


Resident Handbook

Oak Hammock at
the University of Florida

Approved by Residents' Council June 14, 2019

Table of Contents

ACKNOWLEDGEMENTS	5
WELCOME	6
ABOUT THE RELATIONSHIP BETWEEN OAK HAMMOCK AT THE UNIVERSITY OF FLORIDA AND THE UNIVERSITY OF FLORIDA	6
MISSION STATEMENT	8
STATEMENT OF OAK HAMMOCK VALUES	8
GOVERNING BODY	9
RESIDENTS' COUNCIL	10
MEMBER INPUT AND COMMUNICATIONS	11
Cable Television: In-House Channel	11
THE OAK HAMMOCK MANAGEMENT TEAM	11
Organizational Chart	11
BUSINESS OFFICE	11
SALES AND MARKETING	12
Name Badge	12
GENERAL POLICIES	12
Appropriate Dress	12
Barbecues	12
Cable Television	12
Charitable Donations	13
Confidentiality	14
Firearms	14
Hiring Outside Services by Residents	14
Insurance – Common areas, Buildings, and Personal	14
Internet and Wi-Fi Services	14
Newspaper Delivery Service	15
Outside Aerial, Antenna, or Satellite Dish	15
Pets	15
Political Signage	15
Right of Entry into Member Unit Forms	16

Tobacco and Tobacco Products, including E-cigarettes	16
Telephone Service	16
Wheelchairs/Scooters.....	16
COMMONS AMENITIES	16
Reception and Concierge Office Hours:.....	16
Banking Services.....	17
Beauty and Barber Shops.....	17
Gator Lounge.....	17
Lost and Found	18
Mail/Message/Package Distribution	18
Public Notices.....	18
Resident Business Center	19
Storage Facilities	19
Tools and Supplies – Resident Use.....	20
Treats and Treasures Shop	20
RESIDENT GUESTS	20
Guest Rooms	20
Overnight Guests in a Residence	20
Length of Visit	20
Dining Privileges	20
Guests under the Age of 16.....	21
RESIDENCE AMENITIES AND FURNISHINGS	21
Modifications to a Residence	21
COMMUNITY SERVICES	21
Delivery of Prescriptions to Oak Hammock.....	21
UF Health Oak Hammock Advantage.....	21
Social Services	22
TRANSPORTATION SERVICES.....	22
Individual/Group Transportation to and from Medical Appointments.....	22
Transportation, General Rules.....	23
DINING SERVICES	23

Dining Services Areas.....	23
Service Hours and Locations.....	24
Meals Not Eaten in the Dining Areas	24
Financial Matters.....	24
FINANCE	25
Payment of Monthly Fees and Ancillary Charges.....	26
PLANT OPERATIONS	26
Maintenance, Housekeeping, and Landscaping Work	26
Emergencies	26
Garden Plots.....	26
Greenhouse.....	26
Trash, Garbage, and Recycling Services	26
Housekeeping Services	27
SECURITY	27
Pendants	27
In Case of Emergency	27
Hostile Situations	27
Out of Town Notification	27
Vehicles and Parking.....	28
Visitors/Deliveries	29
EMERGENCY PREPAREDNESS.....	29
Bomb Threat	29
Electricity Disruption	29
Fire Drills.....	29
Fire Alarms	29
Weapons.....	30
THE HEALTH PAVILION	30
HEALTH AND WELLNESS SERVICES.....	30
Fitness Center.....	30
Rehabilitation Department	30
UF Health Senior Care Services.....	31

Dental Clinic	31
Audiology Clinic.....	31
Podiatry Services	31
Lab Tests	31
HEALTH PAVILION RESIDENT SERVICES	32
Disposal of Unwanted Medication	32
Non-Emergency Outpatient Services for Independent Living	32
Admission to the Health Pavilion	32
Day Stay	33
Life Care Contract and Health Care Insurance	33
Respite Care	34
Volunteering in the Health Pavilion	34
CONCLUSION	34

ACKNOWLEDGEMENTS

The Resident Handbook had not had a major revision for several years. That Handbook was not only out of date; it was very long and rarely used.

This revision has taken nearly two years. It has been through multiple revisions. During the process, consultations with members of Management and with a number of Oak Hammock residents have raised important issues and led to more clarity on many policies and procedures. Further, its length has been reduced by about half. The entire process has been a very useful one, and I believe we now have a practical and for the moment accurate Resident Handbook.

Many people have contributed to this process – too numerous to name everyone. However, I want to thank Nickie Doria, Director of Marketing, and Katherine Osman, Director of Community Services, who made especially important contributions. Among the residents who have contributed significantly, I can mention Carol Ash, who contributed early in the revision process, Doug Merrey, who helped with content and editing, and Roanne Coplin. Roanne was the real leader and sparkplug who did most of the work in terms of revisions and checking for accuracy. It would not have been completed without her efforts. Many other members of the staff and residents have also contributed, for which I am grateful.

This version has been formally endorsed by the Residents' Council. It will need to be updated periodically to remain useful and relevant.

Jeffrey Hagen

President and CEO, Oak Hammock at the University of Florida

June 2019

WELCOME

The Board of Directors and staff are pleased to welcome you to Oak Hammock at the University of Florida. We are confident that this life plan community will give you the opportunity to discover many friends and activities that will expand and enrich your life. The Resident Handbook provides a general orientation to the organization of Oak Hammock and should provide answers to many of your questions regarding our community policies. As a community, we strive to make Oak Hammock a special place that you can proudly call home. To best address the needs of the community, updates to the Handbook will be distributed as necessary. Residents are encouraged to request specific department-related services from the departments. The department directors are available to discuss individual concerns with you. You may also contact the CEO concerning issues of interest or concern.

ABOUT THE RELATIONSHIP BETWEEN OAK HAMMOCK AT THE UNIVERSITY OF FLORIDA AND THE UNIVERSITY OF FLORIDA

The affiliation between the retirement community of Oak Hammock at the University of Florida and the University itself is widely known and universally regarded as of benefit to both parties.

The concept of developing a high quality, up-scale continuing care retirement community located near the campus of the University of Florida was originated by the University of Florida and selected University leaders, alumni, donors, and friends with strategic input from Praxeis, LLC, a nationally recognized specialist in the development of *Life Fulfilling Communities®*. It was anticipated that a substantial number of the residents of such a community would have a relationship with the University or would desire to establish a relationship with the University. Accordingly, the University decided to facilitate or “sponsor” development of the new retirement community. The University envisioned a relationship with residents for teaching, service program delivery, and research purposes. Residents would have the opportunity to participate in University events and activities and become or remain a meaningful part of University life.

In furtherance of these mutual interests, Oak Hammock at the University of Florida, Inc., was formed as a separate not-for-profit corporation to serve as the owner of the new retirement community. The Oak Hammock Board of Directors selected the Praxeis organization as the developing, financing, and marketing company for the community and also retained Praxeis as the management company for Oak Hammock upon its completion.

