

# **ARMED FORCES RETIREMENT HOME – WASHINGTON**

*The Premier Retirement Community for America's  
Veterans*

## **RESIDENT GUIDE**



*Revised Edition, March 2025*









## **WELCOME TO THE UNITED STATES ARMED FORCES RETIREMENT HOME – WASHINGTON (AFRH-W)**

We are delighted to extend a warm welcome to the Armed Forces Retirement Home (AFRH), an esteemed Continuing Care Retirement Community (CCRC) proudly accredited by both the Commission on Accreditation of Rehabilitation Facilities (CARF) and The Joint Commission (TJC). With a rich legacy in Washington, DC, and Gulfport, MS, AFRH remains steadfast in our commitment to fulfilling our Nation's promise to its Veterans by offering unparalleled residential care and comprehensive support services. We deeply honor your service to the United States and are dedicated to ensuring that AFRH-W is a place where you can live with dignity, comfort, and peace of mind.

Our vision is to cultivate a thriving retirement community that fosters independence, vitality, and well-being. Here, you will discover a vibrant environment designed to enhance your life through engaging activities, wellness programs, and a supportive network of fellow Veterans. Nestled within a serene and expansive campus, AFRH-W provides a peaceful setting with convenient access to Washington, DC, allowing you to explore the rich history, culture, and landmarks of our Nation's capital.

At AFRH-W, we are resolute in upholding the rights and dignity of all Residents. Our dedicated staff adheres to the highest standards of respect and care for every individual, regardless of race, color, creed, gender, national origin, sexual orientation, or physical condition. Residents are encouraged to maintain respectful and dignified relationships with fellow residents, staff, and peers, fostering a welcoming and supportive community.

Your health and well-being are our foremost priorities. We encourage you to take an active role in maintaining your health, and should you require additional care, our healthcare team will assess your needs and provide the appropriate level of support. To ensure continuity of care, we ask that you keep our medical professionals informed of any medical history or treatments received off-campus, allowing us to respond effectively in case of emergencies.

This publication serves as a valuable resource, offering an overview of AFRH's history, policies, and essential community guidelines designed to enhance your quality of life. We encourage you to familiarize yourself with its contents. For



detailed information on office locations, phone numbers, and office hours, please refer to the Hours of Operations Directory, available at the Resident Services Office. We invite you to embrace the opportunities available in this enriching environment, where choice, respect, and self-determination are at the heart of daily life. Whether through social, cultural, or educational experiences, we encourage you to make the most of your time at AFRH-W and enjoy all that this exceptional community has to offer.

A handwritten signature in dark ink, appearing to read 'R. McAndrews', is written over a horizontal line.

Robert McAndrews, LNHA  
Administrator

March, 2025



## RESIDENT RIGHTS AND RESPONSIBILITIES

*The Armed Forces Retirement Home  
Committed to Person-Centered Care*

### AS A RESIDENT OR SURROGATE DECISION MAKER, YOU HAVE THE RIGHT TO:

- Receive information in a manner in which you understand.
- Be treated with dignity and respect and to be free from neglect, exploitation, mental, physical, and sexual abuse.
- Participate in all aspects of your care including care planning, choosing providers, and transitions through the continuum of care, and discharge.
- Make informed decisions about your care and refuse medications or treatment.
- Give or withhold informed consent, to information disclosures, and confidentiality.
- Be free from restraints, both chemical and physical.
- Privacy regarding protected private health information.
- An environment that promotes positive self-image.
- Sufficient information whether or not to decide to participate in research or clinical trials.
- Assessment and management of pain.
- Know the names, and titles of AFRH staff and other individuals responsible for your care.
- Formulate advance directives and participate in end-of-life decisions.
- Full financial disclosure including the right to delegate the management of personal financial affairs; and notice of a change of status in the facility.
- Medical care as authorized by 24 USC 413.
- Meet with the ethics committee.
- Discuss your concerns with your health care or interdisciplinary team.
- Exercise citizenship privileges including the right to vote.
- Receive and restrict visitors.
- Give or withhold consent to produce or use recordings, films or other images of you for purposes other than your care.
- Contact the Ombudsman: Washington (202) 541-7608 or Gulfport (228) 897-4404.
- Contact the AFRH Inspector General (866) 769-2068.

### AS A RESIDENT, YOU ARE RESPONSIBLE FOR:

- Providing complete and accurate information about your health and medical status.
- Extending courtesy and respect to other Residents and staff.
- Following policies and procedures.
- Accepting consequences if you refuse treatment.
- Providing your health care team with copies of your advance directives.

\_\_\_\_\_  
RESIDENT / LEGAL REPRESENTATIVE SIGNATURE      DATE

\_\_\_\_\_  
OMBUDSMAN / SOCIAL WORKER SIGNATURE      DATE



*Revised Edition, March 2025*



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## HISTORICAL OVERVIEW

For decades, key figures in the military sought to establish a Home for aging and infirm US soldiers. Maj. Robert Anderson, who commanded the Union's Fort Sumter, SC, where the Civil War's first volleys were fired, was a vocal supporter. Additionally, Jefferson Davis, who at the time was the Secretary of War and later became President of the Confederacy, and most importantly, Gen. Winfield Scott, both fought to establish a soldiers' home for nearly 25 years. Congress finally approved "The Founding Act" of March 3, 1851 following the Mexican War. In charge of American troops during the war, Scott was then considered an American hero. He returned with \$150,000 that was paid to him by Mexico City, in lieu of ransacking. He paid off his troops, bought new supplies, and offered the remaining money to Congress to establish a Home.

At last, the Government purchased a home and farmland in the Washington countryside from businessman George W. Riggs, who went on to establish the prominent Riggs National Bank. The Cottage was ceremoniously named Anderson Cottage, after its most ardent advocate. In 1851, The Military Asylum was officially established in Washington, DC as an "asylum for old and disabled veterans". A Governor administered this new home, and in turn, he was responsible to a Board of Commissioners. The Asylum also had branches in New Orleans, Louisiana (1851-1858), East Pascagoula, MS (Greenwood's Island), and at Western Military Asylum in Harrodsburg, KY. Later, the Military Asylum was re-designated the U.S. Soldiers' Home by an Act of Congress in 1859.

This Early Gothic Revival cottage served as the first quarters for "inmates" of the "asylum." They lived here for approximately five years, until they moved into the Scott Building (now called Sherman) just to the east of Anderson Cottage. This new building also was the home's first hospital and guesthouse and it is where women were housed when they were first admitted to the Home in 1954. Air Force personnel were accepted as part of the Army establishment from 1917-47 and this continued following the establishment of the U.S. Air Force as a separate service in 1947. The Soldiers' Home was re-designated the US Soldiers' and Airmen's Home (USSAH) in 1972.

Four of the original buildings still stand and are listed as National Historic Landmarks. Two of the buildings, Quarters 1 and Anderson Cottage, served as the summer homes for many US Presidents such as Chester A. Arthur, Rutherford B. Hayes, James Buchanan, and most notably, Abraham Lincoln. Lincoln lived in





Anderson Cottage during our nation's Civil War. Not only was it a break from the hot, humid city, but also from the intense political pressures of being President. In fact, Lincoln spent one-fourth of his presidency at the Soldiers' Home, and it was here that it is said he wrote the last draft of the Emancipation Proclamation. In 1865, Lincoln's wife, Mary, wrote to her friend Elizabeth Blair Lee, "How dearly I loved the Soldiers' Home." Recently, the Cottage underwent major restoration, was designated a National Landmark, and is known today as President Lincoln's Cottage.

Since the Home's early beginnings, operational funding has always come from the soldiers themselves (and later, airmen). A permanent Trust Fund was established in the 1800s, and it was sustained by monthly, active-duty payroll deductions of 25 cents, when the average pay of a soldier was \$7 a month. All fines and forfeitures from the Army, and later the Air Force, came to the USSAH and, combined with the monthly withholding, provided the principal support for the Home throughout its history.

By the Armed Forces Retirement Home Act of 1991 and Title XV of the National Defense Authorization Act (NDAA) of 1991 (104 Stat. 1722), November 5, 1990, the Naval Home and USSAH were combined into the Armed Forces Retirement Home (AFRH).

The National Defense Authorization Act of 2002 provided for a permanent change in the home's management structure, including the appointment of a Chief Operating Officer (COO) by the Secretary of Defense.

Today the AFRH is a unique independent Federal Agency that resembles a private-sector Continuing Care Retirement Community (CCRC). The COO is subject to the authority, direction and control of the Secretary of Defense, delegated to the Deputy Chief Management Officer. As of 2010, a Local Advisory Board provides expert counsel and guidance on military and medical related concerns.



## ARMED FORCES RETIREMENT HOME POLICIES

### General Overview

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The Armed Forces Retirement Home – Washington (AFRH-W) has established essential and appropriate communal living policies aimed at fostering a safe, respectful, and supportive environment. These policies are designed to promote a harmonious community where the well-being of all Residents is prioritized. A spirit of cooperation, respect, and mutual consideration contributes significantly to maintaining AFRH-W as a distinguished and welcoming home for our honored Veterans.

### Person-Centered Care

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At AFRH-W, our philosophy of senior vitality is rooted in **Person-Centered Care**, which focuses on addressing each Resident's unique needs while developing proactive care plans and delivering meaningful services. This approach recognizes that Residents are active participants in shaping their own lives and care.

For **Person-Centered Care** to be truly effective, it is essential that all individuals involved—staff, residents, and families—work together to identify and understand each Resident's individual needs. Careful attention must be given to the Resident's expressed preferences and informed choices. Collaborative resolution and negotiation between staff and Residents will ensure that realistic actions are taken within the scope of AFRH-W's available resources and capabilities, resulting in highly personalized care. Our core Person-Centered “values” include choice, dignity, respect, self-determination, and meaningful living within a supportive and caring environment.

It is important to note that **Person-Centered Care** does not imply that all Resident desires will be met without regard to available resources or the organization's capacity to meet those needs effectively. The goal is to balance Resident preferences with the practical constraints of AFRH-W resources and capabilities, ensuring care that is both personalized and sustainable.

### Use of Official AFRH Logo and Branding Materials

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Residents are prohibited from using the official "AFRH" logos or the wording “Armed Forces Retirement Home” or “AFRH” for personal or private gain without the express written approval of the Chief Operating Officer. This prohibition extends to all Resident-generated materials, including but not limited to flyers, posters,



reading materials, publications, unofficial newspapers, banners, stationery, t-shirts, hats, and any other items featuring the AFRH logo or associated wording. Residents who wish to use the AFRH logo or the terms “Armed Forces Retirement Home” or “AFRH” in any capacity should first contact the Office of the Chief Operating Officer to request guidance and/or obtain written approval. Violations of this policy will be addressed through an Administrative Hearing process and may result in formal legal action for repeated or serious violations.

### **Jurisdiction**

Residents of the AFRH-W are subject to the jurisdiction of the United States Federal Court System for the District of Columbia. Residency at the AFRH-W does not provide exemption or immunity from the laws, civil requirements, or taxes of the District of Columbia. Residents who exceed 183 days of residency within the District of Columbia are required to file income taxes as mandated by local law.

