

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 Eve and New Year's Day, Easter, Mother's Day, Memorial Day, Father's Day, July 4th, 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 4:30 PM daily, Café menu or Dining Room menu from 11:45AM-1:00 PM only

Dinner - 4:30 to 6:30 PM daily, Café or Dining Room menu

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

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

Dining Room

Lunch - 11:45 AM to 1:00 PM daily

Dinner - 4:30 PM to 6:30 PM daily

Holidays – Lunch 11:30 AM – 1:30 PM and closed for Dinner.

*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.”
- **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, cookie of the day, whole or fresh cut fruit, ice cream or sherbet
- **Beverages** – All beverages are included. Beverages cannot be packed “to-go.”

Soup and dessert can be package 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** – as much as you want to eat during your meal – All items on the salad bar are included in the salad bar but 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 11:45 AM -1:00 PM and 4:30 PM – 6:30 PM for the evening meal.*
- **Desserts** – One dessert choice from the following: Dining Room menu dessert, cookie of the day, whole or fresh cut fruit, ice cream or sherbet.
- **Beverages** – All beverages, 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 can accommodate reservations up to 8 people with an advanced reservation.

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 4:30 until 6:30 PM for dinner. You may choose from either the Café or Dining Room menu for either meal. From 1:00 to 4:30 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 5 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*

- A designated server will take your order for soup, hot or cold food and dessert. You will receive one container at the salad bar and select your salad ingredients.
- 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/catering 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 6:30 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. 8455.

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 staff member 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 medical assistant. Hours are posted outside the medical offices and on the bulletin board in the mailroom.