must be made two hours in advance. Reservations will be held for fifteen minutes. Reservations are also required for every holiday. You will receive a reservation slip in your mail slot that will need to be turned in to dining services by the requested date on the slip.

\* *Residents of the Lakeside Apartments and patio homes 601 through 619 call 724-776-8234.*

- We encourage parties over 8 to come to the Dining Room to be seated before 6:15 PM
- Parties of 14 or more will incur a server upcharge as outlined in the fee schedule.

### **5.5 Takeout Meals - All takeout meals are ordered and picked up at the Café.**

Please check your order for accuracy before leaving. You may use a meal credit, charge your meal to your account or pay cash. We will ask that you sign a charge slip if you do charge something to your account.

Takeout meals are available from 11:30 AM –1:00 PM for lunch and 5:00 until 6:45 PM for dinner. You may choose from either the Café or Dining Room menu for either meal. From 1:00 to 5 PM the Café menu is the only menu available for takeout meals.

Phone-in service is available at lunch by calling ext. 8236\* between 9 AM and 10 AM for pick up after 12:30 PM. For dinner, call between 3 PM and 4 PM for pick up after 6 PM. Please leave your name, unit number, choice of plastic or compostable container, food choices and pick up time. We will only call you back if we have a question about your order.

*\* Residents of the Lakeside Apartments and patio homes 601 through 619 call 724-776-8236*

Due to the heavy volume of takeout meals, we will complete four orders at a time and then take the next four residents in line.

- A designated server will take your order for soup, hot or cold food and dessert. You will receive one container to go through the salad bar and prepare your own salad.
- Hot foods will be labeled with a date and reheating instructions. Please reheat hot foods to 165 degrees and keep cold foods below 40 degrees. Don't keep leftover foods for more than 2 days.

**No outside containers or reused containers may be used for takeout meals due to state regulations.**

## **5.6 Meals at Home**

Any resident may order dinner to be delivered by calling ext. 8236\* before 3:30 PM. There will be a delivery charge for this service, as outlined in the fee schedule.

*\* Residents of the Lakeside Apartments and patio homes 601 through 619 call 724-776-8236.*

Residents who are ill may have dinner delivered free of charge when approved by the community nurse. The community nurse reports the names of residents requiring meal delivery due to illness and Dining Services calls the resident during the afternoon for menu selections.

**5.7 Private Parties** - Arrangements can be made through the service manager (ext. 8505) for a party in the private Dining Room, Card Room, Auditorium, Oak Lodge Great Room, or your home. Arrangements should also be made with the Housekeeping Supervisor if special room set up is required. A three-week notice is

required if a server or additional staff is needed. If your party falls on a holiday, the rate for labor is two and a half times the normal rate.

**5.8 Purchase of Staples** - Bread, milk, salads, sandwiches, soda, fruit, yogurt, etc. may be purchased from the Corner Market in the Café. The market is open from 8:00 AM to 7:00 PM. You may pay cash or charge items to your monthly statement.

**5.9 Dietitian** - The consultant dietitian is primarily responsible for the Health Center nutritional care and menus, but is available to all residents. The community nurse can arrange an appointment or make a referral to the dietitian or you may call ext. 8511.

**5.10 Healthcare Meals** - If you are in the Health Center, you may choose to eat your meals in the country kitchen, Main Dining Room or the Café. Please call ext. 8662 to cancel your meal in the country kitchen (Skilled Nursing or Personal Care) before 11:00 AM for lunch or 4:15 PM for dinner if you plan to eat elsewhere. Guests are limited in the healthcare dining areas due to space restrictions. If you have more than one guest dining with you, we request that you dine in the Main Dining Room or Café. You will be asked to sign for the extra guest charge.

**5.11 Scooters/Walkers in the Dining Room/Café** - The designated area to park scooters and/or walkers is in the Scooter Room/Gallery. Scooters/walkers should not be parked in the lobby, coat room, or outside the Café, Dining Room or Auditorium.

Scooters may be brought into the main Dining Room & Café to get to your table. A supervisor will then take it to the Scooter Room/Gallery and retrieve it for you when you're finished with your meal. Walkers are permitted in both areas. Please use caution when using a walker in the Dining Room to avoid a tripping hazard. Please push your chair in when leaving to allow for ample room for people to ambulate through the Dining Room or Café.

## **HEALTH & WELLNESS**

**Health and Wellness Program Mission Statement** - To improve the health and enjoyment of life for Sherwood Oaks residents by encouraging residents to develop and promote activities that enhance the physical, emotional, spiritual, intellectual, social and vocational aspects of life.

**6.1 Medical Offices** - The medical offices are located on the lower level of the Community Center. This area provides for our physicians, the community nurses, a podiatrist and a medical assistant. Hours are posted outside the medical offices and on the bulletin board in the mailroom.