### **Absences**

Residents are encouraged to take full advantage of travel opportunities and participate in the wide range of social, entertainment, and fitness activities offered by AFRH-W. To support Residents’ personal needs and desires, AFRH-W has established a flexible policy regarding absences. However, to ensure the safety and well-being of all Residents, it is essential to maintain accountability for their whereabouts. If a Resident plans to be absent for more than 24 hours, they are required to notify the Security Desk. Upon request, Security can secure the Resident's door with a locking device during their absence to ensure the room remains safe.

### **Alcohol**

- I. *Alcohol Consumption on AFRH-W Grounds:* While management does not actively promote the consumption of alcoholic beverages, designated areas such as the Defender’s Inn have been set aside for the sale and consumption of alcohol. Alcohol is also available for purchase in the Exchange store.
- II. *Prohibited Behavior:* Public intoxication, drunk and disorderly conduct, or any behaviors consistent with intoxication are strictly prohibited. Any Resident found to be intoxicated and exhibiting behavior that violates AFRH-W policies may be referred to an Administrative Hearing and may face removal from the property.



III. *Residents in Healthcare Settings:* Residents residing in healthcare settings, including Assisted Living, Long-Term Care, and Memory Support, must adhere to the following guidelines:

- a. Alcohol consumption is not permitted in a Resident's room or in any other areas within the healthcare setting.
- b. Alcohol, whether in open or unopened containers, shall not be stored in the rooms of healthcare Residents.
- c. Independent Living (IL) and Independent Living Plus (ILP) Residents are prohibited from providing alcohol to healthcare Residents.
- d. Employees, contract workers, and visitors are also prohibited from purchasing or providing alcohol to healthcare residents, unless exceptions are granted by the Chief of Healthcare Services or the Campus Administrator.

## **Drugs**

The Armed Forces Retirement Home-Washington (AFRH-W) is located on federal property, and as such, all persons entering AFRH-W grounds are subject to search of their private property at any time.

- I. *Prohibition of Illegal Substances:* The possession, use, introduction, or sale of any illegal controlled substance on AFRH-W grounds and properties is strictly prohibited. The presence of a controlled substance on a Resident's person, or within their personal property—including any vehicle brought onto campus—will be considered possession.
- II. *Consequences of Substance Introduction:* Individual found to have introduced illegal controlled substances onto AFRH-W grounds will be immediately barred from the premises and referred to federal law enforcement authorities and/or District of Columbia authorities for appropriate legal action.
- III. *Responsibility for Guests:* AFRH-W Residents will be held responsible for any guest, family member, or friend who introduces, possesses, or uses illegal substances on AFRH-W grounds, including illegal prescription drugs, marijuana, or similar substances. The responsible Resident will be referred to an Administrative Hearing for any violation of this policy and may face removal from AFRH-W.





## Conduct

The atmosphere and harmony of AFRH-W depend largely on Residents' ability to coexist peacefully and respectfully with one another. Cooperation and mutual respect for the rights of others are essential to maintaining the traditions that make AFRH-W a special place. To support a positive community living environment, the following conduct is expected of all Residents:

- I. *General Conduct*: Residents are expected to conduct themselves in a manner that will promote harmony, safety, security, and consideration of others. Residents are also responsible for the conduct of their guests. Negative behaviors, including but not limited to racial slurs, threats, physical or verbal confrontations, assaults, sexual harassment, unauthorized recording and damaging AFRH-W property or another Resident's property, will not be tolerated.
- II. *Motor Vehicle Operation*: Residents who operate motor vehicles on AFRH-W grounds must possess a valid driver's license and current vehicle registration. Residents must demonstrate proper conduct when operating a vehicle. Any incidents involving alcohol or drug use, such as driving while intoxicated or driving with a suspended license, are strictly prohibited.
- III. *Defamation or Malicious Behavior*: Any instance of a Resident intentionally demeaning, maligning, slandering, or participating in the character assassination of another Resident, staff member, or management official will be immediately referred to the AFRH-W Administrative Hearing process.
- IV. *Inappropriate Behavior*: Inappropriate behavior includes any physical, verbal, or written instances of negative conduct. These provisions are not intended to infringe upon residents' First Amendment rights. While the First Amendment limits the government's ability to control speech, residents of AFRH-W have served this country to protect our freedom and retain their right to engage in vigorous expression and debate. However, negative conduct that disrupts the community's harmony will not be tolerated.
- V. *Sexual Assault*: Sexual assault will not be tolerated by any Resident or staff member at AFRH-W. Sexual assault is defined as intentional sexual contact involving the use of force, threats (verbally or implied), intimidation, abuse of authority, or when the victim does not or cannot consent. This includes a broad range of sexual offenses, including rape, sexual assault, aggravated sexual



contact, abusive sexual contact, forcible sodomy or attempts to commit any of these offenses.

### **Resident-Employee Relations**

- I. *Courtesy and Consideration*: Residents are expected to treat all employees, including contractors and concessionaire personnel, with courtesy and consideration. Residents should avoid causing disruptions or distractions to employees during their work duties.
- II. *Personal Relationships*: Residents are strongly encouraged to avoid forming personal, non-official relationships with AFRH-W employees, contractors, contract personnel, or concessionaire personnel beyond the workplace environment. This recommendation is intended to protect residents from potential exploitation and to prevent any conduct that may give the appearance of preferential treatment by AFRH-W employees or contractors.
- III. *Engagement with Contractors*: Residents are prohibited from engaging contractors for the purpose of soliciting work or favors. Residents may not request or suggest that contractors perform any tasks or actions, regardless of their scope.
- IV. *Cooperation with Inquiries and Investigations*: Residents are required to fully cooperate with inquiries and investigations conducted by AFRH-W or other agencies acting on behalf of AFRH-W. These investigations may be carried out by the Campus Administrator, AFRH-W Security Team, Human Resources Staff, Equal Employment Opportunity Office, or any other individuals authorized by the AFRH-W Inspector General or Chief Operating Officer.
- V. *Access to Living Areas*: Residents may not allow government or contract employees to access their individual living areas unless the employee's or contractor's presence is required for official duties. This includes health, welfare, and safety checks, preventive maintenance, repair work, or approved public affairs activities.
- VI. *Gifts and Financial Transactions*: Residents are prohibited from offering outside employment, tips, money, gifts, or loans to AFRH-W employees, contract personnel, or concessionaire personnel. Residents should not engage in any financial transactions with AFRH-W employees or contractors. AFRH-W



employees must politely decline any gift from a resident, regardless of the size. Employees may not solicit gifts and are prohibited from accepting cash or any form of investment interest from Residents.

If a Resident offers a gift, the employee must immediately report it to their Supervisor or Service Chief. Modest gifts such as food items or greeting cards must also be reported. In accordance with the AFRH-W Ethics Policy, if a gift is given, the Supervisor or Service Chief must verify its value. Gifts should not exceed \$20.00 in value, or \$50.00 in total per Resident over the course of the calendar year. The Service Chief will determine whether the gift can be retained or must be returned.

VII. *Private Financial Activities*: Residents are prohibited from requesting assistance from AFRH-W employees for private financial activities, such as banking or other personal financial matters, with the exception of assistance from the AFRH-W Ombudsman or the Resident's assigned social worker. Additionally, Residents may not request employees to serve as the executor or beneficiary of their estate.

VIII. *Consent for Media Use*: In the absence of a written statement to the contrary, Residents consent to taking of photographs, movies or video recordings by AFRH-W Employees. AFRH-W retains the right to edit, use, and reuse these materials for non-profit purposes, including in print, online, and other forms of media.

### **Quiet Hours**

To promote a peaceful and fulfilling quality of life at AFRH-W, quiet hours have been established from 21:00 to 06:00. During these hours, Residents are expected to be considerate of their neighbors and maintain a quiet environment. Loud noise of any kind, including but not limited to television, radio, or conversations, is considered unacceptable during quiet hours, except in the case of emergencies. Residents must ensure that their televisions, radios, and other personal entertainment devices cannot be heard outside of their rooms. It is recommended that these devices be operated with headphones to avoid disturbing neighbors. Residents should enter the residential area quietly and avoid creating any noise disturbances during quiet hours.



## Dining Facilities

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- I. *Resident and Guest Conduct*: Residents and guests are expected to conduct themselves in a manner that promotes a quiet and pleasant atmosphere in AFRH-W Dining Facilities. Unacceptable behaviors include loud or abusive talking, swearing, cutting in line, running, or throwing objects. These behaviors will not be tolerated.
- II. *Removal of Dining Items*: The removal of silverware, dishes, cups or drinking glasses from the dining facility is strictly prohibited.
- III. *Powered Mobility Devices (PMDs)*: Operators of Powered Mobility Devices (PMDs) in the dining hall must yield to pedestrians and operate their devices at a slow walking pace or “turtle” setting. PMDs must not be parked in aisles or walkways, and should not impede the movement of other diners.
- IV. *Dress Code*: Clothing worn in the Dining Facility is to be clean and neat. Hats will not be worn in the dining area. T-shirts intended as undershirts will not be worn as an outer garment. Tank-top styled shirts, short shorts, bedroom or shower slippers, socks without shoes, pajama tops or bottoms, and bathrobes are not permitted in the dining facility. Additionally, urinary collection bags and tubing must be covered with clothing (e.g., long pants) and a bag cover.
- V. *Guest and Staff Entry*: Guests, staff, and contract workers are prohibited from entering the dining facility until 30 minutes after the Residents’ meal has begun, including for holiday and birthday meals.
- VI. *Reporting Violations*: Any violations should be reported to Supervisory Dining Staff members for further and appropriate action.

## Dress Code

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Residents are expected to wear clean, neat, serviceable clothing that is appropriate for adult living while in any common or public area of AFRH-W. Common/public areas include all spaces outside of a Resident’s personal room. Clothing should be conducive to a respectful, professional environment. This includes wearing shirts, pants, shorts, shoes, or sandals at all times in public spaces. Clothing with racial, sexual, political, or ethnic slogans or messages is considered inappropriate and will not be permitted. The dress code applies to all common areas, including but not limited to the Artist Colony, Ceramics Studio, and other shared spaces.





## **Electrical Appliances**

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- I. *Prohibited Cooking Appliances:* To maintain pest control, sanitation standards, and fire safety, cooking appliances are strictly prohibited in Resident rooms and common areas of Resident living spaces.
- II. *Heating and Cooling Appliances:* To prevent electrical overloads, individually owned air conditioners and heating appliances are not allowed in Resident living areas. Small electric heaters may be used with prior approval, provided they are equipped with an automatic safety on/off switch. These heaters must be inspected, approved, and tagged by the AFRH-W Safety Officer before use.
- III. *Permitted Appliances for Independent Residents:* Independent and Independent Plus Residents may purchase small appliances for use in their rooms, such as small refrigerators, microwave ovens (non-convection types), or coffee pots. These appliances, along with space heaters, must be plugged directly into wall outlets.
- IV. *Appliances in Healthcare Settings:* Electrical appliances (e.g., refrigerators, microwave ovens) are prohibited in healthcare setting rooms, which include Assisted Living, Long Term Care, and Memory Support. Residents in healthcare areas may use common area refrigerators.