Among the contractual arrangements entered into with respect to the new community was an Affiliation Agreement between the not-for-profit Oak Hammock Corporation and the University of Florida. Pursuant to this Affiliation Agreement, Oak Hammock agreed

to develop and coordinate programs by which University faculty, students, and staff would have opportunities for positive interaction with community residents, and community residents would have opportunities to participate in University activities and events. Since the execution of this Affiliation Agreement, many colleges and departments of the University have entered into their own program agreements with Oak Hammock. In recognition of this symbiotic relationship, the University authorized Oak Hammock to utilize the phrase “at the University of Florida” in the name of the community and in promotional materials used to market the community to potential residents. On December 31, 2016, the contractual relationship with Praxeis ended and Oak Hammock and its Board moved to a self-managed model.

The legal title to and financial structure of the community make it clear that the community, Oak Hammock at the University of Florida, Inc., is the only responsible party on the bonds sold to provide construction and permanent financing for the community. Responsibility for the financial success and soundness of the Oak Hammock operation rests with the Board of Directors and the community itself.

Since it was understood and agreed from the outset that the University would not own, control, or undertake any financial responsibility for the development or operation of the retirement community, the University determined that governance of Oak Hammock should rest with a broad-based Board of Directors independent of the University. In order to maintain the link between the University of Florida and Oak Hammock, the bylaws of Oak Hammock at the University of Florida, Inc. specify that five of Oak Hammock’s fourteen Board members will be employees of the University of Florida. These five Board Members are appointed by the University of Florida President and serve until replaced by him/her. An additional two Board Members are University of Florida alumni, elected by the Board, to serve three-year terms. Five Board members who are not employees of the University of Florida or its affiliates, are elected by the Board, and also serve three-year terms. In addition, both the President of the Oak Hammock Members’ Residents’ Council (RC) and a second Oak Hammock resident chosen by the Board from a list of three nominations submitted by the RC are voting members of the Board.

Although the University is not legally responsible for the obligations of Oak Hammock, the continuing affiliation with and sponsorship of the community by the University of Florida is a real and powerful asset of Oak Hammock. The concept of sponsorship means that the University has participated fully in the process which led to the establishment of Oak Hammock. The University has promoted the sale of residences at Oak Hammock and has lent its name to the community. This affiliation is viewed by many residents as a source of comfort and confidence. Moreover, the lending institutions which have underwritten the community’s financing understand that this

sponsorship of the University of Florida means that the University will, likely, lend non-financial support to the community, such as the provision of leadership suggestions and expertise in given areas. This sponsorship relationship and the many program agreements between Oak Hammock and the colleges and departments of the University are founded on mutual interest. The continuing relationship between Oak Hammock and the University of Florida is viewed as a unique strength of the community by the Oak Hammock Board of Directors and by the Oak Hammock residents as well.

MISSION STATEMENT

The Mission of Oak Hammock at the University of Florida is to support the well-being of its residents and create an active, caring community by providing a continuum of quality lifestyle and healthcare programs and outstanding enrichment opportunities in conjunction with the University of Florida.

STATEMENT OF OAK HAMMOCK VALUES

The Oak Hammock community – residents, employees, and Board of Directors – has a shared responsibility to promote the core values of our institution. These values are listed below. Each is accompanied by a list of actions that will promote the value.

Respect for the Dignity and Integrity of Every Individual:

- Treat each person with compassion, civility, and mutual caring.
- Value all persons without regard to ethnicity, gender, sexual orientation, religion, race or national origin.
- Embrace diversity of thought and feeling.

Clarity and Forthrightness in Our Communal Actions:

- Cultivate interconnections and effective communication within our community.
- Develop procedures for member participation in major decisions.
- Ensure transparency in corporate activities.
- Strive for understanding and consensus when making decisions.

Excellence in Management and Governance:

- Maintain a Board of Directors that is sensitive to the members and dedicated to the long-term success of Oak Hammock.
- Develop financial strategies that make our services as affordable as possible.
- Use our resources wisely and avoid waste.
- Increase utilization of renewable energy and strive to become a 'Green' facility.
- Make Oak Hammock a pleasant place to work.

- Hire and retain employees who are caring, credentialed (as appropriate), and committed to the well-being of Oak Hammock residents.
- Develop ongoing processes for employee evaluation.
- Support the personal and professional growth of employees.
- Foster the creative talents of our residents.
- Use the knowledge and talents of members to benefit our community.

Leadership in Independent Living and Health Care Services:

- Exceed national standards to achieve the highest quality of care.
- Obtain all appropriate certifications, e.g., 5-Star and Gold Seal awards.
- Maintain Oak Hammock as a tobacco-free and smoke-free community.
- Support a quality of life consistent with the needs of each individual.
- Treat each resident with dignity and sensitivity to the aging process.
- Diligently maintain and upgrade common areas, homes, and grounds with special attention to the physical needs of Oak Hammock residents.
- Provide healthy food choices that meet the dietary requirements of our residents.
- Provide dependable transportation to the University of Florida, community events, and special activities including medical appointments.
- Use Florida's natural beauty and habitat in our landscaping and interior decor.
- Actively promote lifelong learning.

Service to the Community:

- Maintain mutually supportive connections to Gainesville and the local region.
- Cultivate, review, enhance, and improve connections with the University of Florida, Santa Fe College, and other institutions.
- Cultivate generosity of experience, talent, and resources to benefit Oak Hammock and our surrounding community.

Vision: Transforming the Experience of Aging:

We envision Oak Hammock as the Nation's preeminent Continuing Care Retirement Community committed to a vibrant lifestyle by partnering with the University of Florida to optimize residents' cultural experiences, and mental and physical health.

GOVERNING BODY

Oak Hammock at the University of Florida, Inc. is governed by a local Board of Directors. Non-compensated Board Members provide leadership to the operation of Oak Hammock through their experience, professional expertise, and commitment. The Board of Directors is charged with responsibility for the governance of Oak Hammock at the University of Florida.

Responsibility for the operation and management of Oak Hammock is charged to the President and Chief Executive Officer (CEO) by the Board of Directors. The CEO is responsible for the overall operation and management of Oak Hammock. All members of Oak Hammock staff are employees of Oak Hammock or are made available under affiliate agreements with the University of Florida or under contract. The CEO reports to and works with the Board of Directors. All other Oak Hammock staff report to the CEO or designee.

Oak Hammock is incorporated under the laws of the State of Florida and is qualified under Internal Revenue Service Code, Section 501(c)(3) to operate as a tax-exempt, not-for-profit corporation.

A copy of the Oak Hammock Articles of Incorporation and Bylaws and a list of the current Board of Directors and its Officers are on file and available for review in the Administration offices of Oak Hammock. This information is also available online at Touchtown.

RESIDENTS' COUNCIL

The residents of Oak Hammock are represented by the elected Residents' Council (RC). The purpose of the RC is to aid in communication between residents and management, to promote activities of interest to residents, and to represent the residents in forums where appropriate. The RC's inputs to the Board and Management are advisory in nature. Its 12 members serve for renewable two-year terms. The RC chooses its own officers and its members chair some nine committees. Members are encouraged to participate actively. Please contact the RC president for additional information.

FLiCRA

The Florida Life Care Residents Association ([FLiCRA](#)) is a statewide association made up of people living in CCRCs. The mission of FLiCRA is to promote and protect the rights of CCRC residents. The headquarters in Tallahassee keeps abreast of potential legislative actions and assesses the impact of these actions on CCRC members. FLiCRA also works with other senior citizen groups to recommend actions beneficial to their membership.

