



**Armed Forces Retirement Home  
Office of the Chief Operating Officer  
3700 N. Capitol Street, Box 550  
Washington, DC 20011-8400**

June 25, 2019

**MEMORANDUM FOR ALL MANAGERS, SUPERVISORS, AND EMPLOYEES OF  
THE ARMED FORCES RETIREMENT HOME**

**SUBJECT: Ethics Policy Regarding Acceptance of Gifts from Residents**

Under federal Ethics regulations, the Residents of the Armed Forces Retirement Home (AFRH) fall into the category of "prohibited sources." This means that there is a special reason for caution in the area of employees, to include contract employees, receiving gifts from AFRH Residents.

It is AFRH's policy to prohibit individual gift(s) between Residents and employees which includes contract employees.

The Residents of the AFRH have served our country often during two or three wars; serving them is the only reason for the existence of this Agency. AFRH employees are paid by the Federal Government to perform duties and "dual compensation" (getting paid once by the Federal Government, and again by a private interest for doing the same job) is illegal. Further, AFRH employees should not give the appearance that one Resident might be favored over another based upon gifts, or that the employee is using their public office for private gain.

For these (and other reasons), this Agency has been very strict about the receipt of gifts from Residents; removal has been the usual penalty even for a first offense. In fact, due to the nature of our mission, our Agency has had stricter rules than the government-wide rules concerning receiving gifts. The government-wide rules allow for gifts from prohibited sources of up to a value to \$10.00 per occasion for a maximum of \$50.00 of value per calendar year for all gifts from that source.

Although the AFRH prohibits the acceptance of gifts from Residents, we realize that on occasion a Resident may persist in giving a small gift to an employee. The following guidance is provided when a Resident is adamant about providing a small gift to an employee:

First, employees are strongly encouraged to politely decline acceptance of any gift from a Resident, no matter how small it may be.

Employees may not solicit gifts under any circumstances. That would include teasingly asking a Resident what he/she intends to give you for Christmas or your birthday.

Employees may not accept cash (or investment interests such as stock bonds, or Certificates of Deposit) Ethics regulations flatly prohibit such gifts.

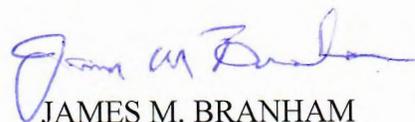
Gifts offered by Residents must be reported to the employee's supervisor or Service Chief immediately. If you accept a gift and do not report it immediately (the same day), you are in violation of the policy and will face disciplinary action. The supervisor or Service Chief will make a record of the gift verifying that it does not appear to be over \$20 in value and that you have not received more than \$50 in value from anyone Resident during the course of the calendar year. The overall volume of gifts must not rise to the level of appearing to use your "public office for private gain." The records will show the name of the Resident, a description of the gift and the approximate value, and the employee's name. The supervisor or Service Chief will advise the employee on whether the gift may be retained or if it has to be returned to the Resident.

There are a few things that do not rise to the level of a 'gift' under the regulations: Modest food items, such as a piece of candy, or greeting card(s). These do not need to be reported.

More information on Ethics is available from [www.oge.gov](http://www.oge.gov).

Remember: When in doubt, ask for an Ethics opinion. The AFRH Ethics Official may be reached at (202) 541-7554. The best way to obtain an opinion is to send the Ethics Official an email - that way you will have the Ethics determination in writing, which will protect you (if you have accurately described the situation). (If you make your own determination, and are wrong, you may be subject to disciplinary action.)

Maintaining high ethical standards is absolutely essential especially in a Retirement Home dealing with elderly and often vulnerable Residents. It is vital that we all display the highest level of integrity when interacting g with our Residents deserve and which is required by law and regulation.



JAMES M. BRANHAM  
Chief Operating Officer  
Armed Forces Retirement Home



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July 11, 2019

**MEMORANDUM FOR RESIDENTS, MANAGERS, SUPERVISORS AND  
EMPLOYEES OF THE ARMED FORCES RETIREMENT HOME (AFRH)**

**Subject: 2019 Policy Statement Regarding Diversity**

It is the goal of the AFRH to provide equality of opportunity for all Residents and staff. To that end the following AFRH policy expresses leadership's firm commitment to that goal, and to our Nation's Veterans, the eligible Residents who make the AFRH their Home; and to our employees, both Federal employees and contract staff, who perform the mission of the Agency. Our Residents and employees reflect our rich culture, values, and diversity. The term diversity encompasses not only the traditional categories of race, religion, age, gender, and national origin; but also all the different sexual orientation, and identity, characteristics and attributes of individuals who enhance our mission and the manner in which we deliver services to our Residents.