## **Equal Employment Opportunity**

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The Armed Forces Retirement Home – Washington (AFRH-W) is committed to maintaining an environment of equal opportunity in all aspects of employment. We uphold a strict policy of non-discrimination, ensuring fair and equitable treatment for all individuals, regardless of former rank/rate, sex, color, race, ethnic origin, age, religion, sexual orientation, or handicap or disability. Discrimination in any form—whether verbal, physical, or written—including incidents of workplace violence or sexual harassment, will not be tolerated. Any such behavior, whether directed towards another Resident, Employee, or guest, will be addressed through the AFRH-W Administrative Hearing process.

## **Gambling**

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Gambling in any form, including the placing and accepting of horse or number of bets is strictly prohibited on AFRH-W grounds. However, minimal and infrequent “lottery type” activities organized by Recreational Services may be permitted, provided they are open exclusively to Residents.



## **Solicitation**

Solicitation for any purpose is strictly prohibited on AFRH-W grounds. Unauthorized solicitation should be promptly reported to the Security Office. Additionally, Residents are not permitted to operate any business or engage in commercial activities on AFRH-W property.

## **Smoking / E-Smoking**

AFRH-W is committed to providing a smoke-free environment for its Residents, Employees, Contract Personnel, guests, and visitors. Smoking is defined as the use or possession of an e-cigarette, lighted cigar, cigarette, pipe, or any other tobacco product. E-Smoking refers to the use of e-cigarettes or similar devices that produce vapor.

- I. *Prohibited Areas:* Smoking and E-Smoking are strictly prohibited in all interior spaces of AFRH-W owned, leased, or administered buildings. This includes, but is not limited to: Resident rooms, common areas, elevators, corridors, stairways, dining facilities/canteens, restrooms, meeting rooms, toilets, reception areas, entrances, balconies, and green roof areas. Designated smoking areas are the only authorized locations for smoking.
- II. *Smoking Restrictions:* Smoking/E-Smoking is prohibited within 25 feet of any AFRH-W building, including entrances, exits, and areas where smoke could enter through doorways, windows, air ducts, or other openings. Smoking is also prohibited in all government vehicles, and within 25 feet of any government owned or leased vehicle.
- III. *Smoking Cessation:* Residents who wish to participate in smoking cessation programs are encouraged to contact their Social Worker. A smoking patch prescription may also be obtained through your Primary Care Provider.
- IV. *Violations:* Smoking and E-Smoking violations will be addressed through the AFRH-W Administrative Hearing process, with appropriate actions taken in accordance with established policies.



## Resident Fees

Each Resident is required to pay a monthly fee, calculated as a percentage of the Resident's gross income from all sources, less approved deductions, up to a capped maximum. Payment of the monthly fee must be made via Electronic Fund Transfer (EFT). Residents are required to submit EFT authorization to the Business Center by providing either a blank check or a letter from their financial institution that includes the bank account number, routing number, and account type (checking or savings).

In cases of extraordinary financial hardship, the Chief Financial Officer (CFO) may consider adjusting the monthly fee upon the submission of adequate documentation provided by the Resident. Such requests must be recommended by the Administrator and approved by the CFO. Adjustments will be evaluated on a case-by-case basis, taking into account significant changes in income that affect the Resident's ability to meet the current fee. This adjustment is a one-time consideration and will not be subject to re-evaluation. Residents are obligated to pay the monthly fee regardless of their physical presence at AFRH-W, including during extended absences or hospitalization. If a Resident accrues outstanding debt, notices of non-payment may be addressed through the Administrative Hearing process.

## Administrative Hearings

- I. *Purpose and Scope:* The community living environment at AFRH-W relies on mutual respect, adherence to safety and security protocols, and compliance with AFRH-W policies, directives, and operating procedures. Any actions that disregard the rights of others, disrupt good order, involve slanderous comments, or violate AFRH-W policies will be addressed through an Administrative Hearing process. The AFRH-W Ombudsman, who serves as the Resident Advocate, plays a vital role in the hearing process but will not act as the Hearing Officer.
- II. *Hearing Officer Appointment and Responsibilities:* The Campus Administrator will appoint an Administrative Hearing Officer in writing, typically the Chief of Resident Services. The Hearing Officer is responsible for:
  - a. Investigating the facts and circumstances surrounding alleged infractions or policy violations to ascertain the truth.
  - b. Conducting the Administrative Hearing as directed by the Campus Administrator.
  - c. Documenting results of the hearing.



- d. Presenting conclusions and if necessary, recommending administrative actions to the Administrator.

- III. *Notification*: A Resident subject to an alleged infraction will be scheduled for an Administrative Hearing no less than seven calendar days from the date of notification. The Resident will be provided with a copy of the alleged infraction report and will sign an acknowledgment of the hearing's time and place.
- IV. *Presentation*: During the hearing, the Resident may present oral or written evidence and may be accompanied by a spokesperson for representation, advice, or support. The Ombudsman, Social Worker, and Chief of Security will be present. The Resident may also request records, witnesses, or other materials deemed necessary to support their case.
- V. *Hearing Results*: Infractions that may result in an Administrative Hearing include, but are not limited to, abusive language, alcohol-related incidents, smoking violations, assault, threats of bodily harm, fire/safety violations, repeated alcohol abuse, failure to pay Resident fees, and continuous disregard for AFRH-W policies. Administrative actions may range from a reprimand to suspension of privileges, a required apology to the offended party, counseling, or, in severe cases, dismissal from AFRH-W.
- VI. *Appeal Process*: Residents may appeal the Hearing Officer's findings and recommendations in writing to the Administrator within 15 calendar days of receiving the written decision. The appeal process will be explained at the conclusion of the hearing. If the recommendation involves dismissal from AFRH-W and the Administrator concurs, the Resident may appeal further to the Chief Operating Officer (COO). During the appeal process, the Resident will generally remain at AFRH-W unless the severity of the incident warrants immediate dismissal, as approved by the Administrator. If immediate dismissal is implemented, the Resident may still appeal the decision to the COO within 30 calendar days. Appeals must be submitted in writing, with all supporting documentation, within 30 calendar days of the Administrator's dismissal decision. The Administrator or COO may, at their discretion, conduct a personal interview with the Resident during the appeal process. Residents who are discharged from AFRH-W for cause will not be eligible for readmission for a period of three years from the discharge date and only at the sole discretion of the COO.





## Automobiles / Recreation Vehicles / Trailers

- I. *Vehicle Registration and Identification:* The Armed Forces Retirement Home – Washington (AFRH-W) is responsible for overseeing all vehicles operated on its grounds, including proper registration and the issuance of identifying decals. The AFRH-W Security Division is tasked with issuing registration decals for vehicles such as automobiles, motorcycles, recreational vehicles (RVs), and trailers parked on the AFRH-W campus. Residents must provide the Security Division with copies of the vehicle's current insurance card, registration card, and the Resident's valid driver's license. All documents must be current and valid.
- II. *Compliance with Local Laws:* Residents of AFRH-W are considered residents of the District of Columbia and are subject to its laws and regulations regarding vehicle operation, inspection, and registration. Any issues related to non-compliance with local government regulations are the responsibility of the Resident. Living at AFRH-W does not exempt Residents from local legal requirements. Residents are permitted to register up to two vehicles (e.g., automobiles, motorcycles, trailers, boats, RVs) at AFRH-W. Requests for additional vehicles must be approved in writing by the Chief of Security, with final approval from the Campus Administrator.
- III. *Resident Parking:* Designated "Resident Parking Only" spaces are available in the parking lot adjacent to the Lady Sheridan building and in certain spaces within Parking Lot 7, as indicated by appropriate signage.
- IV. *Handicapped Parking:* Handicapped parking spaces are available for Residents, staff, and visitors. Vehicles parked in these spaces must display current, registered parking permits, in accordance with the District Municipal Regulations and DC Register, Section 606. Motorized wheelchairs (Personal Mobility Devices, PMDs) are not permitted to park in spaces designated for individuals with disabilities.
- V. *Size Restrictions for Recreation Vehicles and Trailers:* Recreational vehicles (RVs), mobile homes, campers, trailers, and other large or wide vehicles must be parked within the boundaries of a single parking space. Vehicles exceeding these size limitations are prohibited from parking on AFRH-W grounds, unless an exception is granted by the Chief of Security and the Chief of Resident Services, with written approval from the Campus Administrator.



- VI. *Overnight Vehicle Use*: No automobile, RV, or trailer may be used as overnight accommodation on AFRH-W property, either by Residents, visitors, staff, or contractors, without explicit written approval from the Administrator or their designated representative. RVs and trailers are required to remain parked in Lot 7 during overnight hours.
- VII. *Inoperable or Unsafe Vehicles*: If a Resident's automobile, RV, or trailer is found to be inoperable, unsafe, has an expired registration, or poses a safety risk to the surrounding area, the Resident will be notified. The vehicle must be made operational and registered with the Washington, DC Motor Vehicle Administration within seven business days of the notice. Failure to comply will result in the vehicle being towed at the Resident's expense.

### **Traffic Point System**

- I. *Purpose and Scope*: The Traffic Point System serves as an administrative tool desired to assess and track the driving performance of Residents and Staff on AFRH-W grounds. It is important to note that this system is not intended as a disciplinary measure but as a means to impartially evaluate driving behavior. The assignment of points does not replace or substitute for punitive actions as necessary.
- II. *Point Assignments*: The following points will be assigned for various traffic and parking violations on AFRH-W grounds:
- a. Parking non-security and safety violation – 1 Point
  - b. Parking in a handicapped parking space without proper authorization – 2 Points
  - c. Driving without the use of a seatbelt – 2 Points
  - d. Parking that creates a security and safety violation – 2 Points
  - e. Speeding more than 10mph over the posted speed limit – 3 Points
  - f. Parking in a fire lane or blocking a hydrant – 3 Points
  - g. Using a cell phone without a hands-free device while driving – 3 Points
  - h. Driving on AFRH-W grounds while driving privileges are suspended or revoked – 12 Points
- III. *Unlisted Violations*: In the event that a Security Officer observes a violation not specifically listed above, the violation will be documented and submitted to the Chief of Security. The Chief of Security will determine the appropriate point(s) to be assigned based on the nature of the violation.



- IV. *Warning Letter:* If a staff member or Resident accumulates 6 points, a warning letter will be issued. This letter will notify the individual that their driving privileges on AFRH-W grounds will be revoked if they accumulate 12 or more points within the same calendar year.
- V. *Suspension or Revocation:* If a staff member or Resident accumulates 12 or more points within a calendar year, their driving privileges may be suspended or revoked. The length of suspension or revocation will be determined by the Campus Administrator or a designated representative. The individual will receive a formal notification letter confirming the suspension or revocation of their driving privileges on AFRH-W grounds.
- VI. *Enforcement:* The enforcement of this policy will be managed by the Security Division and the Chief of Security, with final decisions regarding the suspension or revocation of driving privileges made by the Campus Administrator or designated representative.

## Visitation

Friends and relatives are strongly encouraged to visit the Armed Forces Retirement Home–Washington (AFRH-W) and its individual Residents. In the interest of ensuring the safety, security, and well-being of all, certain administrative requirements must be followed for all visitors.

