

# ***“For Your Information”***

(A periodic publication by Sherwood Oaks Executive Director, Annette McPeck)

**November 27, 2019**

## **Lower Level Closure**

The lower level is closed until further notice. Areas affected include Physical Therapy to the swimming pool. Do not enter this area. Signs are posted. We will provide further update Monday.

## **Medical Office Appointments**

The Genesis Medical exam room has been relocated to Skilled Nursing for scheduled exams. Please do not show up at Skilled Nursing as they are unable to accept walk-ins currently. You may call Joanie Reese at extension 8480 if you would like to schedule an appointment with one of the doctors.

## **Personal Care Renovation and Guests**

Renovations to the Personal Care dining room are scheduled to begin on Monday, December 2. We ask that you have patience during this time. Construction is estimated to last approximately 14 weeks. If you have visitors who wish to dine with you on Personal care, please go to the Café or Main Dining Room. We will not have extra room for guests during mealtimes.

## **Audio-Visual Training**

We are requesting each SORA committee or activity that requires Auditorium/Card Room audio-visual support to send at least one committee member for training with Jason Lyle using the schedule below. It only seems fair that if a committee is going to hold a resident event, that committee should be able to operate the audio-visual needs without asking someone outside of the committee to do it. These committees include: Program, Continued Learning, Focus on The World, Chapel, Civic Affairs, Memorial/Special Projects, Health Affairs, Chorus & Bells, Drama, Movies and "Let's Talk."

Committees that do not have a trained audio-visual member will need to acknowledge and fully accept the risk of a failed/cancelled event due to no other residents available to accommodate their audio-visual needs.

MONDAY, DECEMBER 2

10:00 - 11:00 a.m.

1:30 - 2:30 p.m.

THURSDAY, DECEMBER 12

10:00 - 11:00 a.m.

1:30 - 2:30 p.m.

MONDAY, DECEMBER 9

10:00 - 11:00 a.m.

MONDAY, DECEMBER 23

10:00-11:00 a.m.

TUESDAY, DECEMBER 10

1:30 - 2:30 p.m.

(over)

## **Rite Aid Prescription Deliveries**

Rite Aid Pharmacy now uses a contracted company to deliver prescriptions to their customers. It is that company's policy that they will not leave prescriptions hanging on a door handle. The resident must be home to accept the delivery, or it will be returned to the pharmacy. We explained to Rite Aid that there are times that a resident is home but may not answer the door due to a hearing deficit or may not answer the door fast enough. We asked that their delivery person(s) please consider the age of the population at Sherwood Oaks and give residents a reasonable amount of time to get to the door.

## **Scam Calls**

During the holidays, reports of scam calls steadily increase. Here are the most popular scams going around:

- The "grandchild is in jail" scam. The caller will pretend to be a grandchild in trouble and will ask you to purchase gift cards or wire money to help them.
  - Please do not be fooled. Hang up and check with your real grandchild.
- A phone call from someone claiming to be from "Apple" or "Microsoft" asking you to log in to your computer or asking for your personal information.

If you receive either of these calls, here is my advice:

- Never provide your social security number, bank account numbers or other personal information over the phone unless you are extremely confident of the source to whom you are providing the information.
- Simply hang up and then call Mike Mills at ext. 8482 to report the scam call.

## **Library Book Returns and Newspapers**

The book return box is now located across from the elevator at the lower level. It will remain here until the Library reopens. Newspapers will be placed in the Card Room daily for you to read.

## **Gifts and Tipping**

The holiday season is near and I wanted to remind you that Sherwood Oaks has a policy prohibiting residents and guests from tipping employees or giving them gifts. Each employee receives an appreciation gift at the employee holiday party in December. Items such as cookies and candy that can be shared among staff are permitted.

## **Mail**

During the next month and a half, mail delivery times will be unpredictable due to the number of cards, mail and packages being sent through the U.S. Post Office. We ask that you please be patient when the mail arrives. It takes time for the receptionists to log in each package and then sort the mail for the residents who reside in Skilled Nursing, Personal Care and the Oak Grove Center. We also ask that you please stay behind the ropes in the mail room when the mail carrier is here.

## **Disclosure Statement**

Each fall, Sherwood Oaks provides important information about our organization. The Disclosure Statement includes information about the services we provide, our fees, and our audited financial statements. Copies are now available at the reception desk. Please feel free to ask for extra copies for family members or financial advisors