**6.2 Physicians** - Sherwood Oaks currently has three family practitioners, two nurse practitioners, a podiatrist, two audiologists, a dental hygienist and an optometrist. Appointments with the physicians can be made by calling the medical office at ext. 8480. Appointments with the podiatrist can be made by contacting the community nurse at ext. 8496. Appointments with the audiologists can be made by calling 724-940-5751 for Dr. Amanda Cassidy or 724-933-3440 for Dr. Patrick Frances. Appointments with the dental hygienist can be made by calling Megan Batykefer at 412-403-6955. Appointments with the optometrist can be made by calling Dr. Gary Reck at 412-606-1350.

**6.3 Community Nurses** - The community nurses provide emergency health care to residents in patio homes and apartments 24 hours a day, 7 days a week. The community nurses' office is located within the medical office on the lower level of the center and can be reached by dialing ext. 8496.

The community nurses' phone is transferred to the reception desk when the community nurse is out of the office. When the reception desk closes, all calls are transferred to the nurses' station on the medical unit of the Health Center. A staff member will take your message and notify the community nurse by radio in case of an emergency.

Additional information may be found in the flyer on the Community Nursing Department found in the front pocket of this handbook.

**6.4 Hospitalization** - Please notify the community nurse of any hospitalization and/or pending surgery you may have scheduled. Also, if you are out of town and become hospitalized, please notify the community nurse.

**6.5 Skilled Nursing Center** - The Skilled Nursing Center provides short-term or long-term nursing care to residents in need of such services. Admission will be coordinated by the community nurse and/or the physician's office, along with the Director of Social Services. The Skilled Nursing unit provides rehabilitation, complex, acute or chronic nursing care. A Health Center Residents' Handbook is given to each resident upon admission to the health center.

**6.6 Personal Care** - The Personal Care area provides short-term or long-term Personal Care to residents in need of such services. Admission will be coordinated by the community nurse and/or the physician's office, along with the Personal Care Administrator or designee. A Personal Care Handbook is given to each resident upon admission to Personal Care.

**6.7 Oak Grove Center** - The Oak Grove Center is designed for residents with a progressive diagnosis of dementia who have the need for a secured dementia care unit

for safety issues such as wandering. It is a two-story building with 15 private rooms on each floor. The resident's physician must state in writing on the preadmission screening form the need for a secure unit prompting the move within 72 hours of admission.

**6.8 Fitness Center** - The Bill Schenck Fitness Center and its services are available to residents in the community and on Personal Care at no additional cost. Residents of Skilled Nursing and the Oak Grove Center may use the Fitness Center as directed by their physician. Appointment times will be coordinated by the center manager and nursing staff. The requirements for use of the Fitness Center and its services are:

- A consent form from your primary care physician giving you permission to begin an exercise program. Forms are available at the Fitness Center.
- An initial assessment and/or orientation with the center manager.
- Compliance with the Fitness Center rules.

As part of the services offered by the Fitness Center, the manager will design an exercise program tailored to meet your goals and abilities and orient you to all the appropriate equipment in the center. The Fitness Center is open to residents 24 hours a day, 7 days a week with the following exceptions, Mon-Fri 5 to 6:30 am; Mon., Wed. and Fri. 4:30 to 6:30 PM and 10 PM to 12:30 AM; Tues. and Thurs. 3:30 to 6:30 PM and 10 PM to 12:30 AM. During these times, off-duty employees may use the Fitness Center. Guests and/or family members of residents and/or employees are NOT permitted to use the Fitness Center. However, they may use the satellite Fitness Center located in patio home #259. Guests wishing to use the satellite Fitness Center can gain entrance by entering the proper digital combination on the front door lock. The combination to the lock is 1-3-7-9. Guests may take part in any of the scheduled group exercise classes which include: Tai Chi, Yoga, Group Fitness, and Take a Walk with a Friend.

**Please check the weekly activity schedule for times and locations of the following activities.**

**6.9 Tai Chi** - Tai Chi classes are offered every Tuesday at 10:00 AM and Friday at 1:30 PM and last approximately 45 minutes. Tai Chi classes are free of charge. Anyone wanting additional information about Tai Chi should contact the Manager of Wellness and Health Promotion at ext. #8543.

**6.10 Yoga** - A Yoga class is taught every Thursday at 11:00 am. There is no extra charge for the Yoga classes. Anyone wanting additional information regarding the Yoga classes should contact the Manager of Health and Wellness Promotion at ext. 8543.

**6.11 Group Fitness Class** - A group exercise class is taught every Monday, Wednesday, and Friday at 11:00 am by the Fitness Center staff. There is no charge for this class. The class mainly works on improving strength, balance, and flexibility. Residents wishing to attend need to go through the initial orientation with the Manager of Wellness and Health Promotion.