All residents are encouraged to join this important association. Dues may be paid annually or once for a lifetime membership, either of which can be added to the monthly fee statement. Contact the Chair of Oak Hammock's FLiCRA chapter for additional information.

MEMBER INPUT AND COMMUNICATIONS

Several channels of communication have been established to encourage residents to convey their thoughts, ideas, concerns, and compliments to Oak Hammock management. Contact the Concierge or Receptionist for the most appropriate method of communication. Examples include:

- Making suggestions or asking questions through the Resident Concern Program (form available from the Receptionist)
- Contacting a member of the RC
- Addressing topics of interest at the Town Hall meetings
- Addressing compliance or ethical issues with the Compliance Officer
- Determining the proper person to whom to address questions
- Determining the proper person to whom to direct concerns about intra-resident relations or policies governing resident activities.

Cable Television: In-House Channel

Oak Hammock residents may receive useful information regarding daily menus, scheduled events, announcements, and other information of interest by tuning in to Oak Hammock's in-house channel 1960 for televisions sets with a basic Cox box. The channel for televisions with a larger premium Cox box will be announced shortly. See the Concierge for information.

THE OAK HAMMOCK MANAGEMENT TEAM

Oak Hammock is operated through the cooperation of the Executive and Business Office Services, Community Services, Dining Services, Health Services, Human Resource Services, Plant Operations Services, and Sales and Marketing.

Organizational Chart

An organizational chart that illustrates the overall management structure and reporting relationships at Oak Hammock is available in the Administrative offices. It is subject to change as need dictates and is updated when indicated.

BUSINESS OFFICE

The Business Office handles billing and payment services for Oak Hammock. The Business Office does not handle check cashing services.

The Business Office, located behind the Reception Desk in the Commons, is open Monday through Friday from 9:00 a.m. until 5:00 p.m. The office is closed during observed holidays.

SALES AND MARKETING

- The Oak Hammock Sales and Marketing team leads the marketing of Oak Hammock in line with strategic priorities set forth by leadership. The main goals include sustaining a level of occupancy that provides adequate financial support for the community.
- The Customer Relations Coordinator within the Sales and Marketing Department assists residents as they make the move to Oak Hammock and/or when they are transitioning from one independent living residence to another.
- The Oak Hammock Sales and Marketing team encourages interested residents to participate in its Ambassador Program. The Ambassador Program consists of residents who wish to support the team in their recruitment of new residents. Interested residents are welcome to inquire by calling the Sales and Marketing Office at 548-1024.
- There is a Resident Referral Incentive Program for those who refer new residents to Oak Hammock. Contact Sales and Marketing for information on this program.

Name Badge

Each resident receives a name badge at or before closing. These help to introduce you to new people and existing residents. All residents are encouraged to wear their badges while in public areas. Badges can be replaced in the Sales and Marketing Office. Both magnetic and safety pin types are available. There is a charge for replacement. For more information, call the Sales and Marketing Office at 548-1024.

GENERAL POLICIES

Appropriate Dress

Residents are requested to be appropriately dressed while using the public areas of the community.

Barbecues

Outdoor barbecue use by residents is permitted only in designated areas. For residents living in club homes and villas, this area is the patio. Residents in the apartments are prohibited from barbecue use on balconies and patios because of the extreme fire hazard. Never barbecue indoors. For residents of villas and club homes, propane tanks should be stored on patios.

No barbecue should be left unattended, because of fire hazard. Equipment should be periodically inspected to assure proper operation.

Cable Television

Expanded basic cable television for up to two television sets through Cox Communications is included in the monthly fee.

Charitable Donations

The Oak Hammock Board Executive Committee receives many requests from other not-for-profit organizations that solicit the Oak Hammock community for financial support. As a not-for-profit corporation, with all its money derived from resident fees, Oak Hammock cannot commit community funds to support individual organizations.

- Individual Oak Hammock residents who wish to solicit support for a specific charitable organization may organize ancillary fundraising activities among other Oak Hammock residents (bake sales, auctions, etc.).
- Individual Oak Hammock residents who wish to solicit support for a specific charitable organization may, at the requesting resident's expense, host an event and invite other Oak Hammock residents to attend. It is understood that any food or beverage service for this event, other than donated items, are to be provided by Oak Hammock Catering Services and must be paid for by the hosting resident.
- Solicitation that is not approved by Administration is not allowed on campus. For the security and comfort of Oak Hammock residents, door-to-door soliciting, regardless of the type of organization, is not permitted. Residents should notify the Security Office immediately of unauthorized solicitors on Oak Hammock property. This includes the ban on soliciting money for departing employees or those with problems. Oak Hammock has an emergency fund for employees with problems.

Oak Hammock accepts donations, which may or may not be tax deductible. Check with the Business Office for details. Checks should be made out to Oak Hammock with a notation as to which fund the money is to be applied. Examples of donations that residents may wish to consider include those to the Benevolent Fund, the Employee Scholarship Fund, and the Employee Appreciation Fund. (The first two examples are tax deductible.) Donations in memory or in honor of a person should be noted so that the family or person can be notified. Residents may also bequeath funds to Oak Hammock, often with tax advantages. Donations to the Benevolent Fund are also possible through your Amazon.com purchases through their Smile Program. You can do this by entering smile.amazon.com in your browser window, signing in as you always do, going to "Or pick...", typing Oak Hammock in the box, and clicking on the yellow select box to the right of the Oak Hammock choice. There is no cost to you.

Oak Hammock is committed to providing high quality, consistent and equal service to all residents. Because of its potential for compromising this goal, tipping any employee of Oak Hammock is prohibited. Tipping is broadly defined to include, not only monetary gifts, but also any gifts of personal items such as clothing, jewelry, furniture, and appliances. Employees accepting tips and/or gifts of any type are subject to disciplinary action, including dismissal.

The only tipping exception is for beauty parlor and barbershop staff and for massage therapists, since they are not considered Oak Hammock staff. These tips may be paid directly to the employee or included on your monthly statement with the fee for these services, which must be billed to your monthly statement.

In lieu of tipping Oak Hammock employees, an Employee Appreciation Fund has been established by the RC to recognize their services. Money can be contributed to this Fund at any time during the year by submitting a check made out to Oak Hammock with Appreciation Fund on the memo line and depositing it in the slot in the wall to the right of the Concierge desk for deposit into a special account set up for that purpose. Please contact the RC President for further details.

Confidentiality

The Oak Hammock staff is not authorized to release names, telephone numbers or other information about residents to any person who is not a resident living at Oak Hammock by telephone or in person.

Firearms

Resident possession of firearms within Oak Hammock is limited to hunting guns and gun collections. All guns are to be stored or displayed in a locked safe or case. Firearms are to remain unloaded on Oak Hammock property and ammunition must be stored separately from the firearms in a locked space.

Hiring Outside Services by Residents

Residents are not permitted to directly hire current or former employees of Oak Hammock to perform work during the employees' off-duty hours. Before a contractor performs any service at Oak Hammock, the resident must satisfy the following conditions:

- Receive prior written approval from Oak Hammock
- Provide proof of acceptable workers' compensation (or health insurance) and liability insurance (may be part of renters insurance)
- Ascertain that the person to be hired has current local and state licenses, as appropriate.

