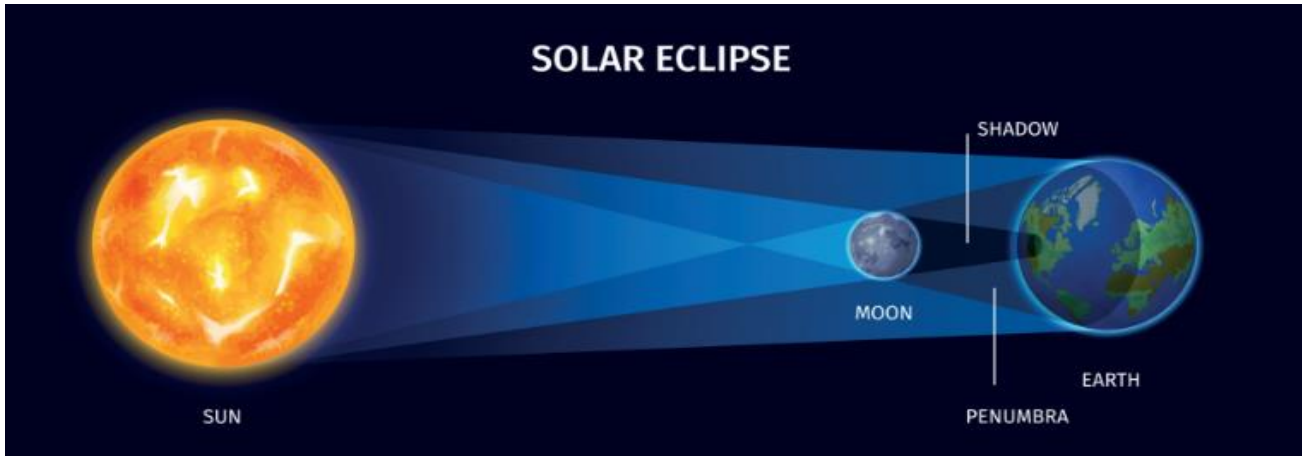


# “For Your Information”

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

April 5, 2024



## **Total Solar Eclipse**

Mark your calendars for Monday, April 8. The eclipse will begin around 2:00 p.m. as the moon's orbit begins to travel in between the sun and Earth, appearing as a dark shadow biting into the bright sphere of the sun. Within the path of totality, the total eclipse phase will last from approximately 3:15 p.m. to 3:20 p.m. as the moon completely covers the sun's surface. **Do Not** look directly at the sun unless you are wearing solar-safe glasses or using a solar-safe viewing lenses for binoculars, cameras, or telescopes. It is also suggested to keep pets inside and away from windows. The eclipse will conclude around 4:30 p.m.

## **Garage Cleaning**

Annual garage floor cleaning will take place April 15-19. Memos will be distributed to residents next week. If you want your garage floor cleaned, please open the garage door and/or remove your vehicle before 7:30 a.m. If your garage door is closed, it will not be cleaned. Daily schedules will be advertised on channel 950. Call maintenance at ext. 8477 with questions.

## **Bone Study Presentation**

Dr. Susan Greenspan, University of Pittsburgh, will be here on Thursday, April 11 to talk to you about bone health and preventing broken bones. She is also conducting a bone health study, called RUBI. The presentation will be held in the Auditorium at 1:30 p.m. Informational Flyers are posted in the mailroom and also advertised on Channel 950.

## **Resident Get Together**

A resident get together will be held on Friday, April 12 at 1:30 p.m. in the Auditorium. This month's speakers are Lori Greer and Angela Festog. Lori is the Personal Care Administrator and Angela is the Special Services Coordinator. They will give you an overview of their job responsibilities. I will also give a brief campus update and will answer any questions you may have.

(Over)

## **Resident Satisfaction Survey Results**

We've received the results from the 2023 Resident Satisfaction Survey. It is important to note that all factors are consistent with previous years or trending upward.

**Independent Living** - 184 residents completed the survey. Overall satisfaction is 4.58 out of 5.0 where 5.0 is most satisfied. 96% of residents would recommend Sherwood to a friend or family member.

- Highest Scoring Factors:
  - Friendliness – 4.85
  - Safety/Security – 4.82
  - Front Desk/Receptionist – 4.82
  - Business Office/Billing – 4.63
- Lower Scoring Factors:
  - Housekeeping – 3.69
  - Dining Experience – 4.40
  - Opportunity for Input – 4.45
  - Maintenance – 4.46

**Personal Care/Oak Grove Center** – 35 residents/families out of 58 completed the survey resulting in 60% participation. Overall satisfaction is 4.77 out of 5.0 where 5.0 is most satisfied. 100% of residents/families would recommend Sherwoods to a friend or family member.

- Highest Scoring Factors
  - Friendliness – 4.88
  - Responsiveness of Administrator – 4.81
  - Activities – 4.73
  - Housekeeping – 4.71
- Lower Scoring Factors: (All factors scored above goal of 4.5)
  - Business Office/Billing – 4.56
  - Dining – 4.61
  - Maintenance – 4.68
  - Front Desk/Receptionist – 4.70

**Skilled Nursing** – Resident satisfaction surveys are administered throughout a resident's stay on the skilled nursing unit utilizing ParlaiQ system.