- I. *Entrance to AFRH-W:* Eagle Gate, located at the intersection of Upshur Street and Rock Creek Church Road, is open 24 hours a day. All visitors must be sponsored by a resident or staff member and present valid government-issued identification in order to obtain a visitor's pass before entering the AFRH-W grounds. Visitors using navigation apps such as Google Maps, Apple Maps, or Waze should enter the following address: 140 Rock Creek Church Rd NW, Washington, DC 20011.
- II. *Resident Responsibility:* Residents are directly responsible for the behavior, accountability, and conduct of their visitors at all times while on AFRH-W grounds. This includes ensuring that visitors adhere to all policies and regulations during their visit.



- III. *Visiting Hours and Access*: Visitors are welcome to access AFRH-W community spaces such as vending areas, recreation areas, day rooms, lobbies, and all other Resident spaces during the hours of 08:00 – 21:00. Visitors must depart AFRH-W by 21:00, unless staying in the Anderson Suites. Any exceptions to these visiting hours must be requested and approved by the Chief of Resident Services with consent from the Campus Administrator.
- IV. *Special Considerations*: Family and friends of Residents in Assisted Living, Long Term Care, or Memory Support are strongly encouraged to visit their loved ones in these areas. Visiting hours for these areas are generally unlimited; however, occasional restrictions may apply based on specific circumstances or operational needs.

### **Outside Services**

- I. *Authorization and Approval Process*: Residents may utilize outside services, including home health agencies, house cleaning services, personal laundry services, or similar services. However, any service provider that is not one of the authorized concessionaries of AFRH-W must be approved by the AFRH-W Administration. Residents wishing to use an outside service must contact Resident Services with the name and address of the service provider. AFRH-W Administration will then complete a Memorandum of Agreement (MOA) with the service provider before granting access to AFRH-W grounds and facilities.
- II. *Tow Truck and AAA Service Notifications*: Residents expecting a tow truck or AAA service to arrive on AFRH-W property must notify Security in advance. The Resident must provide details of the company and the exact location of the vehicle requiring service prior to the arrival of the service provider.
- III. *Moving or Delivery Truck Notifications*: Residents scheduling moving or delivery services to enter AFRH-W property must notify Security in advance. The Resident must provide the expected time of arrival and the destination of the delivery or move to ensure proper coordination and security clearance.



## Weapons

The possession of firearms and other weapons is strictly prohibited on the grounds of both Armed Forces Retirement Home campuses (Washington and Gulfport). In accordance with 18 USC § 930, which governs the possession of firearms, ammunition, explosives, fireworks, and similar items on federal properties, any Resident found in possession of or attempting to transport such items onto AFRH property may face immediate discharge from AFRH.

- I. *Legal Framework*: 18 USC § 930(a) states, “Whoever knowingly possesses or causes to present a firearm or other dangerous weapon in a Federal facility (other than a Federal court facility), or attempts to do so, shall be fined under this title or imprisoned not more than one year, or both.”
- II. *Replica Firearms and Weapons Memorabilia*: Independent Living (IL and ILP) Residents may possess replica firearms and weapons memorabilia, provided that such items are dulled and/or disabled. AFRH reserves the right to inspect these items for compliance and may confiscate or deny any memorabilia that does not meet the specified requirements.
- III. *Prohibited Items for Residents in Upper Levels of Care*: Residents in upper levels of care—Assisted Living, Long Term Care, and Memory Support—are strictly prohibited from possessing any firearms, replica weapons, or weapon memorabilia, including items that have been dulled and/or disabled.
- IV. *Federal Definitions of Weapons and Facilities*: 18 USC § 930 (g) sets forth the following provisions: (1) The term "Federal Facility" means a building or part thereof owned or leased by the Federal Government, where Federal employees are regularly present for the purpose of performing their official duties. (2) The term "dangerous weapon" means a weapon, device, instrument, material, or substance, animate or inanimate, that is used for, or is readily capable of, causing death or serious bodily injury, except that such term does not include a pocketknife with a blade of less than 2 1/2 inches in length.
- V. *District of Columbia Firearms Law* - D.C. Code Ann. § 22-4503.02 (b) states, “private persons or entities owning property in the District of Columbia may prohibit or restrict the possession of firearms on their property; provided, that this subsection shall not apply to law enforcement personnel when lawfully authorized to enter onto private property.”





- VI. *Prohibition of Stun Guns and Similar Devices*: Dangerous weapons are prohibited in federal facilities pursuant to Title 18 of the U.S. Code. The Interagency Security Committee (ISC), chaired by the Department of Homeland Security, has classified Stun Guns as dangerous weapons under Title 18, making them prohibited in federal facilities.
- VII. *Prohibition of Toy Weapons*: It is important to note that Armed Forces Retirement Home (AFRH) strictly prohibits the use of toy weapons, including firearms, swords or daggers, on the grounds of either Washington or Gulfport campuses for the purpose of scaring or intimidating others. Misuse of such items may result in immediate discharge from AFRH.
- VIII. *Prohibition of Drones*: The use of drones on AFRH-W grounds is strictly prohibited.
- IX. *Resident Responsibility for Guest Compliance*: Residents are responsible for ensuring that their guests, family, and friends are aware of and comply with above weapon prohibitions. Residents will be held accountable for any violations of these policies by their guests and may be required to attend an Administrative Hearing, with the potential for removal from AFRH.

### **Pest Control**

To ensure a clean and healthy living environment, the Armed Forces Retirement Home – Washington (AFRH-W) provides pest control services through a contracted provider in the event of an infestation. Due to the nature of communal living, Resident cooperation and compliance with the pest control process are mandatory. Residents are required to store all food items in sealed containers within their individual rooms to support effective pest control and maintain proper sanitation. Any food removed from the Dining Facility should be kept in moderate quantities and maintained in a sanitary condition. Residents must promptly bag and remove any food-related waste from their rooms to prevent attracting pests. Residents are expected to maintain their rooms in a clean, uncluttered, and sanitary manner to support the overall health and cleanliness of the community. Repeated or flagrant violations of sanitation standards may result in administrative action, including the possibility of an Administrative Hearing.



## Identification

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Upon admission, Residents are issued an identification badge, which must be worn and prominently displayed above the waist at all times while on AFRH-W grounds. Guests of residents are also required to display their visitor's badges above the waist at all times while on AFRH property.

## Pets

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- I. *Pet Restrictions*: Pets are not permitted in any building at Armed Forces Retirement Home-Washington (AFRH-W). Residents are responsible for ensuring that family members, friends, and guests do not bring pets onto AFRH-W without prior approval from Security or Resident Services. Any pet granted access to AFRH-W grounds must be kept on a leash at all times.
- II. *Service Animals*: AFRH-W permits the use of a service animal, as defined under Title II and III of the Americans with Disability Act (ADA), for individuals with disabilities. Only dogs that are individually trained to perform specific work or tasks for the individual with a disability will be considered service animals. The tasks performed by the service animal must be directly related to the individual's disability. AFRH-W requires a statement from the Resident's physician confirming that the animal is a service animal (not a pet or emotional support animal), that it is necessary due to the Resident's disability, and outlining the specific work or tasks the animal has been trained to perform.
- III. *Service Animal Access*: Certified service animals are not considered pets and are permitted on AFRH-W grounds, including common dining areas. Authorized animal visitation for recreational or therapeutic activities is also allowed. However, pets are not permitted in AFRH-W guest rooms unless they are certified service animals.
- IV. *Wild Animals*: Numerous wild animals inhabit the grounds. While observing these animals may be enjoyable, Residents and visitors are reminded not to pet or feed the wild animals. Many of these animals may carry diseases that can pose a health risk.



## Fire Prevention

For the safety of all Residents, employees, contractors, and visitors, it is essential that everyone familiarize themselves with the posted fire regulations and adhere to all safety measures. The use of incense, open-flame candles, and any products or heat sources that could ignite combustible materials is strictly prohibited on AFRH-W grounds. All individuals on AFRH-W property must take necessary precautions to prevent fires. Any detection of smoke must be immediately reported to the Security Desk to ensure prompt action is taken. In the event of an actual fire, fire drill, or the activation of a fire alarm, all occupants must take immediate and appropriate action as outlined in the emergency procedures. All Residents, staff, and visitors must evacuate or follow other instructions provided by security or emergency personnel during such incidents.

### Sheridan Building Fire Evacuation Plan: Resident Role

In the event of a fire, *do not attempt to fight the fire!* Immediately pull the nearest fire alarm to alert emergency personnel. Resident involvement during a fire emergency should be kept at a minimum to ensure personal safety and to allow emergency responders to manage the situation efficiently. The "Defend in Place" strategy will be implemented to prioritize safety and provide appropriate protection until emergency services arrive.

#### When the fire alarm sounds:

- I. Listen for the announcement over the PA system.
- II. *"Defend in Place" in your room:* Close your door and remain inside, awaiting further instructions. An announcement will be made when it is safe to act.
- III. *If you are instructed to leave your room:* Check the door for heat. If the door is warm to the touch, do not open it. If you are not in your room, and it is safe to do so, remain where you are and wait for verbal instructions or an announcement. If you are near an exit and it is safe to do so, proceed to exit the building.

*Note:* Your safety is the top priority. Follow all instructions carefully and promptly.

#### If the fire alarm sounds on your floor:

- I. *"Defend in Place" in your room:* Close your door and remain inside, awaiting further instructions. An announcement will be made over the PA system with additional guidance.



- II. *Prepare for a Horizontal Move*: Should it become necessary to evacuate, prepare to move to the next safe smoke compartment (wing). This is referred to as a "Horizontal Move." The closed double doors (fire doors) separate each floor into smoke compartments, providing added safety.
- III. *If you are instructed to leave your room*: Check the door for heat. If the door is warm to the touch, do not open it. If you are not in your room, and it is safe to do so, remain where you are and wait for verbal instructions or an announcement. If you are near an exit and it is safe to do so, proceed to exit the building.
- IV. *Evacuation Procedures*: If you are required to evacuate the Sheridan building, use the nearest stairwell. Once outside, assemble at the Scott Community Center and avoid obstructing the operations of First Responders.

*Note*: Always prioritize your safety and follow the instructions provided by emergency personnel.

### **Important Reminders:**

1. If you are required to evacuate your room, *hang the "Evacuated" tag* on your door once your room has been vacated. This tag indicates that your room is no longer occupied.
2. If you have mobility challenges and must evacuate, *proceed to the nearest elevator or stairwell* and wait for assistance from emergency personnel.
3. *Sheridan is a non-smoking building*. Smoking is prohibited in all areas of the building.
4. *Extension cords should be plugged directly into a wall outlet*, not into a surge protector (power strip). Extension cords are intended for temporary use and should only power small appliances such as radios or lamps.
5. *Surge protectors (power strips) are encouraged* when multiple plugs are required, especially for electronics such as televisions, computers, and other devices. However, *surge protectors should never be plugged into one another or into an extension cord*.
6. *Never run power strips or extension cords* through walls, ceilings, doors, or under rugs/carpets, as this presents a fire hazard.
7. Appliances such as *heaters, microwaves, coffee pots, and refrigerators must be plugged directly into a wall outlet* and not into an extension cord or power strip.
8. *Microwaves are allowed*, provided they are *not convection-type microwaves* with exposed heating elements.
9. *Do not leave food unattended* while using the microwave. Always use containers with lids to store food safely.



10. *Small electric heaters may be used, provided they are equipped with a safety automatic on/off switch.* All heaters must be inspected, approved, and tagged by the Safety Officer prior to use.

