

A Message From

Oak Hammock Administration

Thursday, December 21, 2023

Changes to Manager on Duty Protocols

Kevin Ahmadi, CEO

Hello Independent Living residents,

Since 2020, our community has experienced a rotation of key leaders serving as “managers on duty” each weekend within the Independent Living environment. During the pandemic, when some residents needed extra assistance handling situations affecting their lives, this additional service layer helped provide reassurance and a sense of well-being. However, our current operational structure and procedures no longer necessitate such a robust on-duty schedule. Our team is equipped to lead effectively through most situations, even when not physically present.

Therefore, we are introducing a change to our protocols, which will take effect immediately. We will no longer require a “manager on duty” to be physically on-site within the Independent Living environment on weekends. Instead, when a concern or issue arises that requires attention, we will be available to work through the situation from a distance and, if necessary, report to campus to give support as needed. An individual will continue to be designated as “manager on duty” during weekend hours in the Health Pavilion.

Individuals who need assistance should know that security personnel are available 24/7 and can forward your concerns to the appropriate people. A receptionist is on duty from 10 a.m. to 4 p.m. on Saturdays and Sundays. Maintenance personnel are scheduled on Saturdays and Sundays from 8 a.m. to 4 p.m., with other plant operations personnel available for emergencies. Our technology upgrades enable key leaders to access each other and consult with team members effectively, often without coming to campus.

This change will allow our leadership team to provide direction and support more effectively during regular hours of operation. Additionally, the directors and I have collectively agreed to make ourselves available and accessible to participate and be present during special events on weekends, allowing us to engage in lifestyle activities throughout the year.

If circumstances arise that require changes to this new approach, please rest assured that we will make the necessary adjustments to prioritize your safety and the well-being of our community.

Sincerely,

Kevin Ahmadi

Kevin Ahmadi
CEO, Oak Hammock at the University of Florida