

“For Your Information”

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

June 15, 2023

Happy Father's Day!



Father's Day

Reception desk hours on Sunday, June 18 are 8 a.m. to 6 p.m. Dining hours are listed below.

Main Dining Room

Lunch – 11:30 a.m. – 1:30 p.m.

Dinner - Closed

Café

Breakfast – 8:00 – 10:30 a.m.

Lunch – Closed

Dinner – Closed

Takeout meals are available at the Café counter from 11:30 a.m. – 1:30 p.m.

Home delivered meals will be delivered around noon.

Please note: the Always Available menu is not available this day.

Retirement

After careful consideration, I am ready to start my next chapter. I announced at Wednesday's PLCC Board meeting that I will be retiring in September to spend more time with my husband, kids, grandkids, and Beanie the cat. The Sherwood Oaks community has been an important part of my life for the past 18 years and that will continue when I visit my mother and serve as a St. Ferdinand Church eucharistic minister. Sherwood Oaks is a community made up of wonderful residents and talented, dedicated staff. Mark Bondi and I will work together to ensure a seamless transition and additional updates will be provided.

Resident Satisfaction Surveys

Resident satisfaction surveys were sent out Fall, 2022 for Independent Living and Personal Care service levels. Skilled Nursing uses ParlaiQ system and residents are surveyed quarterly at care conferences.

- Independent Living scored 4.47 (on a scale of 1-5)
- Skilled Nursing scored 4.66
- Personal Care scored 4.54

Highest Scoring Factors

- Safety/Security of grounds
- Friendliness of staff
- Respect for privacy
- Satisfaction with billing
- Encouraging independence
- Confidence in future pandemics

Areas of Opportunity

- Upkeep and repair to buildings (IL)
- Quality of housekeeping (IL)
- Temperature/Quality of food (IL, PC, SN)
- Response to pull cord (SN)