Understanding the impact of a diverse workforce in the accomplishment of the AFRH mission is vital. It is important for each member of the AFRH, both Resident and employee, to embrace our differences thus creating a setting of harmonious residential living and a caring and effective workplace. Diversity provides an opportunity to bring new ideas and capabilities into our Home and workplace.

Diversity of the workforce must be free of discrimination. We must strive not only to meet the letter of the law but also achieve and adopt its spirit. The AFRH is committed to adhering to and implementing equal opportunity policies, practices, and procedures by linking and integrating diversity efforts to every day residential living, business and organizational issues.

Every Resident and staff member should be vigilant regarding opportunities to strengthen diversity within the Home, aggressively eliminating diversity barriers for all residents and employees, and continuously seeking new ways to diversify our talent pool.

AFRH management team should ensure that the talents and capabilities our members are recognized, valued and used in a manner which contributes to mission accomplishment.

In a timeframe when our flexibility, adaptability, and critical thinking are paramount to our ability to exist, thrive, a well-managed, highly diverse workforce is imperative to achieving operation excellence.



**JAMES M. BRANHAM**  
Chief Operating Officer

Distribution:  
All AFRH Employees (electronic copy)  
Chair RAC



Armed Forces Retirement Home  
Chief Operating Officer  
3700 North Capitol Street, N.W.  
Washington, DC 20011-8400

September 17, 2019

**MEMORANDUM FOR MANAGERS, SUPERVISORS AND EMPLOYEES OF  
THE ARMED FORCES RETIREMENT HOME (AFRH)**

**Subject: 2019 Policy Statement Regarding Equal Employment  
Opportunity**

The following AFRH policy on equal employment opportunity, affirmative employment, and inclusion. The intent of this policy is to foster a working environment which encourages a sense of professionalism and respect for all. All management officials will ensure this policy is strictly enforced throughout the entire workforce. Discrimination based on race, color, religion, gender, age, national origin, sexual orientation, physical or mental disability violates the law, as well as the policies of this Agency.

I firmly support and hold managers accountable in maintaining a workforce that is rich in diversity. Diversity, as it applies to equal employment opportunity, means the inclusion of all races, genders, sexual orientation, ethnic groups, religions, ages and people with disabilities in the workplace. I expect each Home Administrator, Service Chief, Supervisor and Manager to execute proactive affirmative employment principles to assure fairness and equality in personnel management - including recruitment, hiring, promotions, training, and awards. I also encourage my management team to help employees balance work and family needs utilizing existing Federal programs. Additionally I direct that appropriate accommodations and support systems are provided to individuals with disabilities. Our goal is to achieve a model workplace for our entire workforce.

Discrimination and sexual harassment are prohibited personnel practices and are not conducive to the development of a healthy and productive workforce and therefore will not be tolerated. Complaints will be processed in accordance with appropriate laws and regulations which also prohibit reprisal. Our servicing EEO Counselors can be reached at (571) 372-0832.

The intent of this policy is to foster a working environment which encourages a sense of professionalism and respect for all. I am confident all management officials will ensure this policy is strictly enforced throughout the entire workforce.

  
JAMES M. BRANHAM  
Chief Operating Officer



**Armed Forces Retirement Home  
Chief Operating Officer  
3700 North Capitol Street, N.W.  
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July 22, 2019

**MEMORANDUM FOR MANAGERS, SUPERVISORS AND EMPLOYEES**

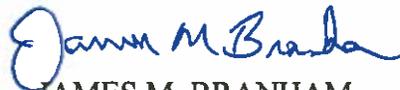
**SUBJECT: 2019 Policy Statement Regarding Prevention of Harassment**

Armed Forces Retirement Home (AFRH) is committed to honoring the diversity of the workforce and ensuring all employees are treated with dignity and respect. All employees should maintain a work environment free of discrimination and illegal harassment. Inappropriate behavior becomes illegal harassment when it is unwelcome, severe enough to alter an individual's working conditions, and is based on race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age (40 years or older), disability, genetic information, and/or retaliation for opposing discriminatory practices or participating in the Equal Employment Opportunity (EEO) process. Unlawful harassment extends to harassing comments posted on social media, including internet sites. All personnel must refrain from participating in conduct that is offensive, intimidating, or interferes with the work performance of others.

Employees who experience harassing conduct **should** immediately inform the offending person that the conduct is inappropriate, offensive, and unwelcome. Employees should also report the harassment to a direct supervisor or a manager at the higher level in their **chain of command**, our servicing EEO counselors, or the Human Resources Office. Claims of harassment will be held confidential by all personnel to the greatest extent possible.