**6.12 Take a Walk With a Friend (Outside)** - This is a program that meets every Tuesday beginning in the spring and runs through fall. Individuals meet in the main lobby of the Community Center and go for a group walk on campus. This exercise session takes advantage of our spacious and scenic campus while providing a great aerobic workout. Residents wishing to attend should have gone through the initial orientation with the Fitness Center Manager.

**6.13 Swimming Pool and Jacuzzi (Lower Level)** - The swimming pool is available to residents for lap swimming from 7:30 to 2:00 PM daily. Residents interested in swimming laps should contact the Manager of Health and Wellness Promotion to receive a designated time for an open lane. Please check the posted schedule or call ext. 8543 or ext. 8478. Open swim time is from 2:00 to 8:00 PM except Fridays when the pool is cleaned and treated. The pool closes at 12:30 PM on Fridays and reopens at 7:30 AM on Saturdays. The Aquacize class is held regularly; please check the weekly schedule for days and times.

As there is no lifeguard at the pool, every swimmer must have an adult “buddy.” The receptionist will provide a key to the pool door along with the numeric code for the key pad when you sign in at the reception desk. While you are using the pool, the key must remain in the lock to permit entry by others. Do Not prop the door open. The key must be returned to the reception desk when you sign out. Follow the rules posted in the dressing rooms and on the swimming pool door. **Please note: Motorized wheelchairs and scooters are not permitted in the swimming pool area.**

Employees are permitted to use the pool during their off-duty hours from 3:30 to 8:00 PM daily except Fridays when the pool is closed for maintenance. Employees are also required to have an adult buddy when using the pool and/or jacuzzi.

Residents may bring guests to swim during open swim times, except Fridays when the pool is closed for maintenance. Pool keys must be signed in/out by the resident; guests are not permitted to sign in/out pool keys. The complete Swimming Pool policy is in the appendix.

### **Locker Rooms**

- Men’s and Women’s locker rooms are located across from the Fitness Center (on the lower level) for changing/showering before and after swimming pool use.
- Please remove all items from lockers before leaving.

**6.14 Rehabilitation (Lower Level)** - Rehabilitation focuses on helping residents remain as active and self-sufficient as possible. This is done by treating the causes and symptoms of injuries and illness to reverse or control these conditions. Physical, Occupational and Speech Therapies are available to residents of patio homes, apartments, Personal Care and Skilled Nursing. Services rendered are usually covered by one's health insurance, with a physician's prescription.

Physical Therapy includes treatments to improve overall mobility, strength, flexibility, cardiopulmonary endurance, balance, walking ability, joint motion, and to promote wound healing. Physical therapy also works to reduce one's risk of falling.

Occupational Therapy focuses on improving one's independence with skills for the job of living - examples include home safety consultations and training on using equipment to ease tasks like dressing and bathing. Treatments also improve the use of one's arms and hands for everyday tasks (writing, eating, dressing, reaching, lifting, driving, getting up and down from chairs/scooters/etc.).

Speech Therapy helps one to regain the ability to communicate by: detecting hearing and speech difficulties, comprehension, cognitive (memory) training, voice production, oral and facial strengthening, swallowing ability, and other aspects of self-expression.

Rehabilitation is located on the lower level, across from the library.

**6.15 Social Services** - The Social Services Director has an office on the Personal Care floor and can be reached at ext. 8485 or at the nurses' station at ext. 8487. Services provided are:

- coordinates admissions and discharges to/from the Skilled Nursing unit
- coordinates and completes the functional assessment for residents on the Skilled Nursing unit
- provides information on outside resources
- makes referrals to ancillary services
- completes social service assessments of residents upon admission
- participates in care conferences
- ensures the resident's psychosocial needs are met
- serves as the resident's advocate and liaison
- provides support and information to family members
- facilitates various support groups as indicated and as the need arises
- provides staff, resident & family education

Services are available to any resident upon request.



## **HOUSEKEEPING & LAUNDRY**

**7.1 Cleaning** - Your patio home will normally be cleaned the same day and time each week. You will be given a description of housekeeping services prior to your first cleaning so that you will know what to expect and what is expected of you. Although not included in the residential agreement, annual (heavy) cleaning will be provided based on staffing availability.

**7.2 Window Treatments** - Patio Homes 101 through 360 only - Sherwood Oaks furnishes and cleans annually the sheer curtains for the sliding glass door in the living room, and the windows in the bedroom, den and study. An opaque curtain is provided for the bathroom window.

Residents may add additional window treatments or replace those provided. The resident is responsible for the cleaning of their own draperies or other window treatments.

