

“For Your Information”

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

June 17, 2022

Happy Father's Day!



Free COVID Tests

U.S. homes are now eligible to order another round of free at-home rapid antigen COVID-19 tests. This round contains eight tests that will be shipped in two separate orders (four tests each order). Tracking numbers are given when you complete your order. Order information and tracking updates will be emailed to you if you provided an email address. The tests usually ship in 7-12 days. If interested, visit www.covidtests.gov and enter your information.

Resident Meeting – RX Partners

RX partners will be in the auditorium on Wednesday, June 22 at 1:30 p.m. to provide an overview of their pharmacy services available to independent living residents.

Parking Reminders

Parking at the center circle of the main entrance should be used for loading and unloading only. Emergency and transportation vehicles cannot easily maneuver around this area when other vehicles are parked there. 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

Also, there is a parking space in the main parking lot (adjacent to the main entrance) designated for Clergy and Special Services only. Residents, guests, and staff are not permitted to park in this space. If you are illegally parked here, you will be asked to move your vehicle to another space.

Resident Satisfaction Survey Results

Thank you to the 284 residents across the campus who completed the 2021 Holleran Resident Satisfaction surveys. Ranking options (1 is Poor – 5 is Very Good)

Results for all three care levels:

- Independent living scored 4.56
- Skilled nursing scored 4.56
- Personal care scored 4.64 (Personal care scored highest honors)

Highest scoring factors included:

- Safety/Security of Grounds
- Friendliness of Staff
- Response and Communication during COVID
- Respect for Privacy
- Ease of Mobility
- Cleanliness of Community
- Satisfaction with Billing
- Appeal of Common Areas

Four factors at bottom 15% of benchmark:

- Upkeep and repair to buildings (IL)
- Quality of Housekeeping (IL)
- Effectiveness of Rehab (SNF)
- Temperature of Food (SNF)

We have reviewed these results with our employees. Department heads have developed action plans to address lower scoring areas.