*Note:* These policies are designed to ensure the safety of all residents. Please adhere to these guidelines and report any safety concerns to building management immediately.

### **Sherman Building Fire Evacuation Plan: Resident Role**

In the event of a fire, do not attempt to fight the fire! Immediately activate the nearest fire alarm to alert emergency personnel. Resident involvement during a fire emergency, particularly while visiting the Sheridan Building, should be kept to a minimum to ensure personal safety and to allow emergency responders to manage the situation effectively.

#### **When the fire alarm sounds:**

- I. *Prepare to evacuate:* Proceed to the nearest stairwell for evacuation.
- II. *Check the door for heat:* Before opening a door, feel it to check for heat. If the door is cool and there is no smoke in the hallway, move quickly to the exit. If the door is warm, do not open it. Go to a window and wait for assistance from emergency responders.
- III. *Proceed to the nearest stairwell:* Use the nearest stairwell to evacuate the building. After exiting, assemble at the Scot Community Center.
- IV. *Avoid interfering with First Responders:* During evacuation, do not obstruct or interfere with the operations of emergency personnel.
- V. *Mobility Impairments:* If you have a mobility concern, evacuate to the nearest elevator and wait for assistance from emergency responders.

*Note:* Follow all instructions from emergency personnel and remain calm throughout the evacuation process. Your safety is the top priority.

### **Scott Building Fire Evacuation Plan: Resident Role**

In the event of a fire, do not attempt to fight the fire! Immediately pull the nearest fire alarm to alert emergency personnel. Resident involvement during a fire emergency should be kept at a minimum to ensure personal safety and to allow emergency responders to manage the situation efficiently.





The "Defend in Place" strategy will be implemented to prioritize safety and provide appropriate protection until emergency services arrive. Residents are instructed to remain in their rooms with the door closed until further notice. On both the 2<sup>nd</sup> and 3<sup>rd</sup> floors, Residents should continue to defend in place within their respective rooms. If relocation becomes necessary, Residents should proceed with a horizontal move to the designated "House" opposite their current location. It is essential that all Residents familiarize themselves with the layout and location of their assigned "House".

### **When the fire alarm sounds:**

- I. Listen for the announcement over the PA system.
- II. *"Defend in Place" in your room:* Close your door and remain inside, awaiting further instructions. An announcement will be made when it is safe to act.
- III. *If you are instructed to leave your room:* Check the door for heat. If the door is warm to the touch, do not open it. If you are not in your room, and it is safe to do so, remain where you are and wait for verbal instructions or an announcement. If you are near an exit and it is safe to do so, proceed to exit the building.

### **If the alarm sounds on your floor:**

- I. *"Defend in Place" in your room:* Close your door and remain inside, awaiting further instructions. Should it become necessary to move, prepare to evacuate to the nearest smoke-free compartment by performing a horizontal move to another "House" on your floor.
- II. *Check the Door for Heat:* Before opening the door, feel the surface for heat. If the door is hot, do not open it.
- III. *Evaluate the Hallway:* If the door is cool and there is no visible smoke in the hallway, wait for further instructions.
- IV. *Evacuation:* In the event of an evacuation, proceed to the designated assembly area in the Sheridan Building, 1<sup>st</sup> Floor Lobby.

### **Important Reminders:**

1. If you are required to evacuate your room, *hang the "Evacuated" tag* on your door once your room has been vacated. This tag indicates that your room is no longer occupied.
2. *Scott is a non-smoking building.* Smoking is prohibited on all floors.
3. Only surge protectors (power strips) provided by AFRH-W are authorized for use on the Scott 2<sup>nd</sup> and 3<sup>rd</sup> floors. *Personal power strips are not permitted.*



## Wireless Alert System and Health and Welfare Check

The Wireless Alert System offers Residents in Independent Living three key features designed to enhance safety and well-being. The first feature is the **Pull Cords**, installed in the Sheridan rooms that allow Residents to request assistance in case of an emergency. The second feature is the **red "Check In" button**, located above the Pull Cord, used for Health and Welfare Checks enabling staff to confirm a Resident's well-being. The third feature is the **Pendants**, available upon request for Independent Living Residents and for other levels of care as medically recommended. These pendants work in conjunction with wireless monitoring units placed strategically throughout the facility, helping security staff quickly locate Residents in the event of an emergency. Additionally, Pull Cords are strategically placed throughout the Sherman and Scott buildings, including common areas and bathrooms, ensuring easy access when needed.

- I. *Pull Cords*: To request assistance, pull the cord in your room or any area where a Pull Cord is located. Pulling the cord will activate the red light, signaling for help. Security and/or Medical staff will respond **immediately** to the alert. To cancel the call, reset the device by pushing up on the bottom front of the device, which will turn off the red light. **Do not wrap the cord around the device** to keep it out of your way, as this can prevent the device from functioning properly during an emergency. If the cord is obstructed, you may be unable to activate or reset it when needed. Security and Medical staff will always respond to the alert for assistance.
  
- II. *Daily Health and Welfare Checks*: A daily health and welfare check is conducted for every Resident each morning to ensure their safety and well-being. Residents are asked to press the red button on the TekTone emergency call unit in their bedroom, **between the hours of 04:00 and 10:00**. This action serves as a confirmation of the Resident's status. If the red button is not pressed by 10:00, an AFRH-W representative will physically check the Resident's room to verify their well-being and ensure their safety. If any Resident experiences issues with their TekTone system, such as it not functioning correctly, they should immediately notify a Resident Services staff member or submit a work order for repairs. This ensures that all devices are in proper working order for emergency use.



III. *Pendant:* Independent Living Residents may sign out a pendant to wear on AFRH-W grounds in case of an emergency. The pendant allows Residents to request help by sending a radio signal to the nearest location transmitter within the AFRH-W premises. Note that the pendant does not have Global Positioning System (GPS) capabilities. When activated, the pendant transmits a signal to the first available transmitter, which may be up to 100 yards from the Resident's actual location. AFRH-W staff will respond to the transmitter's location, not the exact position of the pendant wearer. The pendant is available to all Residents at no charge. Upon request, the Security Department will assign the pendant and require the Resident to sign an agreement to cover replacement costs if the pendant is lost or damaged. Once the agreement is signed, the Security Department will activate the pendant. If you are discharged from AFRH-W, you must return the pendant or be charged for its replacement.

Pendants work only within the following areas of AFRH-W grounds: Sheridan Building, Scott Building, Sherman Building, Golf Course House, Pond Area, and the Main Center Flagpole Area.

Pendants will not function outside areas above, including behind Housing Quarters or off AFRH-W grounds. For questions or to request a pendant, please contact or visit the Security Department.

### **Personal and Financial Affairs**

Residents are responsible for meeting their personal debts and obligations, including the timely payment of their monthly Resident fee. Armed Forces Retirement Home-Washington (AFRH-W) will not serve as a personal credit reference or act as a collection agency for any personal debts. It is the Resident's responsibility to promptly establish and maintain a payment plan with the Business Center for any outstanding debt, including the monthly Resident fee. If a Resident fails to establish or maintain a payment plan, a hearing will be scheduled to address the issue. After 120 days of unpaid debt, AFRH-W will refer the outstanding balance, including any applicable fees and interest, to FedDebt for collection if no payment plan has been arranged or maintained.



## Medical Insurance

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Residents are required to purchase and maintain the following health benefits:

- I. *Medicare A and B*: All Residents must obtain Medicare A and B (for those who qualify) and a Medicare Supplemental/Health insurance plan. **Tricare for Life** is the recommended supplemental insurance for retirees over age 65. Proof of medical insurance must be provided prior to admission and will be verified at entry and audited annually.
- II. *Military Retirees under 65*: If a retiree under 65 has no Medicare benefits, they must obtain **Tricare Prime** or another similar healthcare insurance at their own expense. The individual is responsible for any annual deductibles and co-pays for medical services. If a retiree under 65 has Medicare benefits, they must obtain **Tricare Prime** or similar coverage at their own expense and are responsible for all co-pays.
- III. *Military Retirees over 65*: Retirees over age 65 who have no Medicare benefits must obtain healthcare insurance covering hospital stays, outpatient services, medically necessary products, durable medical equipment, and ambulance services. The individual is responsible for any annual deductibles and co-pays. Retirees over age 65 with Medicare must obtain **Tricare for Life** or similar insurance at their own expense and are responsible for all co-pays and deductibles.
- IV. *Non-Military Retirees with Medicare Benefits*: Non-military retirees with Medicare must maintain a Medicare Supplement or enroll in an available Health Maintenance Organization (HMO). The individual is responsible for any annual deductibles and co-pays for medical services.
- V. *Non-Military Retirees with VA Benefits*: Retirees with VA benefits, especially those with a 100% service-connected disability, are advised to use the Veterans Administration Medical Center. However, it is strongly recommended to also have supplemental insurance for hospitalization, durable medical equipment, pharmaceuticals, and office visits, as admission to VA and Department of Defense medical facilities is not guaranteed. Individuals are responsible for any applicable deductibles and co-pays.



- VI. *Non-Military Retirees under 65*: Non-military retirees under 65, with no Medicare or VA benefits, must maintain major medical insurance covering hospitalization, durable medical equipment, pharmaceuticals, and office visits prior to AFRH-W admission. The individual is responsible for all deductibles and co-pays.
- VII. *Residents in Upper Levels of Care*: Residents in Assisted Living, Long-Term Care, or Memory Support are required to maintain **Medicare Part D coverage** for prescription drugs administered by AFRH-W nursing personnel. The premiums for basic coverage are reimbursed via credit to the Resident's monthly fee, and co-pays for medications provided by AFRH are covered. Residents who need assistance with Medicare Part D enrollment should contact their Social Worker.
- VIII. *Maintenance of Insurance*: All required medical insurance plans must be maintained and paid in full while residing at AFRH-W. Failure to maintain the required medical insurance may result in an Administrative Hearing and potential discharge from AFRH-W.

### Mortuary Services

- I. *Pre-Need Arrangements*: Within 30 days of admission at Armed Forces Retirement Home-Washington (AFRH-W), it is required that each Resident complete pre-need funeral arrangements. This includes selecting a licensed mortician and designating a burial site. Residents are encouraged to choose a mortuary based on personal preference and cost considerations.
- II. *Funeral Coordination*: In the event of a Resident's passing, funeral arrangements will be coordinated between the selected mortuary and the Resident's legal next of kin. Pre-planning these arrangements ensures that the Resident's final wishes are honored. Assistance with this process is available through the Social Worker.
- III. *Funeral Services*: Funeral services for deceased Residents may be held at one of the AFRH-W Chapels for final religious services, which may be attended by fellow Residents. Requests for chapel services must be submitted to the Chief of Resident Services and will require approval from the Campus Administrator.





### **Powered Mobility Devices (PMDs)**

Powered Mobility Devices (PMDs) are a category of Durable Medical Equipment (DME) that includes power wheelchairs and scooters. These devices are typically four-wheeled motorized vehicles, operated via an electronic control system such as a joystick or tiller to manage direction and turning.