Insurance – Common areas, Buildings, and Personal

The Board of Directors will maintain insurance on all property owned by Oak Hammock against reasonable losses and liabilities. Residents are encouraged to purchase personal liability and personal property insurance similar to a renters or content policy.

Internet and Wi-Fi Services

All residents have access to high-speed Internet services in their homes at no extra cost. A Wi-Fi router is provided by the service provider (GRU), although residents may use their

own Wi-Fi routers. A public Wi-Fi service is also available in all common areas. Contact the IT Department for assistance at 548-1028.

Newspaper Delivery Service

Arrangements for receiving and paying for newspapers and magazines must be made directly by the resident. Deliveries are subject to policies established by the distributor.

Outside Aerial, Antenna, or Satellite Dish

Satellite dishes will be permitted, with the resident paying the entire cost. Outside antennas will not be permitted on the apartment buildings, club homes, or villas. Arrangements for the installation of satellite dishes must be coordinated with the Maintenance Department, at 548-1062, and the vendor prior to installation.

Pets

Pets must be registered with Housekeeping and follow the Oak Hammock Pet Policy. The policy is available from the Concierge.

Guests should be encouraged not to bring pets of any kind onto the Oak Hammock grounds. If they do, the resident is responsible for the visiting pets' owners to abide by the Oak Hammock rules. Prearranged pet visits to the Health Pavilion are permitted.

Pets are NOT allowed in Guest Suites.

A Veterinary Clinic is staffed by the University of Florida College of Veterinary Medicine. It is located next to the Fitness Center for the convenience of Oak Hammock Members. Call the University of Florida College of Veterinary Medicine at 392-2235 for hours of service and to make an appointment. The Clinic is staffed by a licensed veterinarian and a veterinary technician. Use of the Oak Hammock Veterinary Clinic makes Oak Hammock residents University of Florida College of Veterinary Medicine patients and, therefore, entitles the residents to all the services provided by the College, including emergency care evenings and weekends.

Information on pet services is available from the Concierge. Examples of these services include pet walking; nail trimming; administration of medications; pet sitting; pet feeding; transportation to and from a veterinarian or groomer; pick-up and delivery of dog food, supplies, and medicine; and overnight boarding.

Political Signage

No political signs are to be displayed on the Oak Hammock grounds. Bumper stickers and pins are permitted. Oak Hammock residents are also welcome to host their favorite political candidates to share their views and ideas with Oak Hammock residents. If this choice is made, contact the Communication Coordinator at 548-1064 to reserve the room and arrange for catering needs.

Right of Entry into Member Unit Forms

There are appropriate forms for residents to sign to allow access to their residences under such conditions as death of a resident living alone, incapacitation, hospitalization, or being away and needing an item or information located in the unit. Please see the Concierge for copies of these forms. Exceptions to honoring these forms include entry for safety checks and emergency needs.

Tobacco and Tobacco Products, including E-cigarettes

To promote the health, safety, and well-being of all residents, Oak Hammock is committed to maintaining a tobacco-free and smoke-free environment. Accordingly, tobacco use is not permitted anywhere on the Oak Hammock campus, including in vehicles parked on Oak Hammock property or in homes. (Residents closing before January 1, 2011 have been grandfathered in and may continue to smoke in their apartments, villas and club homes.) Grandfathered-in residents who smoke may be required to purchase additional equipment to be added to the HVAC unit in their residence to minimize the untoward effects of their smoking on other residents. Residents who smoke may be required to pay for the renovations of their units due to smoke damage upon their departure. Please inform your guests of this policy before they come.

Telephone Service

Individual telephone service is the responsibility of the resident. Payment for this service is by agreement between the provider and the resident.

Wheelchairs/Scooters

Rehabilitation Services must approve the use of all wheelchairs and scooters, both manual and electric. Training is available to ensure safe operation.

Residents are responsible for driving safely and for all damage caused by their wheelchairs and/or scooters.

For those residents or guests who occasionally need a wheelchair for use while in the building, one may be obtained by contacting the Receptionist. For assistance in obtaining a wheelchair for regular use, contact the IL Licensed Clinical Social Worker at 548-1152.

COMMONS AMENITIES

Reception and Concierge Office Hours:

- **Reception**

The Receptionist on duty, located in the lobby in the Commons, welcomes and screens all guests to Oak Hammock. In addition to answering incoming calls to Oak Hammock, the Receptionist is also available to:

- assist members with routine questions and information
- schedule appointments with the administrative staff
- assist with transportation needs, including issuing passes at a reduced price to be charged on the monthly bill for valet parking at UF Health facilities. The Reception desk is open:

Monday through Friday	8:30 am to 8:00 pm
Saturday, Sunday, and observed holidays	10:00 am to 4:00 pm

- **Concierge**

The concierge can be reached at 548-1001. The Concierge desk is open Monday through Friday from 8:30 am to 4:30 pm.

Services of the Concierge include such services as:

- Maintaining a list of preferred vendors that come highly recommended, many of whom offer discounts to Oak Hammock residents
- Accepting items to be dry cleaned or laundered at a commercial establishment and receiving them upon delivery for pickup by residents
- Planning outside events, such as trips to restaurants and museums
- Assisting with guest reservations and check-ins
- Providing Information regarding the use of the Gator One Card

Banking Services

For the convenience of Oak Hammock residents, banking services are available at the branch located on the lower level. Operating hours are posted in the branch bank.

Oak Hammock does not assume any responsibility for transactions conducted between residents and the bank.

Beauty and Barber Shops

The Beauty and Barber Shops are located on the lower level of the Commons and are open to all Oak Hammock residents. Services in the shops are provided by independent contractors, who are not Oak Hammock employees. Charges for beauty and barber shop services are established by the contractors who operate the shops and are billed on the resident's monthly Oak Hammock statement. Because the shops are independently operated, staff providing beauty and barber services may accept gratuities.

Gator Lounge

The Gator Lounge is open Monday through Saturday. The hours are posted in the Gator Lounge. Happy Hour is available from 4:00 pm to 6:00 pm. Charges are included on the monthly bill and are debited against the monthly dining allowance.

Lost and Found

Oak Hammock maintains a lost and found service at the Concierge Desk. Items that have been found and turned in to the Concierge will be kept for a maximum of 90 days pending identification by the owner. The item will be disposed of if unclaimed at the end of 90 days.

Mail/Message/Package Distribution

- **Non-U.S. Postal Distribution**

- The Postal and Message Center has a cubby box for each apartment residence in Buildings One and Two.
- Internal mail for Members living in villas and club homes should be left with the Receptionist. Every attempt will be made to deliver mail in a timely manner.
- Mail from residents for administration or for Health Center staff and residents should be given to the Receptionist for distribution.