**7.3 Laundry** - Your housekeeper will mark your apartment number on the linens you send to the laundry. Each week, the housekeeper will pick-up soiled bath and bed linens and leave the clean linens picked up the previous week.

Laundry service includes sheets, pillowcases and bath & kitchen towels. We will also launder bedspreads, blankets, mattress pads and throw rugs, but are not responsible for any damage caused by laundering.

Clothing is not included in the laundry service.

There are eight self-service laundry rooms throughout the campus. No coins are needed. If any of the laundry equipment is not working properly, contact the receptionist or maintenance secretary to write a work order.

**7.4 Entry by Staff** - If you wish Housekeeping to provide service in your absence, complete the appropriate authorization form. Forms are available from the department director. Without written authorization, staff will not enter your apartment in your absence except in an emergency. Employees are always authorized to enter an apartment in the case of an emergency. Do not lock screen doors or place bars, floor braces or additional locks at the front door since this would make emergency entry more difficult.

## **MAINTENANCE & GROUNDS**

**8.1 Maintenance** - Requests for work to be done by the Maintenance Department must be submitted on a "Work Request" form available at the reception desk. Please keep the

yellow copy for your records. You may also call the maintenance department at ext. 8477 to request a work order. Repair of Sherwood Oaks' equipment or property will be at the community's expense. Repair or maintenance of the resident's equipment or property will be at the resident's expense and billed on the monthly statement at the current rate for maintenance services. For new residents, maintenance staff will hang pictures, mirrors, and blinds without charge within the first three months of occupancy. Residents should submit a work request after they have determined the location for each item to be hung.

**8.2 Entry by Staff** - If you wish Maintenance to provide service in your absence, complete the appropriate authorization form. Forms are available from the department director. Otherwise, you will be expected to be at home when they are scheduled. Employees are always authorized to enter in an emergency. Do not lock screen doors or place bars, floor braces or additional locks at the front door since this would make emergency entry more difficult.

**8.3 Keys** - You have been given two front door keys, two mailbox keys and either a shed (patio home) or a storage room key (lake side apartment) as applicable. Additional or replacement keys can be made on site for a nominal fee. Please fill out a work request. You may wish to leave a door key with a neighbor. Doors and windows should be locked when you are away from your patio home.

**8.4 Refurbishment** - Sherwood Oaks will repaint the patio home interior at five-year intervals upon request, but will allow no credit for wall painting not done. If the patio home or apartment is painted the same color as it is, so one coat is sufficient, there is no charge. If the resident wishes to change colors, they will be responsible for the additional costs. Carpeting will be replaced, if necessary, after eight years upon request; but there is no credit for re-carpeting not done. The resident is responsible for the cost to move their furniture which should be cleared of all knick-knacks, lamps, etc. If upgraded flooring is selected, the resident is responsible for the additional cost.

**8.5 Alterations** - Any work performed on the patio home, garage, patio garden, etc. by an outside contractor or an off-duty employee, must have prior approval and the person performing the work must submit proof of liability insurance to the Director of Facilities. The resident is responsible for the expense involved and for maintaining the change as long as they occupy the patio home. Once the resident vacates the patio home, the changes become the property of Sherwood Oaks. There may be a restoration charge at this time.

**8.6 Flammable Materials** - No flammable items may be stored in patio homes, apartments, patio sheds, storage rooms, garages, or the rented storage lockers in the Center.

**8.7 Trash/Garbage/Recycling** - Each parking lot has a designated trash room. Many items are recyclable and should be segregated from the trash. Please follow the signs posted in the trash room for recycling.

There are two wooden boxes in the Community Center mailroom for recycling paper from your mailbox. Newspapers, magazines, catalogues, 2<sup>nd</sup> class mail, etc., may be recycled (including glossy paper).

Phone books are also recycled on an annual basis. Recycling of phone books will be announced in the weekly schedule and on the bulletin board.

**8.8 Heating and Cooling** - A heat pump system of heating and cooling maintains the temperature in your patio home. The system is controlled by a thermostat on the living room wall. Bathrooms and studies have baseboard heating units with separate thermostats. These thermostats should not normally be set higher than the living room thermostat.

If you need assistance with the thermostat control, please contact the Maintenance Department at ext. 8477.

A single lever on the wall registers controls the air direction. If requested, Maintenance will adjust as needed for heating and cooling.

Portable electric heaters are not permitted in the patio homes. A ceramic “Qube” heater can be used in a patio enclosure, but should be inspected by the Maintenance Department for safety.

