

“For Your Information”

(A periodic publication by Sherwood Oaks president, Mark Bondi)

December 5, 2014

Disclosure Statements

Disclosure statements are now available at the reception desk. A Disclosure Statement is a required annual publication for all communities that are licensed by the Pennsylvania Department of Insurance as a Continuing Care Retirement Community. This publication is one of the single best sources of information about Sherwood Oaks including information on governance and financial status. I urge you to read it.

Resident Satisfaction Surveys

This year, we are considering changing the resident satisfaction survey in order to help us get a better response rate. The survey company we engage in believes that if we shorten the survey and make it available both on line as well as in paper format, the response rate will increase. We hope to distribute the revised survey in the next few weeks.

U.S. Mail

If you receive mail at your patio home that has the incorrect name on it, please give it to the receptionist on duty. The Post Office has asked that you do not write on envelopes or cross out the names if mail does not belong to you.

I also wanted to let you know that Laura, our regular mail carrier, has accepted another position within the Post Office. Her last day will be January 9, 2015. No new carrier has been assigned as of yet.

Subsidy Program

Sherwood Oaks offers a subsidy program for residents who need financial assistance in paying their monthly fees. All applications are handled in a confidential manner. If you have any questions about the program, you are welcome to contact me at extension 8497 or Annette McPeck at extension 8467.

Arial Alert Pendants & Daily Check-ins

It is recommended by the Security and Community Nursing Departments that all residents sign up for the daily check-in program and order an Arial Alert pendant. These safety measures have both proven to be very effective if used properly. These services are free of charge; however, there is a refundable deposit of \$25 for the pendant. Forms are available at the reception desk to be added to the daily check-in list. Arial Alert pendants can be ordered by contacting Ginny Lott at Extension 8496. If you already have a pendant, please remember to wear it at all times.

Volunteer Hours

Are volunteer hours important? A resounding YES! is the answer. The state of Pennsylvania uses the value of volunteer hours as a measure for determining sales tax exemptions, and now the IRS has a line on the Annual 990 asking for the number of volunteers.

In order for your volunteer hours to “count”, participating in a committee that keeps minutes is the surest way for accurate measurement. The date, time meeting started, end time and participants should be listed in the minutes and PLCC management can review those SORA committee meeting minutes to tally hours.

The Yellow Jackets keep track of their hours separately and are housed in a folder at the receptionist desk since they work one-on-one with health center residents. The Yellow Jacket coordinator forwards those hours to Annette McPeck in the business office. Any other volunteering occurring in the community, can also “count”. Just submit those hours to Annette McPeck in the business office, monthly or quarterly.