

# *“For Your Information”*

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

**March 18, 2016**

## **March Madness Cyber Bike Challenge**

Attention cyber cycle riders... Team Sherwood Oaks has made it to the Electric Eight! Thank you to the residents who accumulated 108 miles this past week. We need your miles to get us to the next round. Come and ride anytime on Tuesday, March 22 and Wednesday, March 23 to help us advance to the Fantastic Four. Please see Bill Burtner with any questions.

## **Complaint Form – reprinted from Mark Bondi’s FYI on 4-6-15**

We recently developed a “Complaint Form”. Residents can use this form to register dissatisfaction with any of our services. This form is available at the front desk along with an explanation of the process. It is also now part of the resident handbook.

We developed this form in response to a recommendation from the Continuing Care Accreditation Commission (CCAC). As you may know, Sherwood Oaks participates in the CCAC, a voluntary accreditation process.

Please don’t feel that the form is the only way to let us know if you have a concern or complaint. Hopefully, you never need to use it, as I hope that we can address your complaints quickly, completely and informally.

Please don’t hesitate to let us know if you have an immediate problem. You can still talk to us and we prefer that you do!

Also available for discussing a less formal complaint, suggestion or request:

- Talk to us.
- Call or write a note to any staff member including the President and CEO.
- Complete a dining services comment card.
- Complete a maintenance work order.
- Send us an email.
- Call the front desk.