- **U.S. Postal Service/Commercial Shipping Services**

- The U.S. Postal Service will pick up from and deliver mail to the Postal and Message Center for apartments, and cluster boxes for club homes and villas according to its regular service schedule.
- Postage stamps are available for sale in Treats and Treasures.
- The Receptionist or Concierge in the main lobby will accept from the U.S. Postal Service and commercial carrier parcels and letters that require signatures on behalf of the Member addressee unless the Member has specifically required in writing that this not be done. The Receptionist or Concierge is only able to accept C.O.D. packages if arrangements are made before delivery.
- Packages for pickup by US Postal Service, Fed-Ex, and UPS can be left at the Reception area.

Notary Services

If you need to have a document notarized, please contact the Executive Assistant at 548-1012.

Public Notices

Bulletin boards, which are located in the Postal and Message Center, Member Business Center, Library, and Elevators, are maintained as a means of conveying information to residents. Posted notices must be approved by the Director of Community Services or Designee.

- The Postal and Message Center contains four information areas.
 - **Calendar Events**
 - **Low Vision Notices**

- **Plastic Bins for Brochures**
- **Travel Information Case**
- The Resident Business Center displays three types of information.
 - **Upcoming Non-Oak Hammock Events**
 - **Ongoing Information**
 - **General Interest**
- The Transportation Desk outside the bank on the lower level has a bulletin board above the desk. This bulletin board provides information about activities for which transportation is provided by Oak Hammock. Residents must sign up for scheduled transportation to events in the book on the Transportation desk.
- The Elevators have bulletin boards to be used for “mini-notice” to remind residents of future events. The notices should be no larger than 5 ½ by 8 ½ inches with a minimum font size of 18 points. Include: the title of the event, date and time, place, speaker (if appropriate), and name and phone number of a contact person. Generally, these notices should be posted not earlier than one week prior to the event. The person who posts the notice is expected to remove it immediately after the event.
- Oak Hammock staff utilizes Touchtown Community Apps, a customized interactive communication tool accessible on smart phones, tablets, and internet browsers. For more information or to receive your login credentials, please see any member of the Community Services staff.
- A resident committee has created a useful and informative website (INFOH). For more information, contact a member of the Communications and Technology Committee or email at oakemail@gmail.com.

Resident Business Center

The Business Center is equipped with computers, printer, copier, fax machine, shredder, magnifier machine, paper cutter, a US postal display of supplies, goose neck lamps and other general office supplies for resident use only. The fax number is (352) 548-1190.

Storage Facilities

Each apartment is assigned a storage cubicle in a heated/air-conditioned storage area separate from the apartment. Call Plant Operations at 548-1062 for additional information.

- Oak Hammock is not responsible for items stored in residents’ assigned storage cubicles.
- Limitations: Items may not protrude into or be put on the floors of the aisle. Due to Fire Marshall regulations, nothing can impede the water spray of the fire

sprinkler and stacked items must go no higher than 22 inches from the ceiling or 18 inches from the bottom of the fire sprinkler head.

- Flammable liquids, chemicals, pyrotechnics, and/or ammunition may not be stored in any storage area or cubicle.

Items to be stored in the garages under Buildings 1 and 2 must be stored in flame retardant cabinets approved by Oak Hammock. The only exceptions are bicycles and grocery and golf carts. Contact Plant Operations at 548-1062 for information on obtaining such a cabinet. Oak Hammock is not responsible for items stored in the garage.

Tools and Supplies – Resident Use

There is a tool shed by the garden plots with gardening tools donated by residents. These tools may be used by other residents with garden plots.

Treats and Treasures Shop

- The shop carries a variety of items, including sundries, gifts, ice cream, sandwiches, and beverages. Items can be charged to your monthly account or paid for in cash or by credit card. Suggestions for additional items to be added are encouraged. Current offerings may change, based on demand and availability. The hours are posted on the door.
- Prepared foods can be charged against your dining account, but are taxable.

RESIDENT GUESTS

Guest Rooms

Two guest rooms are available for visitors for a fee, and may be reserved by guests who are age 21 or over. See the Concierge (or Receptionist evenings, holidays, and weekends) for rates and terms.

Overnight Guests in a Residence

Residents are welcome to have guests stay in their residences. When expecting overnight guests, inform Security at 377-2061, so that they will be allowed onto the campus.

Length of Visit

Guests are limited to a stay of no longer than 14 consecutive days without the sponsoring resident obtaining the prior approval of the CEO.

Dining Privileges

Residents are welcome to host their guests in our dining areas. Guest meals will be added to the hosting resident's monthly statement. Because resident meals are partially subsidized by resident monthly fees, most guest meals include a surcharge. There is no

surcharge for special events, such as holiday meals and Sunday brunch specials. Residents may reserve the private dining room at no extra charge for entertaining guests.

Guests under the Age of 16

Children are always welcome guests. However, to respect the rights of all residents, guests under the age of 16 must be accompanied by the sponsoring resident or parent at all times when using any of the public facilities at Oak Hammock.

RESIDENCE AMENITIES AND FURNISHINGS

Modifications to a Residence

Oak Hammock provides a range of standard window coverings, appliances, and various finishes. Should a resident wish to make modifications to the interior of an apartment, club home, or villa, the resident must obtain approval in advance from the CEO.

Requests for modifications are submitted to the Director of Plant Operations for review.

COMMUNITY SERVICES

The Community Services Department is available to assist residents in accessing many of the services available that enable them to take advantage of the many amenities at Oak Hammock. This Department serves as a liaison between Oak Hammock and the University of Florida. Its activities include:

- Institute for Learning in Retirement (ILR) coordination
- Transportation
- Meeting space allocation
- Concierge services
- Reception services
- Social Services liaison services
- Beauty and Barber shop services

Delivery of Prescriptions to Oak Hammock

Information regarding local pharmacies that will deliver to your residence is available at the Reception Desk.

UF Health Oak Hammock Advantage

All Oak Hammock residents are eligible for the UF Health Oak Hammock Advantage program. This program offers residents direct access to appointments for healthcare services, wellness programs, and physicians at the University of Florida and UF Health, including those providing services at Oak Hammock. An application for this free

program and information about it is available from the IL Licensed Clinical Social Worker.

Social Services

The IL Licensed Clinical Social Worker serves as an advocate for and is available to assist residents needing additional assistance while living at Oak Hammock, as well as assisting with transitions to the Health Pavilion. The IL Licensed Clinical Social Worker may be contacted at 548-1152. The office is located on the Lower Level of the Commons.

TRANSPORTATION SERVICES

For the convenience of our residents, transportation service within the community of Gainesville and the University of Florida is provided on a scheduled basis in Oak Hammock vehicles at no charge for residents of Oak Hammock wishing to use this service.

A list of destinations, as well as departure and return times, will be established by Oak Hammock and placed in the Transportation area near the bank and on the monthly calendar. Scheduled calendar trips are at no charge to residents and will be set by the Concierge. Drivers will make the final determination as to the pickup time for trips to accommodate resident needs.

Requests for non-scheduled transportation needs may be made and will be honored based on the availability of a vehicle and driver. Fees may be charged for these trips. A list of fees is available at the Reception Desk. Oak Hammock reserves the right to reschedule planned trips in the event of an emergency, equipment failure, or low registration.

