

# *“For Your Information”*

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

## September 4, 2015

### Labor Day Schedule

On Monday, September 7, there will be no off-campus transportation. The dining room and café hours are:

#### Dining Room hours:

Lunch Buffet            12 – 1:45 PM  
Dinner Buffet            4 – 5:45 PM

#### Café hours:

Breakfast                8 – 10:30 AM  
\*\*Lunch                 Closed  
\*\*Dinner                 Closed

**\*\*Takeout meals will be offered between 11:30-1:45 for lunch and 4-5:45 for dinner at the café counter.**

\*Meal credits/marketing slips may not be used on this designated holiday for guests in the dining room or café.

### Dining Room Service

For the immediate future, we need to offer buffet service on most evenings in the dining room. We understand that this is not optimal and are making every effort to correct this as soon as possible. If you prefer to have your dinner served, please let your server know. In addition to the buffet, the always available menu is still an option.

Due to the number of new staff members being trained, please remember to give your meal card to the host/hostess or cafe server when checking in to the dining room or café. This card is needed for accurate billing to your account.

### Resident Referral Cocktail Party

Marketing is hosting a resident referral cocktail party on Monday, September 21. Due to the increased number of guests eating in the main dining room that night, Dining Services will deliver your meal to your patio home or apartment and wave the \$5.00 delivery fee. If you would like your meal delivered to you, please call ext. 8612 by September 18.

### Resident Meeting

There will be a resident get together on Friday, September 18 at 1:30 PM in the auditorium. John Sterling, Director of Marketing, will speak to you about our marketing department. I will also be available to answer any questions that you may have.

### R & R Club - Free - Week

We are offering a free trial of the R & R Club to any independent living resident who has interest. The free trial will be Tuesday, September 29 and Thursday, October 1. Please call Sue Hoffman at ext. 8493 before September 22 if you are interested in attending one or both of these dates.

### **Overnight Guests**

Please note the following excerpt from section 1.6 of the Resident Handbook. The newly updated 2015 handbook will be available to view on the Sherwood Oaks website in the next few days by typing Sherwood Oaks Resident Handbook into your browser and clicking on the Resident Handbook -Sherwood Oaks link.

“You always have the privilege of housing guests in your patio home for a reasonable period of time... Extended stays of non-residents in patio homes or apartments is not permitted.”

### **Farmer's Market Table**

On Thursday, September 10, Paragon Foods will be offering local produce for residents, staff, and guests to purchase. This farmer's market display will be available in the lobby from 11:00 to 2:00 PM. Residents may charge their purchases to their resident account; all others must use cash for purchases. For more information, please contact Dining Services - Cristin Boyle at ext. 8506 or Bev Puglia, at ext. 8495.

### **Armstrong Cable Update**

We have confirmed with Armstrong cable that all current customers who are Sherwood Oaks residents will have no basic cable charge on their Armstrong bill.

For residents who have other services, the switch over may have caused temporary service delays on September 1. If you are experiencing any cable service issues, please contact Armstrong at 1-877-277-5711 and select option 1 for residential service.

As of September 3, the Armstrong billing department is still working on crediting a portion of September's basic cable that was billed. They have asked for patience assuring that service will not be disconnected and late fees will not be applied during this transition.

For customers with basic cable services only, Armstrong has recommended that you wait to pay the amount shown on your September bill. If you have already paid, they suggest waiting until October to ensure any balance forward credits are valid and then request a refund.

For persons who have other services through Armstrong, it is recommended that you pay your invoice timely as the basic cable credit will be reduced by future services.

Sherwood Oaks will reflect the basic cable charge on the September statement that will be generated the first week of October. You are welcome to direct questions to Annette McPeck at ext. 8467.