**8.9 Electrical** - Circuit breakers are located in your patio storage shed. Access to them should not be blocked by stored items. The patio light and outlet and the bathroom and powder room outlets are affected by the ground fault interrupter. If they appear dead, push the “RESET” button in the bathroom outlet. Kitchen and exterior scooter outlet reset buttons are located in the kitchen outlet above the countertop. Two living room outlets are controlled by wall switches. Maintenance will replace light bulbs in ceiling and fluorescent fixtures and appliances at no charge.

**8.10 Smoke Alarms** - The smoke alarm sounds an alarm both in your patio home and at the Community Center. When the alarm is activated, Security staff will respond. Do not disconnect, disable or tamper with smoke detectors. Contact the Maintenance Department at ext. 8477 if there is a problem with your smoke detector.

**8.11 Water** - Two or more shut-off valves are located on the water heater piping. Turn all off in case of a leak and notify the reception desk or maintenance.

**8.12 Patio Home Gardens** - Residents are encouraged to have a patio home garden. A resident may plant a garden adjacent to the patio and patio home walls. Installations may not extend more than three feet beyond the outer edge of the patio and must not interfere with lawn mowing or other residents' views. Artificial flowers and greenery are not permitted in pots or window boxes. Artificial wreaths are permitted on front doors. Clothes lines are not permitted.

Residents must consult with the Maintenance Grounds Department concerning all other plans, such as larger, more complex gardens, free standing trees, walls of wood or masonry construction and fences. These plans must be approved by the Maintenance Department.

Residents working on their own gardens should follow all rules for garden trash removal as noted below.

- A private contractor working for a resident may place up to 3 bags per day of plant material (e.g. trimmings, weeds, containers, etc.) on the side of the trash room. Arrangements must be made with the Grounds Supervisor to pick-up additional bags and/or soil, stone, sod or hardscape materials removed by the private contractor. Failure to do so by an outside contractor will jeopardize the contractor's status of providing services in the future.
- Request for removing materials by the Maintenance Department will be charged to the resident at the posted hourly rate. If the Maintenance Department purchases compost for the residents, there will be a charge established per bucket used. All charges will be listed on the resident's monthly billing statement

Sherwood Oaks expects patio gardens to be maintained in an acceptable manner. If a resident needs assistance in maintaining a garden, he/she may contact the Maintenance Department to submit a work request that will be billed at the posted hourly rate; or a private contractor may be hired at the resident's expense. Such contractor must carry satisfactory insurance and provide proof to the Maintenance Department before beginning any work. A contractor may be a member of Sherwood Oaks staff working on off-hours. All arrangements must be made on off-duty hours and they must also present proof of insurance. A resident may discontinue a patio garden by submitting a work request to the Maintenance Department. The area will be returned to grass at no charge.

Each patio home has shrubs, plants, or other materials around the heat pump and may have a small patio tree. The Maintenance Department, through the Grounds Supervisor, cares for these and provides replacements as needed.

Free standing growth, as well as plantings around specific mechanical features such as meters, are community property and are the responsibility of the maintenance staff. Any resident wanting other pruning done should submit a work request to the Maintenance

Department. Pebbles and a clearance of two feet must be maintained around the heat pump to provide drainage, air circulation and room to make repairs.

**8.13 Courtyard Plantings** - Plantings in the courtyards are maintained by Sherwood Oaks grounds staff. Residents are not permitted to add any plants or remove or prune existing plants. Any questions may be directed to the Grounds Supervisor at ext. 8598.

**8.14 Common Lawn Areas** - Residents may not place any item in the common lawn areas that would interfere with grass mowing or other grounds maintenance. All plantings or removal of plantings in common areas must be approved by the Maintenance Grounds Department in accordance with current policy. Residents are advised to contact the Maintenance Grounds Department concerning all such requests. While memorial gifts and plantings are desired and encouraged, the memorial policy will dictate the formalization and recognition of memorials.

**8.15 Walkways & Other Public Areas** - Residents may not place any objects on the walkways or other public areas of the campus. This would include, but is not limited to, decorations, benches and plantings. These items may hamper access by residents and staff and may also present a safety hazard. If you have an item, such as a bench, that you would like to have on the walkway in front of your patio home, please contact the Grounds Supervisor for review.

## **SECURITY & TRANSPORTATION**

**9.1 Security** - The gatehouse is staffed 24 hours per day, except when an occasional emergency requires the officer to be elsewhere. In addition to the gatehouse officer, there is at least one security officer on the grounds to make rounds and respond to emergencies. A record is made of non-resident vehicles entering Sherwood Oaks. Please call the gatehouse at ext. 8155 or 724-776-8155 if you expect visitors. Vendors and solicitors are not permitted on the grounds unless invited. Should any uninvited outsider appear at your door, please notify Security immediately.