Individual/Group Transportation to and from Medical Appointments

Transportation to medical appointments is provided free of charge. While preference will be given to those making requests at least five days in advance, every effort will be made to accommodate those giving less notice. Those who need personal assistance, or who have specialized equipment, or those with very early, very late, or last-minute appointments may need to make other arrangements.

If you need transportation from the hospital or emergency room and it is outside regular business hours, you can call a taxi for transportation back to Oak Hammock. If you do not have money with you, you can obtain the fare from the Security Guard at the Gate House. You will then be billed for that amount on your monthly statement. Transportation may also be available from a volunteer on your Buddy List.

Transportation, General Rules

Drivers are not permitted to run errands or pick up prescriptions. Please schedule personal transportation to fulfill these services or arrange for delivery from the pharmacy or other vendor.

To accommodate as many residents as possible and, at the discretion of the Transportation Department, residents may be required to arrive at their appointments early and may not be picked up immediately after calling for pickup from the appointments. Please try to be punctual for the departure time on your transportation slip, so that no one will be late or miss a scheduled appointment and the driver is not always able to wait. Requested departure and pick-up times cannot be guaranteed. Please remain flexible, as this is a community transportation service and you may need to share the vehicle with others. Every effort will be made to pick you up within 45 minutes of your call.

Drivers do not have the authority to sign resident medical releases after procedures.

If you have an emergency, please press your pendant. Oak Hammock drivers cannot transport to the Emergency Room for emergency medical reasons but can for non-emergency reasons.

If you are unable to reach a driver directly for pickup, please try the Receptionist at 548-1000 or Security at 377-2061.

DINING SERVICES

Dining Services is responsible for the operation of all food and beverage areas in the community.

Dining Services Areas

Residents will not be assigned to any particular table or to any particular dining partners. Dining Services is responsible for the following activities.

- **Catering**

Dining Services will cater special events for residents in their homes and in one of Oak Hammock's public areas. These services range from party trays to full catering services. Arrangements for catering services are to be made with the Restaurant Manager (548-1105). You will be given guidelines and policies regarding catering and room reservations.

- **Fine and Casual Dining Rooms**

Seating for the noon and evening meals in the Fine and Casual Dining Rooms is done by a Host/Hostess or a member of the wait staff.

Reservations are required for all parties of five or more and if a wheelchair accessible table is needed. This will enable Dining Services to have a table of the correct size and in the correct location ready when you arrive. The location of the requested table will be determined by Dining Services in the interest of space efficiency and safety. Reservations are also required seven days in advance for the Private Dining Room and three days in advance for designated special events, such as holiday buffets, so that Dining Services can accurately plan for food and service. Make reservations by calling 548-1512. If the answering machine is on, leave your name, message, and telephone number and someone from Dining Services will return your call.

- **Grille**
Residents seat themselves in the Grille either at a table or at the bar.
- **Private Dining Room/Other Rooms for Private Parties**
The purpose of the Private Dining Room is to provide a place for private entertaining. It may be reserved on a “first come, first served” basis through Dining Services by calling 548-1512.

Service Hours and Locations

The service hours and locations for Dining Services are subject to change to accommodate resident wishes and logistics. Hours of service are posted in the Dining Services area.

During holidays, special occasions, and emergency situations, mealtimes may be modified. Schedules for these mealtimes will be communicated well in advance, when possible.

Meals Not Eaten in the Dining Areas

- **Delivery Service**
Meal delivery to a resident’s residence can be arranged by contacting Dining Services. There is a modest charge for this service except in the case of a verified communicable illness.
- **Take-Out Service**
Take-Out service is available. There is no additional charge for Take Out.

Financial Matters

- **Extended Absence from Oak Hammock**

- A credit to the current dining allowance may be applied to residents during an extended absence, which is defined as an absence of three (3) consecutive months or more. To qualify, a resident must complete a Resident “Out of Town” form, which is available at the Reception Desk and on Resident Apps. This credit will apply to each complete month of the absence.
 - The dining account carryover does not apply to any month in which the absence credit is issued.
 - A credit will not be issued for partial months.
 - The first month of the absence will be deemed a full month (and eligible for absence credit) if the resident is gone for over 25 consecutive days.
- **Meals Eaten in Independent Dining Rooms while in the Health Pavilion**
 - Independent residents admitted to the Health Pavilion on a temporary basis are welcome to eat meals in any Independent Living dining room provided that they are reasonably dressed and can feed themselves. A partial credit for each meal eaten in the Independent Living dining rooms will be given to the resident temporarily residing in the Health Pavilion. These credits will be applied on the monthly meal statement.
 - Independent residents admitted to the Health Pavilion on a permanent basis are also welcome to eat meals in any Independent Living dining room provided that they are reasonably dressed and can feed themselves. A partial credit for each meal eaten in the Independent Living dining rooms will be given to the resident residing in the Health Pavilion. These credits will be applied on the monthly statement.
 - All dining policies that apply to Independent Living residents also apply to Health Pavilion residents who choose to eat in an Independent Living dining area.
 - **Taxes**

There are currently no taxes on meals for residents served by Dining Services. There are taxes, however, for alcoholic beverages ordered from the Lounge or dining rooms, items purchased in the Convenience Store/Ice Cream Parlor (except for allowable grocery items and postage stamps which are not taxed), and for non-resident guest meals.

FINANCE

Oak Hammock Management implements the fiscal policies adopted by the Oak Hammock Board of Directors and maintains the accounting system in accordance with Generally Accepted Accounting Principles and applicable state laws and regulations.

Payment of Monthly Fees and Ancillary Charges

The Business Office staff is available to answer questions regarding a resident's monthly statement. An appointment can be made through the Receptionist (548-1000).

PLANT OPERATIONS

The Plant Operations Department provides security, maintenance, housekeeping, bulk laundry, and grounds services for Oak Hammock.

The primary functions of Plant Operations are to:

- Keep residences and public areas safe, clean, and in good repair.
- Maintain Oak Hammock grounds and landscaping.
- Maintain all facilities in good repair.
- Handle work orders and maintenance requests.

Maintenance, Housekeeping, and Landscaping Work

The Plant Operations office handles all calls (548-1062) involving home and apartment maintenance, housekeeping, and landscaping.

Emergencies

Emergency problems that may involve structural or major equipment problems throughout the facility or pose a threat to the safety of residents or staff should be reported immediately, regardless of the time. Emergency problems noted in an individual home should be immediately reported to Maintenance at 548-1062 during normal working hours and to Security at 377-2061 if the emergency occurs outside of normal working hours or if the Maintenance Department is not available.

Garden Plots

Residents who desire a garden plot should contact the Chair of the Garden Plot Subcommittee of the Building and Grounds Maintenance Committee.

Greenhouse

Greenhouse space is allotted in order of request. Residents wanting space should contact the Chair of the Greenhouse Subcommittee of the Building and Grounds Maintenance Committee.

Trash, Garbage, and Recycling Services

Oak Hammock participates in a recycling program. Call Housekeeping at 548-1062 for details.

There are trash and recycling rooms located on each floor of the apartment buildings. Curbside trash and recycling service will be provided on a scheduled basis for the club homes and villas. Club home and villa residents are expected to move their

trash and recycling bins to the curb anytime during the evening prior to the scheduled pickup.