We must maintain high standards of honesty, integrity and conduct to ensure the public trust. Managers and supervisors must proactively prevent harassment and protect from reprisal employees who report such activity. When harassment concerns are raised, the Agency must act swiftly and fairly, conduct a prompt, thorough, and impartial inquiry into the matter. When related misconduct is substantiated disciplinary action will be taken, up to and including removal of the harasser from Federal service.

Harassment adversely affects morale and productivity, impedes our mission and violates AFRH policy. All AFRH employees are required to attend training on anti-harassment and other EEO related matters annually. Our goal is to foster a working environment wherein every employee exhibits the highest level of professional behavior and courtesy.

  
JAMES M. BRANHAM  
Chief Operating Officer



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September 17, 2019

**MEMORANDUM FOR MANAGERS, SUPERVISORS AND EMPLOYEES  
OF THE ARMED FORCES RETIREMENT HOME (AFRH)**

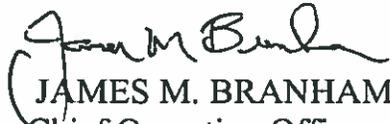
**Subject: 2019 Policy Statement Regarding Prevention of Workplace Violence**

The goal of the AFRH is to promote a safe environment for our Residents, employees and contract staff. Every member of the AFRH Team should help foster a work environment where every employee exhibits the highest level of professional behavior and courtesy.

Violence, threats, harassment, intimidation and other disruptive behavior in our workplace will *not* be tolerated: all reports of incidents will be taken seriously and will be dealt with appropriately. Such behavior can include oral and/or written statements, gestures or expressions that communicates a direct or indirect threat of physical harm. Individuals who commit such acts are subject to disciplinary action up to and including removal from their positions. In addition to any disciplinary action, violators may be subject to being removed from the premises by the AFRH Security Team or by civil authorities, as well as subsequent prosecution by civil authorities.

Employees are to immediately report to a manager or supervisor violent, threatening, harassing, intimidating or other disruptive behavior which occurs on our Agency's premises, whether or not the disruptive person is an AFRH employee. Threats or assaults which require immediate attention should be reported first to the AFRH Security Office. The telephone number to call in Washington, DC, is (202) 541-7500 and in Gulfport, MS, (228) 897-4418. Managers and supervisors who receive such reports, should seek advice from the AFRH Chief Human Capital Officer.

If you have questions regarding this policy statement, please contact Ms. Donna Smith, AFRH Chief Human Capital Officer at (202) 541-7531.

  
JAMES M. BRANHAM  
Chief Operating Officer



**Armed Forces Retirement Home  
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September 26, 2019

**MEMORANDUM FOR EMPLOYEES, MANAGERS, SUPERVISORS, RESIDENTS  
OF THE ARMED FORCES RETIREMENT HOME (AFRH)**

**SUBJECT: 2019 Policy Statement Regarding Suicide Prevention**

As the Chief Operating Officer, I would like to solicit the support of every Resident and employee of AFRH to be familiar with the warning signs displayed by individuals contemplating suicide.

Suicide warning signs can include variable factors such as loneliness, depression, anxiety, alcohol abuse, controlled substance abuse, illegal drugs, change in health, severe pain, failure to take one's medications as prescribed, relationship issues, indebtedness, feelings of hopelessness, alienation from family members or friends, isolation, and/or loss of a loved one or close friend.

If a Resident talks about suicide or self-harm, has a change in their regular hygiene, has a change in sleep pattern, seems detached or expresses hopelessness, guilt, or despair, tries to give away prized possessions, is undergoing increased stress, mentions trouble or estrangement with family members or friends, or is under financial duress - and the person has voiced concern - then it is the duty of fellow Residents, family members, staff members, or friends to immediately report their concern to the facility Administrator, the Chief of Healthcare Services, the Director of Nursing, the Chief of Resident Services, the facility Ombudsman or any manager or supervisor.

Similarly, when an employee expresses or displays any warning signs, their fellow employees should report their concerns through proper channels.

The AFRH is committed to having a Suicide Prevention and Awareness Program that partners with the Resident, family, and staff members.

Each facility's Resident Suicide Prevention Program should consist of the following components: education, risk assessment, intervention, rapid response, reporting and monitoring.

I urge each person who suspects that anyone with whom they have contact is contemplating suicide immediately report their concerns. You may be the only person that can make a difference and save the individual's life.

  
JAMES M. BRANHAM  
Chief Operating Officer