**9.2 Campus Transportation** - Numerous bus trips are made daily to the Center from each parking area. The pick-up point(s) in each lot is at the end of the walkway. The bus departs from the Center at: 9 AM, 11:30 AM, 12:30 PM, 1:30 PM, 3:30 PM, 5 PM, 6 PM, 7 PM, and 7:30 PM Monday through Friday. Times may change, please check the bulletin board for correct times.

Transportation times for holidays may not follow the above schedule. Changes are included in the weekly calendar.

## Ride on Demand

In addition to the regularly scheduled on-campus transportation, we offer Ride on Demand Monday through Friday from 8:30 AM to 4:30 PM. This service is not available on holidays or weekends. Please note, our ability to provide this service is contingent upon staff availability.

- Please call the reception desk for Ride on Demand no more than 10-15 minutes prior to needing transportation.
  - If you are calling for a ride for several hours later or for the next day, you need to call ext. 8219 to make an appointment. On campus appointments are free of charge; however, off campus appointments will have a charge.
- Please use the campus bus if possible.
  - We will ask residents calling for a ride on demand to use the regular bus run if the regular bus run is less than 15 minutes away.
- Please wait at the pre-arranged pick-up point once a call for transportation is made and Security accepts the request.
- To facilitate the operational and transportation responsibilities, Security is unable to accept Ride on Demand calls/requests from 10:50 am to 11:30 am. Residents are asked to use the 11:30 campus bus.

Bus service is provided for special afternoon and evening activities at the Center, provided the event is for all residents. Times are given in the announcement or included in the invitation.

**9.3 Scheduled Trips off Site** Please be sure to sign up for all trips so that the right size vehicle is available.

Scheduled bus service is provided to:

UPMC Cranberry  
UPMC Passavant Hospital and local doctors on the route  
Downtown Pittsburgh and Oakland Medical Complex  
Cranberry Mall and Route 228 Mall  
Streets of Cranberry  
Cranberry Movie Theatre  
Ross Park Mall and Beaver Valley Mall  
Local churches  
The polls on Election Day

Scheduled stops downtown are:

Union Trust Building on Grant Street  
Fifth Avenue Place on Stanwix Street

Scheduled stops in Oakland are:

Carnegie Museum on Forbes Avenue  
Presbyterian Hospital on Fifth Avenue

Other stops on the route must be approved in advance by the Security Director.

Transportation to a funeral or memorial service for a resident will be provided when possible. A minimum of five riders is required in order to provide transportation. The arrangements must be discussed with the Security Director.

Trips will be cancelled when there is a travel advisory in effect.

Drivers carry cellular phones on all off-campus trips.

**9.4 Cultural Trips off Site** - Bus service is provided for ticket holders for posted dates and to the following events for Friday and Sunday performances:

City Theatre  
North Pittsburgh Philharmonic  
Pittsburgh Concert Chorale  
Pittsburgh Opera  
Pittsburgh POPS  
Pittsburgh Public Theater  
Pittsburgh Symphony  
River City Brass Band at Carson Middle School

A nominal charge, as noted on the sign-up sheet, will be put on your monthly bill.

**9.5 Medical Trips** - Medical appointments should be made 24 hours in advance of appointment. Request for medical trips may be made by calling the security office at ext. 8219, Monday through Friday from 7 AM to 4 PM. Medical trips are a fee for service and will be charged to the resident's monthly invoice. Please schedule early to ensure that transportation is available.

Special Services can also provide transportation and/or escort to medical appointments. The charge is added to your monthly statement. Contact the Special Services Coordinator at ext. 8493 for details.

**9.6 Sign-up Procedures** - Sign-up sheets are posted on the bulletin board one week in advance. Sign-up sheets should always be used so that Security can schedule the proper size vehicle.

A resident who has signed up and then decides not to go should cross out his or her name or call ext. 8219 to cancel. A husband and wife or a resident needing an attendant

should use separate lines for each name. Sign-up sheets will be removed at 6 PM on the day preceding the trip. All residents listed for a cultural trip will be charged unless they have cancelled before sign-up sheets are removed.

**9.7 Rules** - Riders should wait until the driver is at the bus door before entering or leaving the bus. Seat belts must be used. Smoking is not permitted. Upon return from an off-site trip, a resident may exit the bus at the Center or at a parking lot. Drivers have been instructed to maintain their scheduled departing times both going and coming back. Riders should be prompt. If you are stranded off site, call the receptionist at 724-776-8100 to arrange for a return trip at your expense.

**9.8 Information** - Questions regarding scheduled trips should be directed to the receptionist. Requests for changes in scheduled trips or for special non-medical trips should be in writing to the Security Director.

**9.9 Other Transportation** - There are companies offering transportation services in the Cranberry Township area. A list can be obtained at the front desk or from the Security Director.