- I. *Requirements of PMD Use:* Residents who wish to operate a PMD at Armed Forces Retirement Home-Washington must provide, demonstrate, and/or show proof of the following:
  - a. *Written Prescription:* A written prescription (order) from a licensed Physician or Nurse Practitioner for the use of a PMD.
  - b. *Medical History and Physical:* Documentation of a history and physical examination demonstrating the need for a PMD, leading to the physician's order.
  - c. *Operational Competence:* Proof of the Resident's ability to safely operate the PMD within the facility's home environment.
  - d. *Medical Documentation:* Detailed documentation in the medical record that justifies the need for a PMD. This includes: a history of events leading to the request for a PMD, identification of the mobility deficit to be addressed by the PMD, documentation of other treatments attempted that did not alleviate that need for the PMD, and confirmation that the Resident can safely operate the PMD.
- II. *Registration of PMDs:* Residents are required to register their PMD with the AFRH-W Security Office within 48 hours of receiving a PMD or upon admission at AFRH-W with a PMD. Registration must be completed in person by the PMD operator at the AFRH-W Security Office. Following registration, a decal will be issued for the PMD.
- III. *Maintenance and Safety of PMDs:* PMD operators must ensure that their device is kept in a safe and hygienic condition. PMDs are subject to safety inspections at any time by facility personnel. For safety reasons, only one PMD per Resident is permitted to be parked in hallways.
- IV. *Speed and Operation Guidelines:* PMDs must be operated at a speed no greater than walking speed, commonly referred to as "turtle speed". When used on sidewalks or when crossing roadways, PMDs must adhere to the rights and



responsibilities of pedestrians. PMD operators must yield to pedestrians in all instances, including on sidewalks, crosswalks, and inside AFRH-W buildings.

- V. *Liability Insurance*: PMD operators are responsible for any injuries or property damages resulting from the operation of their device. It is strongly recommended that all PMD operators maintain liability insurance to cover potential damages.
- VI. *PMD Specifications*: Only four-wheeled PMDs are authorized for use at AFRH-W. These devices must meet the following specifications:
  - a. *Battery*: A gel-type, rechargeable battery.
  - b. *Braking System*: A dynamic braking system that automatically stops the PMD when the operator releases control of the device.
  - c. *Transportation Compliance*: PMDs must comply with AFRH-W transportation guidelines, meaning they must be capable of being securely strapped in during transport.
  - d. Three-wheeled PMDs are not approved for use by AFRH-W Residents.

### **Resource Conservation**

Armed Forces Retirement Home – Washington (AFRH-W) is dedicated to protecting the environment and utilizing resources in an efficient, cost-effective manner. Our commitment to sustainability is essential not only for the well-being of current Residents, but also for the benefit of future generations. In alignment with this commitment, AFRH-W is actively taking steps to reduce its environmental impact through the following initiatives:

1. *Resource Monitoring*: Continuously monitoring energy and water consumption, waste disposal, and greenhouse gas emissions to identify opportunities for improvement and reduction.
2. *Sustainability Planning*: Developing and implementing an AFRH-wide sustainability plan aimed at positioning the facility as a leader in resource conservation and environmental stewardship.
3. *Investment in Resource-Conserving Equipment*: Investing in on-site equipment and technologies designed to conserve resources, reduce operating costs, and improve overall efficiency.
4. *Engagement and Education*: Actively engaging both staff and residents to raise awareness of environmental issues and to encourage sustainable practices that help minimize individual and collective environmental footprints.



5. *Regulatory Compliance*: Ensuring full compliance with federal operational mandates and environmental guidelines, and striving to exceed these standards wherever possible.

AFRH-W is committed to leading by example in the areas of resource conservation, environmental stewardship, and sustainability, contributing to a healthier and more sustainable future for all.

### Anderson Suites

The primary purpose of Anderson Suites is to provide overnight accommodations for the families and friends of AFRH-W Residents. Priority for reservations is given to Resident families and guests. On a limited basis, prospective Residents visiting AFRH-W, and Armed Forces Retirement Home-Gulfport (AFRH-G) Residents may also utilize the Anderson Suites, subject to approval by the AFRH-W Admissions Officer. In exceptional circumstances, AFRH-W senior staff may be provided lodging in the Anderson Suites under extreme environmental conditions.

- I. *Reservations*: The Reservations Office is located in the Scott Building, Room 1054, and is open Monday through Friday, from 08:00 to 16:00, and closed from 12:00 to 13:00. Reservations can be made in person or by phone at (202) 541-7632. Reservations are processed on a first-come, first-served basis and may be made up to 90 days in advance of the desired arrival date.
- II. *Guest Room Reservations*: Residents are permitted to reserve a maximum of two guest rooms for the same period, with each room reserved for no more than seven nights. A maximum of 14 nights per three-month period is allowed, unless extended by approval from the Chief of Resident Services or the Campus Administrator.
- III. *Prospective Residents and AFRH-G Residents*: Prospective Residents may be authorized to stay for one night for the purpose of touring and completing administrative procedures prior to becoming a Resident at AFRH-W. If appropriate, the Admissions Officer will make reservations for prospective Residents. AFRH-G Residents may reserve one guest room and stay for up to seven nights per month, not to exceed 21 days per calendar year.



- IV. *Guest Sponsorship and Responsibilities*: Guests must be sponsored by a Resident and are required to comply with all rules outlined in AFRH-W Resident Guide. It is the responsibility of the sponsoring Resident to ensure that their guests adhere to the check-in and check-out procedures and use the room amenities (e.g., TV, Blu-ray player, iron, clock radio) in a safe and responsible manner.
- V. *Payment and Cancellation Policies*: Fees for Anderson Suites accommodations are payable by credit card or debit card only. A valid credit card number is required at the time of reservation and will be charged on the morning of the guest's arrival. Residents are responsible for ensuring that their guests receive a meal ticket for every meal attended. **Cancellations made less than 24 hours prior to the reservation will not be refunded**, as the room may have otherwise been allocated to another guest.
- VI. *Dining Hall Policies*: Residents are responsible for ensuring that their guests wait a minimum of 30 minutes after the Dining Hall opens before entering.
- VII. *Responsibility for Guest Conduct*: Residents are responsible for the actions of their guests, including family and friends, while staying in the Anderson Suites. Guests who violate AFRH-W policies may have their reservations canceled without reimbursement, and Residents may be subject to an Administrative Hearing for their guests' actions.
- VIII. *Exceptions*: Any exceptions must be approved by the AFRH-W Chief of Resident Services or the Campus Administrator. For further details, or to make a reservation for the Anderson Suites, please refer to Standard Operating Procedure W-RS-ADM-5-08 or contact the Admissions Office.

### Emergency Contact Information

Residents are required to complete and update their emergency contact information on an annual basis as part of the AFRH-W Annual Resident Records Update. A reminder notice will be sent by Resident Services staff to inform Residents when this update is due. It is essential that the information on file is accurate and up-to-date to ensure prompt communication in the event of an emergency.



### **Resident / Guest Entry by Federal and Contract Personnel**

The AFRH-W Administrator reserves the right to permit federal and contract personnel to enter Resident and guest rooms as necessary, under the following circumstances:

- I. *Routine Room Entry*: Routine room entries include morning health checks, quarterly health, welfare, and morale checks, and routine maintenance. Staff will knock on the door of the Resident's room prior to entry. If no response is received, designated federal or contract personnel are authorized to enter the room at their discretion in order to complete the scheduled task or report findings. A Room Entry Notification form will be left in the Resident's room to inform them of the entry.
  
- II. *Security / Safety Room Entry*: The Safety Officer will conduct random safety checks of Resident rooms. If the Resident or guest is not present at the time of the check, a Room Entry Notification form will be left in the room. Security personnel are authorized to enter Resident or guest rooms as needed in response to situations including, but not limited to:
  - a. Reports of fire, smoke, or smoking,
  - b. Morning health checks,
  - c. Noise complaints, odors, activated emergency pull cords / pendants,
  - d. Medical emergencies, and any reasonable security or safety concern.

Security officers will knock before entering. If no response is received, they are authorized to proceed with entry and report their findings to the Security Desk. If the Resident or guest is not present, a Room Entry Notification form will be left in the room. All entries by safety or security personnel will be documented in the daily Security Blotter and reviewed by the Administrator.

- III. *Other Authorized Entries*: Campus Operations staff and contractors may enter resident rooms for purposes such as pest control, routine maintenance, or emergency repairs.





## HEALTHCARE SERVICES

### General Overview

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- I. The Armed Forces Retirement Home-Washington (AFRH-W) provides comprehensive primary healthcare services to residents across independent, independent plus, assisted living, and long-term care levels. The facility is accredited by The Joint Commission in accordance with Ambulatory and Nursing Care standards. AFRH-W is not classified as a hospital but functions similarly to a private-sector Continuing Care Retirement Community (CCRC). It specializes in geriatric care, offering services including nursing, rehabilitation, social work, and pharmacy distribution. Additionally, AFRH-W offers limited services in dentistry, optometry, psychiatry, podiatry, and speech pathology.
- II. In the event of serious acute medical emergencies, residents are referred to local hospitals for further evaluation and treatment. Please note that 911 services and private ambulance providers are used for emergency situations. Residents are responsible for the costs associated with city or private ambulance services. AFRH-W provides scheduled bus transportation to and from area medical facilities at no cost to the residents, with transportation services available Monday through Friday, excluding holidays or inclement weather conditions.
- III. Primary healthcare at AFRH-W is supplemented through consultations with external medical facilities, including the Walter Reed National Military Medical Center (WRNMMC), the Veterans Administration Medical Center (VAMC), and Washington Hospital (MEDSTAR). Appointments for these facilities can be made via the central appointment desk in the Wellness Center or directly through the Walter Reed system. Transportation to these facilities is provided at no cost to the resident, Monday through Friday, excluding holidays and inclement weather.
- IV. AFRH-W employs two (2) physicians and two (2) nurse practitioners to deliver medical care to residents. Each resident is assigned a provider upon entering AFRH-W. The AFRH-W Chief Medical Officer coordinates care with both internal and external providers as necessary. Residents retain the right to choose their Primary Care Manager (PCM) in the private sector, and have access to



physicians at the Walter Reed National Military Medical Center, the Veterans Administration (VA), and other local healthcare facilities.