Housekeeping Services

The Housekeeping Department is responsible for the overall cleaning maintenance of Oak Hammock. Requests for Housekeeping may be made by calling 548-1062.

SECURITY

The Security Department (377-2061) oversees the security functions of our gated community. In providing services to the Oak Hammock community, the Security Department is responsible for the provision of services that:

- Monitor the community facilities to present a safe and secure environment
- Protect property
- Assist in urgent calls that occur on campus
- Assist with after-hours emergency needs.

Pendants

Each resident is given a wireless emergency pendant upon settlement of a living unit, to be worn in case of emergency or if assistance is needed for a resident with a potentially communicable illness. Residents are encouraged to wear a pendant or to have it within reach at all times. For questions regarding the use of pendants call Security at 377-2061.

In Case of Emergency

If you experience or perceive there is a life-threatening emergency, for example a possible stroke, heart attack, or serious injury, immediately call 911. If you have your pendant, use it as well. You may also call Security at 377-2061 to provide further information on the situation.

Hostile Situations

Residents feeling that they are in a hostile situation are encouraged to press their pendant for help. Security Officers at Oak Hammock are either former law enforcement officers or Florida licensed security officers. Their training enables them to deal with dangerous situations. Anytime a person is obviously out of control and causing a disruption, leave the area, press your pendant, and call Security at 377-2061.

Out of Town Notification

When you will be away from home overnight or longer, please either fill out an Out of Town notice and leave it with the Receptionist or Concierge or fill out the appropriate form on Touchtown. Security will receive a copy and enter this information in their Out of

Town Log. A Security Officer will give a follow-up courtesy call to returning residents to assure that they have returned safely and that all things are in proper order.

Vehicles and Parking

- **Carts**

Grocery carts are available in the garage of each apartment building for the use and convenience of residents in moving groceries, packages, and similar items to and from the apartments. All residents are asked to promptly return the carts to their designated storage areas in the garages. Luggage carts are available from the Concierge area and should be returned to that area.

- **Golf Carts**

Residents electing to use a personal golf cart on the premises will be subject to guidelines, available from the Concierge.

- **Operation of Motor Vehicles**

All vehicles must be operated in a safe manner when on Oak Hammock property. The maximum speed of any vehicle is 15 miles per hour or as designated. All posted signs should be obeyed. It is the vehicle owner's responsibility to be properly insured for any risks associated with vehicle operation or ownership.

- **Parking**

- Please park in your assigned area when in your residence.
- Guests should park in the resident driveway or in designated resident guest parking or unmarked spaces.
- All vehicles parked on Oak Hammock property must be currently licensed and must maintain appropriate insurance.
- Outside Parking for the Main Building
 - Residents may park in any outside space that is reserved for residents or any other parking space that is not reserved. Residents' guests (family members, friends, or out-of-town Marketing guests) may park in any outside parking space that is not reserved.
 - Oak Hammock staff may block off any parking space that is not occupied the night before to accommodate the vehicles involved with residents moving in or moving out. Oak Hammock will block off outside parking spaces reserved for residents only if necessary. Residents may be asked to move a vehicle from any reserved or other space with at least 24 hours' notice.

Visitors/Deliveries

To minimize delays, Security asks that you notify the Gate House at 377-2061 prior to the arrival of guests or deliveries. This will expedite their entry; without this notice, Security must telephone your residence to obtain permission. Your visitor may be denied entry if Security is unable to contact you.

EMERGENCY PREPAREDNESS

Oak Hammock's Emergency Management Plan has been approved by the Alachua County Office of Emergency Management. Topics covered include actions to be taken in the event of a hurricane, with and without flooding; fire; threat of bomb or release of chemical or biological agents; tornado; gas leak; and hostile situations.

Bomb Threat

The Oak Hammock Emergency Management Plan has a plan to deal with bomb threats and threats to release chemical or biological agents. Should you receive such a threat, notify Security immediately at 377-2061.

Electricity Disruption

Power interruptions can happen for a variety of reasons from hurricanes to traffic accidents. There are emergency generators for limited service in the Health Center and other high priority areas. Hallways have emergency lighting. If a disruption occurs while you are in an elevator, the elevator will slowly descend to the lower level, using battery power, and the doors will eventually open. You are in no danger. Each elevator is equipped with an emergency phone that will reach Security.

Fire Drills

To promote safety and awareness, periodic fire drills will be held at Oak Hammock. All fire drills scheduled by Oak Hammock involving residents will be preannounced. It is possible, however, that the local Fire Department may conduct fire drills from time to time without an advance warning to either staff or residents.

Fire Alarms

All halls and common spaces are monitored by Security and the fire monitoring firm 24/7. The monitoring firm will call designated staff, such as the Director of Plant Management or the Maintenance Manager to either "roll the trucks" or cancel if it is a false alarm. Their response time is under 45 seconds before alerting the fire department if the call is missed or not picked up by the second ring.

All homes, villas, and apartments are monitored by the Security team on our Arial system 24/7.

Weapons

When a weapon of any kind is displayed or observed, attempt to retreat to safety and call 911 and Security, at 377-2061, for assistance.

THE HEALTH PAVILION

The Health Pavilion at Oak Hammock offers a variety of health-related services for the convenience and well-being of our residents. The Health Pavilion includes Skilled Nursing, Memory Support, and Assisted Living Residences, as well as additional services, such as the Fitness Center, UF Health Senior Care, Rehabilitation Clinic, Massage Therapy, Dental Clinic, Veterinary Clinic, a Meditation Room, and other services as available.

HEALTH AND WELLNESS SERVICES

Fitness Center

The Fitness Center, including the lap pool and activity pool, is open seven (7) days a week, both with regularly scheduled staffed hours and extended hours without staff presence. The Fitness Center provides a variety of wellness programs. It includes a director and staff, who are employed by the University of Florida's College of Health and Human Performance. Call 548-1071 for further information.

Massage Therapy: Medical prescriptions for massage therapy as part of a therapeutic program are handled through Physical Therapy. Relaxation massage is handled through the Fitness Center. There is a fee for this service, which must be charged to the resident's monthly fee account. Appointments can be made by calling the Fitness Center at 548-1071. Tipping is permitted.

Rehabilitation Department

These services include physical therapy, occupational therapy, and speech language pathology. The Rehabilitation Department is currently open Monday through Friday with appointments available from 8:00 am to 4:30 pm. Services may, however, be provided seven days a week, before or after scheduled hours, depending on therapist availability and plan of care established by the evaluating care therapist and physician. The Department is equipped with therapy equipment and supplies to best meet the needs of our residents, as well as a rehabilitation training apartment for assisting residents to reach a functional level before returning to their homes. Payment for therapy services may be covered by your Medicare/Supplemental insurance, private insurance, or by private pay. The Rehabilitation Department utilizes an insurance verification team that processes insurance. Once approval is received, an appointment is made, and the approval is sent to the Billing Coordinator in the Accounting Department. Payment options can be discussed with you prior to the start of therapy treatment by the Billing

Coordinator in the Accounting Department (548-1016). The Rehabilitation Department can be reached at 378-7108 (preferred) or 548-1170.