**9.10 Gatehouse** - In addition to being manned 24 hours a day, seven days a week, the gatehouse is equipped with electronically controlled gate arms. Residents are issued pass cards to open the gate in order to enter or exit the facility. A parking registration form must be completed and sent to the Security Department to obtain the pass. Parking registration forms may be obtained from the reception desk.

Visitor Pass – Residents may request a visitor pass for family members or friends who visit frequently. A parking registration form may be obtained from the reception desk. Guests must show the pass each time they enter the campus so the pass number can be recorded.

All drivers are expected to observe posted speed limits, traffic patterns and parking restrictions.

**9.11 Garages** - Every resident who has a garage is responsible for keeping it orderly and keeping the door shut. Contact the Director of Residential Services to determine garage availability. As stated in the garage contract, *“When the resident is no longer using the space for the Resident’s vehicle, the Resident shall relinquish the space within fifteen days after receipt of the Community’s written notice terminating the Agreement”*.

In the event of a power outage, maintenance staff will manually open garage doors to allow residents access.



**9.12 Parking** - If you do have a garage, please park in the garage, leaving open parking spaces available for residents without a garage. A resident who has no garage should park in the parking lot closest to his/her patio home. Guests and personnel employed by a resident should park in the lot closest to the patio home. Oak Lodge guests may park in the Oak Grove lot adjacent to the lodge.

Parking at the Center Circle should be only for loading and unloading. Out of courtesy to others, please observe the following:

1. Limit parking to 5 minutes
2. Use flashers
3. Park as close to the curb as possible
4. Never double park

## **AMENITIES (INDOOR)**

**10.1 Auditorium** (Main Floor) - This room is equipped with a public address system using stationary, clip-on, and walk around microphones. Programs can be recorded. There is equipment to play compact discs, videotapes, DVDs, radio, and cable TV. A large pull-down screen can be used. Contact a member of the Audio-Visual Committee for information on using any of this equipment.

**10.2 Bank** (Main Floor) - A branch of the West View Savings Bank is open from 11:00 AM to 1:00 PM Monday through Friday. Normal banking services and safe deposit boxes are available. The wooden box outside the bank door may be used for non-cash deposits. Nothing should be pushed under the door since this might trigger the alarm.

**10.3 Billiard Room** (Lower Level) - This room is located next to the therapy room. Play on the billiard table is restricted to residents and adult visitors (18 years of age and older) when accompanied by a resident. Please observe the posted rules.

**10.4 Conference Room** (Main Floor) - This conference room is available for staff and resident meetings. Reservations for this room can be made at the reception desk.

**10.5 Card Room** (Main Floor) - This room is available to residents for social gatherings as well as for card playing. Beverage lockers are available for a fee. Observe the posted refrigerator rules. Beverage lockers and the refrigerator must remain locked due to state regulations. A television is available for showing movies and slideshows. Contact a member of the Audio-Visual Committee for information on using any of this equipment. Reservations for this room can be made at the reception desk.

**10.6 Chapel** (Lower Level) - This room, next to the medical offices, may be used for religious services and for meditation. Reservations for this room can be made at the reception desk.

**10.7 Computer Lab** (Lower Level) - Located next to the library, this room is equipped with on-line computers for instructional and personal use by residents. Classes on general computer use and specific software, as well as the Internet, are available. When not in use, the room is locked. You may pick up a key at the reception desk. For information on classes, contact a member of the Computer Lab Committee.

**10.8 Craft Room** (Lower Level) - Space in this room is used for various craft work.

**10.9 Scooter Room/Gallery** (Main Floor) - Parking space for electric scooters and walkers. This section also serves as an exhibit area for artwork.

**10.10 Gift Shop** (Main Floor) - Sherwood Gifts, operated by residents, carries a variety of personal and gift items. The shop is fully staffed by resident volunteers. The shop is open:

Monday through Friday	11:30 AM to 1:30 PM and 6:00 PM to 7:30 PM
Saturday	11:30 AM to 1:30 PM
Sunday	1:00 PM to 2:00 PM

**10.11 Greenhouse** (Lower Level) - This facility is attached to the main building near the swimming pool and offers residents an opportunity to raise plants from seed. Follow the regulations on the Greenhouse bulletin board. Discuss your needs with a committee member.

The Greenhouse may not be used to care for house plants because it cannot be sprayed for insects or disease.

**10.12 Library** (Lower Level) - The Coletta McKenry Library, organized by and named for an early resident, includes periodicals, audio-tapes, video-tapes, and paperback books, as well as more than 7,000 bound volumes. Large print books are available and included in this figure. The Library is open daily from 8:00 AM to 8:00 PM. A book may be borrowed by scanning the barcode or by using the card inside the pocket of the book and placing it in a designated box on the check-out table. Anyone wishing to donate books should contact the Library directly. (Children in the library must be accompanied by an adult.)