- V. The Resident Health Care Committee (RHCC) convenes as needed, with meetings called by the chairperson. Emergency meetings may be convened at any time if circumstances warrant. The committee's role is to address specific healthcare issues raised by residents, their families, or other concerned parties when resolution cannot be achieved through regular medical or administrative channels. The RHCC does not handle general health care concerns, which should be addressed through the appropriate resources such as Health Care, the Ombudsman, the Resident Advisory Council (RAC), or the Administrator.
- VI. Residents consent to the release of protected health information and personal information to third parties and/or business associates of AFRH to facilitate continuity of medical care and billing, as appropriate

## Health Services

- I. *Resident Health Record:* Upon admission to the Armed Forces Retirement Home-Washington (AFRH-W), an electronic health record is created for each Resident. The health record remains the property of AFRH-W. Residents have the right to inspect, review, and request photocopies of their health records, with the cost of photocopying borne by the Resident. All health records will be protected from unauthorized disclosure in accordance with applicable laws and regulations. For continuity of care, Residents are strongly encouraged to bring any medical documentation from external healthcare providers to the Wellness Center to ensure their health record is comprehensive and up to date.
- II. *Basic Services:* AFRH-W provides a range of non-acute, limited healthcare services in Ambulatory Care, Medication Distribution, Blood Draws, Optometry, Dentistry, Podiatry, Psychiatry, Rehabilitation, X-Ray, EKG, and Hospice Care. These services are available to Residents as part of their overall healthcare plan, with the focus on non-acute, routine medical needs.
- III. *Ambulatory Care Clinic:* The AFRH-W Wellness Center provides non-acute ambulatory care services through scheduled appointments and a sick call system. The following outlines the schedule for ambulatory care services within the Wellness Center:



- a. *Sick Call*: Sick call is available Monday through Friday, from 0800 to 0900, excluding holidays.
- b. *Scheduled Appointments*: Scheduled appointments are available Monday through Friday, from 0900 to 1600, excluding holidays. These appointments include services such as prescription renewals, physicals, medical consultations, and other healthcare services as needed. The Wellness Center staff manages these appointments.
- c. *Appointment Scheduling*: Appointments can be scheduled by calling (202) 541-7598 or (202) 541-7602 during normal business hours, Monday through Friday, from 07:30 to 16:00, excluding holidays.
- d. *After-Hours Medical Concerns*: For medical concerns occurring after normal business hours, on weekends, or during holidays, residents are encouraged to contact or visit the Duty Nurse located in the Scott Building, Room 1019. The Duty Nurse can be reached at the office phone numbers 202-541-7598 or 202-541-7602, or via cell phone at 202-450-9790 (available 24/7). The Duty Nurse will conduct an initial assessment and, if necessary, consult with the on-call provider. Should immediate medical attention be required that exceeds the Duty Nurse's capabilities, arrangements will be made for ambulance transport to the nearest available hospital emergency room. Non-emergency transportation to medical facilities within a 30-mile radius will be coordinated by AFRH-W Security.

#### IV. *Pharmacy Services – Medication Distribution Room*:

- a. *Medication Pickup*: AFRH-W operates a medication distribution room where Residents can pick up prescribed medications filled by the Walter Reed National Military Medical Center. Prescriptions are dispensed at the Medication Distribution window in the Wellness Center, Monday through Friday, excluding holidays, during posted hours. At other times, residents may receive their medications or request refills through the Wellness Center nursing staff. Medications will be available for pick-up within three (3) days of the prescription being submitted.
- b. *Medication Refills*: The typical turnaround time for prescription refills is approximately three (3) days, consistent with the standard service model utilized



by military facilities. Residents are responsible for maintaining a seven (7) day supply of medications at all times to ensure continuous treatment.

c. *House Stock Medications*: The Wellness Center maintains a stock of the most commonly prescribed medications. A list of available house stock medications is kept for staff reference. In the event that a resident requires a new prescription, either immediately or after hours, for antibiotics or other medications (including narcotics), the following procedures apply:

i. *New Antibiotic Orders*:

1. Certain new antibiotic orders will be initiated immediately using house stock medications, with the prescription filled by the Pharmacy Technician the following day.
2. Antibiotics may be filled the same day if ordered by 12:00.
3. The medication will be administered by Wellness Center staff from house stock until the resident's prescribed medication arrives.
4. If an antibiotic is required after hours, the provider of the day will be notified. If the medication is not available in the Wellness Center stock, the provider will call the prescription to the nearest local pharmacy. The resident will either pick up the prescription or be transported via non-emergency transport to retrieve it. The resident and their insurance are responsible for the associated co-pay and prescription costs.

ii. *New Prescriptions*:

1. *Same-Day Prescription Fulfillment*: New prescriptions ordered by 12:00 will be processed and filled on the same day.
2. *After-Hours Prescription Requests*: If a Resident requires a new prescription, including narcotics, after regular hours, the on-call provider will be promptly notified. For medications not available in the Wellness Center, the provider will call the prescription into the nearest local pharmacy. The Resident will either be responsible for picking up the prescription or will be transported via non-emergency transport to collect it. The Resident and their insurance provider will be responsible for any associated copays and prescription costs.

d. *Pharmacies Outside of AFRH-W Campus*: Residents are permitted to purchase prescription medication from a pharmacy of their choice outside of



AFRH-W campus. Such purchases may be made through the use of their medical insurance or at their own expense. Residents are responsible for arranging and proving their own transportation for the pickup of these medications.

- e. *Long-Term Care (LTC) and Assisted Living (AL) Residents:* Residents in Long-Term Care (LTC) and Assisted Living (AL) receive their medications through a contracted pharmacy. Medications are delivered in unit-dose packaging to ensure a safe and accurate administration process. The cost of medications is billed monthly to the Resident's supplemental insurance.
- f. *Pharmacy Services after Hours, Weekends, and Holidays:* After hours, weekends, and holidays, Residents will have access to a limited selection of over-the-counter medications in the Wellness Center for initial dosing. If a Resident becomes ill during these times, the Wellness Center nurse will contact the provider-of-the-day for a necessary order. Should a Resident require new prescription, including narcotics, the provider-of-the-day will be notified. For medications not available in the Wellness Center, the provider will send the prescription to the nearest local pharmacy. The Resident is responsible for picking up the prescription, either directly or via non-emergency transport, and for covering any co-pays and medication costs through their insurance.

V. *Phlebotomy Services:* AFRH-W provided on-site phlebotomy services through a contracted provider. These services include reference clinical laboratory testing as ordered by healthcare providers for AFRH-W Residents. The laboratory operates Monday through Friday, excluding holidays, during the hours specified in the posted Hours of Operations Directory.

VI. *Optometry Services:*

- a. *Complete Eye Examination:* In accordance with the recommendations of the American Academy of Ophthalmology, adults aged 65 and older should undergo a dilated eye examination every one to two years to screen for vision impairments or eye disease.



- b. *Driver's License Forms*: The Optometry Clinic provides completion of driver's license forms as needed.
- c. *Eyeglasses*: The Optometry Clinic offers fittings and adjustments for eyeglasses.
- d. *Appointments*: Appointments for optometry services can be scheduled by call the Optometry Clinic at (2) 541-7595 during the posted hours of operation.

## VII. *Dental Services*:

- a. *Comprehensive Oral Examination*: Routine assessments of oral health, including inspection of teeth gums, and other oral structures to identify and diagnose dental conditions.
- b. *Emergency Care*: Emergency dental care focuses on the immediate relief of pain and the management of intraoral swelling or facial cellulitis. This care may include, but it not limited to, unscheduled extractions or restorations, as clinically necessary.
- c. *Basic Teeth Cleaning*: Provision of routine prophylaxis, including removal of plaque, tartar, and stains from teeth to maintain oral hygiene and prevent disease.
- d. *Amalgam and Composite Fillings*: Restorative dental services involving the placement of amalgam or composite materials to repair cavities or damaged teeth.
- e. *Root Canal Treatment*: Endodontic treatment is provided for teeth with a single, straight canal system, as determined by radiographic examination.
- f. *Single Crowns*: Crown placement on teeth without significant gum disease or other complicating factors, to restore tooth structure and function.
- g. *Initial Periodontal Therapy*: Treatment aimed at addressing early stages of gum disease, including scaling and root planning, to reduce inflammation and infection.





- h. *Simple Extractions*: Removal of teeth that can be extracted by gently rocking the tooth back and forth within the socket. If the extraction requires surgical intervention due to root curvature or other complications, the resident will be referred to an external provider for surgical support. Residents are responsible for any costs associated with external surgical care.
- i. *Fabrication of Complete and Partial Dentures*: The creation of complete or partial dentures, provided the remaining teeth are adequately positioned and aligned to support such prostheses.
- j. *Prosthesis Replacement*: Prostheses will be replaced every three (3) years. If replacement is required before the three-year period, the resident will bear the cost, unless the replacement is due to treatment-related issues.
- k. *Appointments*: Independent Living Residents may schedule dental appointments by calling the designated number (301-587-7406) during posted business hours (Monday – Friday, excluding holidays). Assisted Living and Long-Term Care Residents will have appointments scheduled by nursing staff. Urgent dental care requests will be addressed within specific timeframes. On weekdays, responses will be provided within 24 hours of the request. On weekends, responses will be given by the next business day.

#### VIII. Podiatry Services:

- a. *Podiatry Evaluations*: Comprehensive assessments including vascular, neurologic, and dermatologic evaluations.
- b. *Routine Foot Care*: Services include debridement of corns, calluses, and toenails.
- c. *Biomechanics*: Provision of orthotics and padded inserts designed to correct gait abnormalities.
- d. *Infections and Ulcers*: Treatment and management of foot infections and ulcers.



- e. *Appointments:* Podiatry services are available on Tuesdays and Thursdays from 07:00 to 15:00, except during holidays and inclement weather. Upper Level Care appointments are available on Tuesdays only, from 07:00 to 08:30. Independent Living appointments are available on Tuesdays and Thursdays from 08:30 to 12:00, and from 12:30 to 15:00.



### IX. *Psychiatry and Psychology Services:*

- a. *Outpatient Counseling:* Available for Residents seeking therapeutic support.
- b. *Medication Management:* Ongoing assessment and management of prescribed medications.
- c. *Nursing Home Consultation:* Provided for Residents requiring psychiatric or psychological evaluation and care.
- d. *Appointments:* Scheduled by calling (202) 541-7598 or (202) 541-7600, Monday through Friday (excluding holidays), during the hours listed in the Hours of Operations Directory.

### X. *Rehabilitation Services:*

- a. *Services:* Outpatient Rehabilitation Services are provided under Medicare Part B and third-party supplemental insurance. These services, which include occupational therapy, physical therapy, and speech therapy, are delivered based on physician referrals. All services are provided by board-certified and licensed therapists.
- b. *Disorders:* Outpatient Rehabilitation Services encompass the assessment and treatment of disorders in the following areas; Orthopedic, Musculoskeletal, Neurological, Sensory, Cardiopulmonary, Cognitive, Psychomotor, and Psychosocial.
- c. *Equipment and Devices:* Rehabilitation therapists assess, recommend, and train Residents in the use of appropriate durable medical equipment, such as wheelchairs, canes, and walkers, as well as adaptive equipment and technologies to enhance mobility and participation in daily activities. Therapists assist Residents in obtaining insurance-approved equipment. If insurance does not cover the cost of the equipment, the Resident is responsible for payment from personal funds.
- d. *Assessments and Training:* Home environmental assessments are conducted to ensure Resident safety and facilitate aging in place. Therapists also provide educational training to Residents regarding their specific conditions, empowering them to develop skills that enhance their



performance in activities of daily living, promoting a healthier, more active senior lifestyle.

- e. *Appointments:* Appointments for rehabilitation services are scheduled by the Rehabilitation Department following receipt of a physician referral. Appointments are available Monday through Friday (excluding holidays and weekends) during the hours listed in the Hours of Operations Directory. To cancel an appointment, Residents should contact the Rehabilitation Department at (202) 541-7680 as soon as possible.

XI. *X-Ray and Electrocardiogram (EKG) Services:* The AFRH-W contracts with a private vendor for on-call radiology services, which provide on-site X-ray and EKG services either in the Resident's room or at the Wellness Center. The typical turnaround time for results is 2 to 3 hours, during which the vendor reads the X-ray and reports the findings to the AFRH-W unit nurse by phone. In cases where a fracture is suspected, the Resident is immediately transported to an approved medical treatment facility via the 911 emergency system.

