

“For Your Information”

(A periodic publication by Sherwood Oaks)

November 7, 2025

Automatic Motion Sensors on SNU Doors Disabled

The motion sensors on the doors to the Skilled Nursing Unit (SNU) have been disabled. To enter the SNU from the lobby, or, to leave the SNU (via Founders Hall) to the lobby, you will need to use the push button on the wall to activate and open the doors. This change was needed to prevent the doors from unnecessarily opening when people use the nearby elevator.

We encourage residents, visitors and staff traveling to Personal Care and/or the Oak Grove Center from the lobby to use the elevator outside the SNU by the kitchen/scooter room/gallery entrances. This route will help keep the SNU quieter and free of unnecessary traffic.

Exciting News from Dining Services

We're thrilled to announce that our Fall–Winter menu will debut on Sunday, November 9! Our new menu features delicious seasonal favorites crafted to bring comfort and flavor to your table. Be sure to also keep an eye out for Chef Mike's Made-to-Order (MTO) specials and a few “Recipes from Home”—wonderful dishes inspired by our community's own cherished traditions.

Veterans Day Program

Join us on Tuesday, November 11 at 1:30 p.m. in the Auditorium and Card Room for “A Patriotic Salute to Sherwood Oaks' Veterans.” Patriotic piano music begins at 1:15 p.m. Grab & Go refreshments will be served in the lobby after the program. Resident & staff memorabilia can be dropped off in the lobby for display beginning at 10 a.m. Please note: we are unable to hold your memorabilia at the Reception Desk before and/or after the program.

Reception Desk Reminders & New Hours

A few reminders as we are entering a busy holiday season.

- ✓ We love to provide great customer service! We kindly ask that you form a single line and wait your turn when approaching the desk to purchase stamps, pick up a package, make a reservation, sign out and/or return a pool key or room key, etc.
- ✓ Conversations – please step away from the counter when having conversations with others in person and/or on a cell phone. You may not know this, but those sounds travel quickly and echo behind the plexiglass and can make it difficult for us to hear radio communication and/or caller's voices.
- ✓ Photocopies/Faxes – The receptionists can make photocopies (or send faxes) for residents, guests and SORA committees/activities between 12:00-7:00 p.m. daily. The copier is reserved from 8 a.m.-12:00 p.m. for department use and bulk copying for administration. The receptionist is also responsible for mail/package sorting and administrative duties that must be completed before 12:00 p.m. Personal copies are .05 cents per side. Faxes are \$1.00 per page to send, and .50 cents per page to receive. These items can be paid for by cash or added to your monthly bill. The only copies that are free of charge are the yearly insurance card copies requested by the billing & medical departments. All other copies are subject to a charge. Copies for SORA Committees and/or activities are tracked and billed to SORA.
- ✓ Stamps – Sheets of stamps can be purchased (cash only) at the desk. Rolls of stamps and/or specific stamps must be ordered through the U.S. Post Office via check or money order. Orange “stamp order” envelopes are available at the desk.
- ✓ Medical/Personal Information – Due to privacy regulations, we are unable to provide any medical or personal information on residents and/or staff.
- ✓ Reservation Forms – Reservation forms must be filled out if you plan to use a room for a meeting, gathering or private party. Each room has specific guidelines & seating limitations.

Finally, effective Sunday, December 7, new hours for the Reception Desk will be 7:30 a.m. to 7:30 p.m. daily. Holiday hours remain the same (8:00 a.m. – 4:00 p.m.). Questions about the guidelines above and/or room reservations should be directed to Tabby Alford at ext. 8460.