**10.13 Painting Studio** (Lower Level) - This room is used by those in the painting class and other resident creators of pictorial art. Observe the posted studio rules.

**10.14 Resident Office/Music Room** (Lower Level) - It is located across from the elevator and next to the stairwell. The room serves as a meeting room for small groups and is also available for practice sessions and serves as a music library. Reservations for this room can be made at the reception desk.

**10.15 Sherwood Meeting Room** (Lower Level) - The Sherwood Meeting room is available to staff and residents for meetings. Reservations for this room can be made through the receptionist.

**10.16 Styling Center** (Lower Level) - This combination beauty shop/barber shop is privately operated and normal tipping is permitted. Call for an appointment. The hours are:

Tuesday through Friday from 9:00 AM to 3:00 PM

**10.17 Swimming Pool and Jacuzzi** (Lower Level) - Detailed information regarding pool programs, rules, schedules and the hours of operation can be found in Tab 6, Health and Wellness, 6.13.

**10.18 Work Shop** (Lower Level) - For safety purposes, this room is locked when unoccupied. Regular users have keys, as does the receptionist. Most equipment has been donated and additional donations of appropriate equipment are welcome. (Donated items must be inspected for safety before being put into service.) Follow the posted shop rules and ask for advice before using equipment with which you are not familiar. Follow the instructions (S.O. procedure) posted on the community bulletin board if repairs are needed to your furniture or appliances.

**10.19 Oak Lodge** - This guest house, just west of the main building, provides overnight accommodations for residents' guests. One of the rooms is handicap accessible. Check-in time is 2:00 PM, check-out at 12:00 noon. Late check-outs will incur a fee. Reservations can be made at the reception desk. Guest room charges can be billed to your monthly statement or paid for at the reception desk (cash or personal check). No smoking. No pets.

Guest Suites are also available for overnight accommodations. These suites are patio homes that have been converted. Please note: the suites are not equipped with cooking utensils or dishes because cooking is not permitted in the suites.

You may use the full-sized kitchen located in the Oak Lodge if it isn't reserved for a private function. Keys for the cupboards are available at the reception desk.

There is also a large lounge (Great Room) which can be reserved for resident meetings, parties or dinners. See the reservation policies in the appendix for further details.

### **Amenities (Outdoor)**

**10.20 Arboretum** - An arboretum is a place where trees and other plants are cultivated for educational purposes. A map and descriptive guides are available in the corridor across from the Scooter Room/Gallery.

**10.21 Bocce and Shuffleboard** - Bocce and shuffleboard courts are adjacent to the Summer House. Equipment is kept in nearby locked boxes. The key for the equipment boxes may be obtained from the receptionist.

**10.22 Farm/Gardens** - Raised planting beds are available in the farm area. Contact the Farm/Garden Activity chairperson if you would like a plot.

**10.23 Fishing** - Residents and their guests are permitted to fish in the lake which has been stocked with bass, bluegills, catfish, crappies and Chinese Amur. The required one-day fishing pass for guests can be obtained from the receptionist. Guests should be accompanied by a resident or another guest over 16 years of age. This is a catch and release pond. Use only barbless hooks or hooks that have had their barbs blunted.

**10.24 Golf and Croquet** - A putting green and a Wimbledon croquet court are adjacent to the Center. Equipment is kept in a nearby box. Rules for Wimbledon are posted on the inside of the box lid and court time may be reserved at the reception desk. Flat heels are required. Children must be supervised.

**10.25 Horseshoes** - Horseshoe pits are located near the Summer House.

**10.26 Nature Trails** - There are nature trails through the woods and around the lake. The buddy system should be used. There is a phone in a red box on each side of the lake for emergency use. Please do not pick or transplant the flowers.

**10.27 Perennial Garden** - The Perennial Garden by the Wimbledon court is cared for by residents and Sherwood Oaks staff.

**10.28 Perimeter Walking Path** - There is a paved walking path adjacent to the perimeter road. The path is to be used solely as a walking path. The path may

be used by residents, guests and employees. Residents with walkers may use the path; however, it is not suitable for scooters. Children under the age of 10 must be accompanied by an adult. Please do not walk on the perimeter road; use the walking path.

**10.29 Summer House** - This picnic facility, across the road from Parking Lot C, may be reserved for parties from May 1 to October 1. This provides exclusive use. Reservations are required to use the Summer House. Reservations for this room can be made at the reception desk. The Summer House will only be reserved for one function/party daily. No smoking. No pets inside the Summer House.

A propane grill is provided for use outside or on the patio if it is raining. There is a refrigerator and sink, paper towels, some utensils. Cleaning supplies are provided.

Residents are required to adhere to the posted rules for clean-up procedures.