

“For Your Information”

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

August 11, 2017

Bargaining Union Update

Recently, Sherwood Oaks received a petition from the National Labor Relations Board (NLRB) to decertify the SEIU Healthcare PA bargaining unit at Sherwood oaks. We will let you know when the vote date is determined.

Caller ID

If you have heard from your friends and family, primarily outside our calling area, that your Caller ID identification is not correct (that is – your name is not displayed at their end), please contact Bobbie Cleland at ext. 8461 and provide her with the phone number that you are calling.

Resident Meeting

A resident get together is scheduled for Friday, August 18 at 1:30 PM in the Auditorium. Betty Wright, Director of Community Nursing, will be speaking to you about the community nursing department. I will also be giving a brief update about the campus.

Farmers Market

The ever-so-popular farmer’s market will be back in swing on Wednesday, August 16 in the lobby and fireplace area. This month we are featuring two action cooking stations and will offer several new items (made in house) that are available to sample and purchase.

- ✓ Local fresh made sodas including ginger beer, birch beer, & mint julep
- ✓ Fig & mixed berry jam, chunky apple sauce, apple butter, jarred sauerkraut and kosher dill pickles
- ✓ Homemade loaves of bread, banana bread and chocolate banana bread
- ✓ Bread items from Bread Works
- ✓ A variety of produce and veggie power blends
- ✓ Assorted cheeses including smoked Isabela mozzarella, Washington cheddar & Braddock baby swiss
- ✓ Bottles of herb infused olive oils

The market will be open from 11 AM – 2 PM and is open to all residents, guests and staff. Residents may use cash or charge items to their monthly statement. Guests and employees must use cash for purchases. If you have any questions, contact Beverly Puglia at ext. 8495.

New Procedure for Packages

We are developing a new procedure for logging in and delivering packages that are left at the reception desk by US Mail, FedEx or UPS. This is due to some issues reported over the past few months. Missing packages have been tracked as “delivered” to the campus, but have not been found. More details will follow once the new procedure is finalized.

Dining Services

It's that time of year again when our college students return to school – it's always nice catching up with them during the summer. We've all enjoyed the great customer service that they provide every day to our residents. A big thank you to our casual servers, dish machine operators, and dietary aides – we can't wait until we see them again over college breaks.

This summer we have been fortunate to have many new staff join our ranks in the dining services department. Behind the scenes we are recruiting for three full-time positions as well as several part-time and casual employees. We have been working diligently with our recruiting team to find the right candidates to fill these positions. We are still shy of our optimal number of servers to continue with full-dinner service three nights per week.

Beginning August 20, we will offer buffet service for both lunch and dinner until Jesse and his team train enough servers to meet our staffing needs. Eight more green aprons will join us in August, which is very positive. Please be patient, kind, and welcoming as this is a first job for many of our servers. Your continued support is very much appreciated.

Marketing Events

Marketing asks that you please RSVP by the date requested if you wish to attend a marketing event. It's necessary to have a count for housekeeping to adequately plan for set up. If you do not respond by the date requested, we will ask that you remain in the lobby until those who have RSVP'd have found a seat. If there are chairs available by the start of the event, most often at 2 PM, you are more than welcome to attend.

Falls

The Community Nursing Department would like to remind all independent living residents that all falls should be reported to them as soon as possible, even if there is no injury. And, if you see a resident who has fallen, please do not try to pick them up; rather, alert the nearest staff member and they will call a nurse for help.

HIPPA Reminder

Please understand that the staff cannot give out any medical information on a resident due to HIPAA regulations that we are required to follow. This includes residents who may be in the hospital, but choose not to be on the hospital list.

We also follow HIPAA in regards to giving out telephone numbers of our residents. If an outside caller asks for a specific resident's phone number, we tell them that we are unable to give them that information, but will connect them to the resident. The resident can then decide if they want the outside caller to have their phone number.