

“For Your Information”

(A periodic publication by Sherwood Oaks)

April 16, 2025

Grounds Supervisor

Join me in congratulating Jim Harris for accepting the Grounds Supervisor role. Jim has worked in the grounds department for the past 15 years. He can be reached at ext. 8598.

Maintenance Work Orders/Emergencies

Did you know there are several ways (non-emergency) work orders can be requested? You may stop by the reception desk and fill out a “Work Request” form. You may call Holly Powell, Maintenance Coordinator, at ext. 8477 to request a work order. You can email the maintenance department at DSSOWorkOrder@upmc.edu. Or you can submit a request in the SO App under the “forms” tab.

Whichever way you choose to place a work order; you can keep track of its progress by adding your email address to the work order. Also, the maintenance department will call your home number when the work order is issued, and when the work order is complete, staff will leave a note if you are not present. Contact Gary Whoric, Director of Maintenance, at ext. 8599 or Bob Motta, Maintenance Supervisor, at ext. 8483 with any questions regarding the work order process.

In cases of emergencies (water leaks and/or plumbing issues, heating and air conditioning, loss of power) please call the reception desk at ext. 8100 for immediate action. Reception desk hours are 7:30 a.m. – 8:30 p.m. daily and 8 a.m. – 4 p.m. on holidays. Follow the prompts if you call the reception desk after hours. There is an “on call” maintenance staff member available to assist with emergency repairs after hours and/or weekends.

Room Reservation Policy Update

In past years, room reservations for Resident/SORA meetings, functions, events, activities, etc. were not accepted until May 1st for the following fiscal year (July 1-June 30). We have revised this policy. It now states that these types of reservations can be made up to 18 months in advance and can be accepted any time of the year. We ask that the chairperson or person in charge of the function should be the person reserving the room. This helps clear up confusion and prevents multiple people from reserving rooms for the same purpose. It also lets us know who to contact if we have questions concerning the reservation. Revised policy is on the back of this FYI.

Please note: If you use a room/area for any type of gathering, activity or meeting, it must be reserved through the receptionist and a reservation form must be filled out. If there are conflicts with your request(s), you will be notified and given alternate options. Questions should be directed to Tabby Alford at ext. 8460.

(over)

POLICIES AND PROCEDURES

Department:	Policy #	Date Issued	Date Reviewed	Date Revised
Administration	RR2014	10/7/14	7/6/19, 4/15/24 4/1/25	11/28/16 4/10/2025
Subject:	Dept. Head:		Date:	
Room Reservations for Meetings, Functions, Activities, Events, Parties	Approved: <i>Momel Benth.</i>		Date: <i>APRIL 11, 2025</i>	

POLICY: It is policy of Sherwood Oaks to allow common area rooms to be reserved for meetings, activities, events and private functions by SORA members, residents, guests, administration, marketing, lifestyle engagement & other departments. Please note: The President of SORA and/or Administration may cancel any speakers, performers or entertainment which are determined to be offensive or inappropriate.

PROCEDURE:

- Rooms can be reserved up to 18 months in advance (Monthly & Quarterly SORA Board Meetings are exempt). This is to facilitate our ability to schedule speakers & entertainers in advance.
- Security must be made aware of an event (in advance) with the possible number of non-resident attendees.
- Only one function per day will be permitted in the Auditorium, Card Room, Great Room and/or Cranberry Lake Grill if a non-basic set up is requested.
- The receptionist will check all rooms on campus when taking a reservation request for a program or activity. (This does not apply to meetings or private parties)
 - If there is another program or activity going on at the same time in a different location, the receptionist will alert you and suggest that you look for another date.
 - They will not deny the reservation but will let you know that there is something else going on at the same time.
- You will be asked to complete a room reservation form. Guidelines vary and are listed on each form. A copy will be given to you for your records, after the information has been entered into the computer and the receptionist has initialed the form.
- You will be notified of any conflicts and given alternate dates/times to choose from.

SORA Items

- Only the current chair of the committee (or the person in charge of an activity) may reserve rooms for SORA meetings/programs/activities.

Administrative Items

- The following dates are exempt from the above policy:
 - The Eggnog Party – the 1st Friday in December
 - Employee Holiday Party – the Thursday following the Eggnog Party
 - Resident Holiday Party – the Thursday following the Employee Holiday Party

Marketing & Lifestyle Engagement Programs/Activities

- Advertise in advance to ensure we have staffing & volunteers available to transport health center residents to/from programs & activities open to everyone on campus.

Private Functions (excluding Holidays)

- If a guest phones in a reservation, the form will be emailed or faxed to them and they must initial, sign and return the form within 3 days to secure the room.

Memorial Services

- Please contact a member of the Living with Loss group to make arrangements.