UF Health Senior Care Services

UF Health Senior Care Clinic at Oak Hammock is open to all Oak Hammock residents with non-emergency medical needs who wish to see a nurse practitioner on a same-day basis regardless of who their regular primary care physicians are. For appointments, call 548-1100 to reserve a time. If a resident would like to establish care with one of the on-site Physicians to receive on-going primary care, appointments are best made by calling the Oak Hammock clinic reception desk at 548-1100. The professionals in the clinic are University employees and therefore have full access to computerized records for patients in the UF Health system.

Hours of operation are Monday through Friday from 8:00 am to noon and from 1:00 pm to 4:30 pm. It is closed on weekends and any time the University is closed.

For after-hours health care needs for patients of a UF Health Senior Care physician (including the physicians at Oak Hammock), call the UF Health Senior Care on-call service at 265-0615 and a physician will respond as soon as possible.

Dental Clinic

Florida Dental Care of Oak Hammock, a private practice for Oak Hammock residents only, with an affiliation with the University of Florida College of Dentistry, is located in the Health Pavilion. Both dentist and dental hygiene services are available.

Appointments at the Oak Hammock Dental Clinic can be made by calling Florida Dental Care at 548-1113. After hours, this number will direct patients to the dentist on call.

Audiology Clinic

Audiology services are available in the Health Pavilion. Check with the Concierge for information on how to make an appointment.

Podiatry Services

Podiatry services are available to all residents. Residents wishing such services may call the Podiatrist's office to make an appointment. Contact information for the Podiatrist is posted on the bulletin board in the UF Health Senior Care waiting area. The podiatrist will see residents by appointment in the Health Pavilion. Payment for services is arranged between the resident and the provider. Payment by Medicare is subject to the eligibility of the resident. Nail trimming is also available in the beauty parlor and in the Health Pavilion for residents residing in that area.

Lab Tests

A phlebotomist is in the UF Health Senior Care Clinic 8:30-10:30 am Mondays and Thursdays excluding holidays. If you have registered on *MYChart* (the patient portal of

EPIC), lab results will be posted on your electronic medical chart. If not, the results will be sent to your physician and you may request a copy. Your insurance will be billed for the test(s).

HEALTH PAVILION RESIDENT SERVICES

The Health Pavilion is operated in compliance with state and federal regulations governing its resident programs. For questions regarding transitioning to the Health Pavilion, contact the Health Care Administrator at 548-1135 or the IL Licensed Clinical Social Worker at 548-1152 for additional information.

Disposal of Unwanted Medication

Please deliver outdated and unwanted prescription and over-the-counter medications to the Health Pavilion Director of Nursing. Call 548-1137 for details.

Non-Emergency Outpatient Services for Independent Living

Independent Living residents may receive certain non-emergency outpatient assistance, such as taking blood pressures and applying minor first aid free of charge in Assisted Living. If you have any questions, please call the Assisted Living nurse at 548-1199. Fitness Center personnel will also be happy to check your blood pressure. If you suspect that you may have a contagious illness or feel it is unsafe to go to the Health Pavilion, please use your pendant instead of presenting yourself at Assisted Living and the nurse will come to you. No emergency services, medication administration, patient treatments, or diagnostic services will be provided. Note: Depending on the needs of those currently residing in Assisted Living, the nurse may not be readily available. Your patience is appreciated. You will be attended to as quickly as possible.

Admission to the Health Pavilion

While a resident at Oak Hammock, you may have the need to be admitted to the Health Pavilion. **In order to be admitted, a physician must provide a written order on approved State of Florida forms. Admissions can be processed 24/7.** An admission exception can be made for residents who have been seen by a UFHealth physician within the past six months, since their medical information will be available on the EPIC computer system. Additional information regarding admission to the Health Pavilion may be obtained from the Social Services Liaison at 548-1152 or Admissions and Marketing Coordinator for the Health Pavilion at 548-1133.

- For Independent Living residents who are patients at UF Health and have been seen there within the past six months and need admission to skilled nursing, read-only access to UF electronic records is available and an order for admission is not immediately necessary. Staff will verify that there have been no medication or condition changes and additional information may be necessary.

- For patients at North Florida Regional, the VAMC, or any other medical system that has not granted Oak Hammock access to their electronic medical records, hard copies of this information is required at the time of admission, such as that found on the 3008 form.
- For more information about after-hours admissions, please call any of the following numbers:
 - Health Pavilion Administrator: (352) 548-1135 (office) during business hours; (410) 251-8438 (cell) after hours.
 - Nursing supervisor on Duty: (352) 548-1134 (office) during business hours; (352) 339-4794 (cell) after hours.
 - Admissions Office: (352) 548-1133 (office) during business hours.

Day Stay

Day Stay is a program to help a resident adjust to the routines of the Health Pavilion and to assess the resident's readiness for the move.

Admission to this program is accomplished through the Admissions Coordinator for the Health Pavilion at 548-1133. Admission requires physician approval and the completion of specific forms.

There are four available sites for this service: one in Assisted Living, one in each of the two Memory Support neighborhoods, and one in Skilled Nursing. The Admissions Coordinator for the Health Pavilion, at 548-1133, maintains the waiting list for these sites. Preference is given to those who may require Health Pavilion care on a long-term basis. Participation is limited to 30 days.

There is a charge for meals for each day the resident is in the Health Pavilion plus medical and nursing supply costs. The meal allowance portion of the monthly fee can be applied to the daily meal charge.

Residents needing assistance for a short period of time may also arrange for home care through one of the local agencies. Information can be obtained from the Admissions Coordinator at 548-1133, IL Licensed Clinical Social Worker at 548-1152, or Social Services Coordinator at 548-1155. Assistance with medication administration is available in Memory Support only. Those day-stay residents in Assisted Living and Skilled Nursing must be able to self-administer their medications.

Meals and snacks are provided; meals are charged to the resident's account.

Life Care Contract and Health Care Insurance

For any questions regarding the use of your Life Care contract or your personal health insurance coverage at Oak Hammock, please contact the Business Office at 548-1016.

Respite Care

Respite care is overnight care for an Independent Living resident in the Skilled Nursing unit for the purpose of helping the caregiver for a short period of time. This service is available, subject to bed availability. All standard admissions paperwork is required. Arrangements are made through the Admissions and Marketing Coordinator for the Health Pavilion at 548-1133. Costs for this care are the same as those for temporary admission to the Skilled Nursing Unit. An alternative to respite care is the use of a home health agency to provide a person to stay with the resident at home.

Volunteering in the Health Pavilion

There are many opportunities for Independent Living residents to volunteer throughout the Health Pavilion. Activities may include playing the piano or other musical instrument, leading a sing-along, filling in for bridge, assistance in taking Health Pavilion residents on outings, clerical activities, reading to residents, visiting with residents, helping residents write letters, participating in activities or just visiting. Please contact the Life Fulfillment Director at 548-1122 or the Chair of the Health and Well-Being Committee to express your interest in being a volunteer.

CONCLUSION

The guidelines set forth in this Handbook are for the benefit of the entire community and are subject to amendment/revision by Oak Hammock as circumstances warrant. Any resident seeking clarification of a stated policy or who otherwise has a comment or question is encouraged to contact the CEO, complete a Resident Concern Report Form, or notify the RC.