XII. *Hospice Care:* The AFRH-W offers hospice care referrals to ensure that residents can remain close to their friends and familiar caregivers during the end-of-life process. Hospice or palliative care provides compassionate emotional, social, and spiritual support, focusing on comfort and dignity. Our program is dedicated to ensuring residents are comfortable, pain-free, and supported in their final days.

XIII. *Visitors:* Residents are encouraged to have their friends and family visit in the Assisted Living and Long-Term Care areas. Visiting hours in these areas are generally unlimited, however, occasional restrictions may apply based on specific circumstances.



## **Advanced Directives**

Residents are strongly encouraged to complete an advance directive and provide the appropriate copies to the Medical Records Office. The District of Columbia honors Living Wills from any state. However, it is recommended to prepare a Living Will and a Durable Power of Attorney for Health Care in accordance with local jurisdictional requirements. For assistance, please contact your Social Worker or Resident Services.

## **Safeguarding Personal Valuables and Effects**

*Pre-Move Safeguarding:* Residents who are aware of their upcoming assignment to Assisted Living or Long-Term Care are strongly encouraged to take steps to safeguard their personal effects and valuables prior to the move. Assistance with this process is available through a Social Worker, upon request.

*Post-Admission Safeguarding:* Upon admission to Assisted Living or Long-Term Care, Residents will be asked to complete a form regarding the safekeeping of their personal effects and valuables. Independent Living Residents are strongly encouraged to request the installation of a safe in their room. This can be arranged by contacting the Service Request line at (202) 541-7770 or Campus Operations at (202) 541-0613.

## **Social Worker**

Should a Resident require information, assistance, or have any concerns regarding Assisted Living or Long-Term Care services, they are encouraged to contact any of the assigned social workers for support.



## RESIDENT CARE AND HOUSING SERVICES

### Housing Services

The AFRH-W is committed to facilitating "Aging-in-Place" for Residents who meet the admission requirements. Armed Forces Retirement Home-Washington (AFRH-W) offers five levels of care on a limited basis: Independent Living, Independent Living Plus, Assisted Living, Long-Term Care, and Memory Support. The assignment of care levels and designations is the responsibility of the AFRH-W Campus Administrator, in consultation with AFRH-W healthcare professionals.

- I. *Independent Living*: Veterans admitted to AFRH-W are initially required to live independently within the resident community. Residents in the Independent Living area are expected to manage their personal affairs, maintain proper hygiene and sanitation practices, ensure their living areas remain clean, neat, and serviceable, and demonstrate the physical mobility necessary to meet the requirements of independent living.
- II. *Independent Living Plus*: This program provides support to Independent Living Residents to enable them to "age in place" and to reduce the need to move them to another level of care. A team comprised of an RN clinical supervisor, LPNs, CNAs, and Social Worker will provide assistance with medication, health care, and activities of daily living. These services are available to allow Residents to remain independent as long as possible.
- III. *Assisted Living*: Some residents may experience difficulty in performing activities of daily living. While they are unable to achieve complete independence, they do not require 24-hour nursing care. The AFRH-W offers, on a limited basis, Assisted Living services, where residents continue to live in an independent environment while receiving assistance with room maintenance, bathing, dressing, and medication reminders. These services are designed to delay, and potentially avoid, the need for more intensive long-term care or memory support services.
- IV. *Long-Term Care / Memory Support*: AFRH-W provides 24-hour nursing care, intermediate care, rehabilitative care, and memory support services. Further details regarding these services are outlined in Section C.





### **Level of Care (LOC) Transition**

Residents may appeal a transfer to a different level of care by submitting a written request to the Campus Administrator within 15 calendar days of receiving the AFRH medical provider's Level of Care (LOC) change order. If the resident wishes to contest the Administrator's decision, they may further appeal to the AFRH Chief Operating Officer (COO) within 30 calendar days of the Administrator's response. All appeals must be submitted in writing, accompanied by supporting documentation, and adhere to these timelines.

Please note that residents will transition to and remain in the recommended level of care throughout the appeal process. A resident's level of care is determined by a licensed medical professional, with any changes made to ensure the resident's safety. For AFRH-W residents, if the final appeal decision requires an LOC transfer and the resident refuses, an administrative discharge will occur within 30 calendar days of the COO's final decision. AFRH cannot accept liability for residents who decline a recommended level of care that ensures their safety and well-being.

### **Room Furnishings**

- I. *Independent Living*: Independent Living rooms are provided with a standard set of furnishings, including a twin bed, mattress, box spring, nightstand, and dresser. Residents are permitted to bring additional personal furniture to personalize their living space. However, all items must comply with space limitations and fire safety regulations, ensuring the room remains uncluttered and free of fire hazards.
- II. *Approval for Personal Furniture*: Residents wishing to bring personal furniture into AFRH-W must first contact the Admissions Office. Admissions will collaborate with the AFRH-W Safety Officer and Campus Operations to conduct a comprehensive safety inspection of the proposed items. Furniture found to be unsanitary, damaged, or non-compliant with safety standards will be prohibited from entering AFRH-W.
- III. *Removal of Unwanted Furniture*: Residents wishing to remove unwanted AFRH-W-provided furniture must submit a request to Campus Operations at least 48 hours prior to the delivery of personal furnishings. This ensures adequate time for the removal process to be scheduled and carried out efficiently.



- IV. *Storage of Furnishings*: AFRH-W does not offer on-site storage facilities for personal belongings or furnishings. As such, Residents are responsible for managing their own storage needs, and no furnishings or items will be stored by the facility.
- V. *Special Furniture Requests*: Residents who have specific furniture needs or require accommodations for medical or mobility reasons must submit a formal request through the Ombudsman or Social Worker. Such requests will be evaluated on a case-by-case basis in accordance with the facility's reasonable accommodation policies.
- VI. *Upper Levels of Care*: The furnishings provided in Assisted Living and Long-Term Care, and Memory Support are selected based on considerations of care requirements, ease of sanitation, and safety. Substitution of the standard furnishings is not permitted in these areas to maintain the integrity of the care environment and comply with safety regulations.
- VII. *Cardboard Box Storage and Disposal*: Cardboard boxes are not permitted to remain in Resident rooms due to the potential for pest infestation. Residents are required to dispose of any moving boxes within 30 days of arrival. Additionally, cardboard boxes and clothing should not be stored on the floor in Residents' rooms at any time to maintain cleanliness and prevent pests.

## **Room Maintenance**

- I. *Maintenance Requirements*: Independent Living Residents are required to maintain their individual rooms in a clean orderly condition, free of fire hazards and combustible materials, including cooking equipment.
- II. *Alterations to Resident Rooms*:
  - a. *Limited Alterations*: Residents may make limited alterations to their rooms, such as painting, provided they obtain prior approval from Campus Operations. Any alterations will be done at the Resident's expense. In some cases, a deposit may be required to cover the costs of restoring the room to its original state. The Resident or the Resident's estate will be responsible for any costs beyond the deposit after the Resident vacates the room.



- b. *Permanent Alterations*: Permanent alterations, such as gluing down carpet or modifying the structure of the room, are not permitted. Before any alteration is considered, Residents must submit a Room Modification Application, which must be approved by the Facility Corporate Director and the Chief Operating Officer (COO). The application can be obtained by contacting Campus Operations at (202) 541-0613 or the service request line at (202) 541-7770.

III. *Security of Personal Valuables*: To secure personal valuables, Residents may request the installation of a safe in their rooms by contacting the service request line.

### **Concessionaire Services**

- I. *Army and Air Force Exchange Service (AAFES)*: The Army and Air Force Exchange Service (AAFES) operates a branch exchange and provides all vending services at Armed Forces Retirement Home-Washington (AFRH-W). Personnel employed at the Exchange are employees of AAFES, not AFRH-W.
- II. *Beauty / Barber Shop*: The beauty and barber shop services are operated by authorized concessionaires who have entered into a Memorandum of Understanding (MOU) with the AFRH-W Administrator. These vendors are not employees of AFRH-W.

### **Telephone, Cable Television, and Internet Services**

- I. *Private Telephone, Internet, and Cable Connections*: Private telephone, internet, and cable services are available in the dormitories. Residents are encouraged to purchase these services at their own expense. AFRH-W offers cable television and internet services for purchase. Landline telephone services may be arranged through outside providers, such as Verizon or AT&T, and remain the sole responsibility of the Resident. For assistance with cable and internet setup through Senior TV, please contact the Contact Representative in the Admissions Office. Satellite dish service is not permitted on the premises.
- II. *Senior TV and Internet Services*: Senior TV and internet services are provided by AFRH-W. Residents are required to pay for these services via electronic transfer through their financial institution. To sign up for these services, Residents must visit the Admissions Office for registration.



- III. *Noise Considerations and Equipment Maintenance:* Residents are expected to operate television and entertainment equipment in a manner that does not disturb others. If the sound from equipment can be heard outside of Resident room, it is too loud. Campus Operations is responsible for the replacement and repair of televisions in the Upper Levels of Care (Assisted Living, Long-Term Care, and Memory Support). All other equipment maintenance is the responsibility of the Resident.

## **Transportation**

- I. *Off-Campus Scheduled Transportation:* AFRH-W provides scheduled off-campus transportation, Monday through Friday, excluding holidays and inclement weather, to and from the following locations; Walter Reed National Military Medical Center (WRNMMC), Veterans Affairs (VA) Medical Center, Washington Hospital, and Providence Hospital. Transportation is provided via bus, with pick-up and return points located at the Scott and Sheridan Buildings.
- II. *On-Campus Transportation:* A Resident golf cart shuttle is available for routine transport to the Golf Course, Gardens, and Ponds. Scheduled hours for this service will vary based on volunteer availability and weather conditions.
- III. *Non-Emergency Medical Transportation:* AFRH-W provides non-emergency medical transportation within a 30-mile radius of the campus. Common destinations include Walter Reed Medical Center in Bethesda, the Washington VA Hospital, and Washington Hospital Center. The transportation contractor is responsible for providing replacement vehicles should regular equipment become inoperative. In the event of a vehicle malfunction that disrupts service, a replacement vehicle must be provided within one (1) hour.
- IV. *Transportation from Outside Medical / Rehabilitation Facility:* Residents can request non-emergency transportation to and from a Medical or Rehabilitation Facility during and after normal business hours for shuttle buses.
  - a. *During Normal Shuttle Bus Business Hours:* Residents must adhere to the Off-Campus Shuttle schedule, available in the Sheridan Lobby. If transportation needs arise outside the scheduled shuttle times, Residents may be required to secure alternative transport at their own expense.
  - b. *After Normal Shuttle Bus Business Hours:* If a Resident misses the last scheduled shuttle bus, they must contact the Scott Security Desk at (202) 541-



7500 and report the missed shuttle. Resident should provide their name, exact pick-up location, cellular or alternate contact number, and notification that they are not being medically discharged.

- c. *Discharge from Medical / Rehabilitation Facility:* If a Resident is being medically discharged, they must endure the medical or rehabilitation facility personnel contacts AFRH-W Medical Staff for re-admission approval. Once AFRH-W Medical Staff confirms the Resident's condition, authorization will be given for a Security Officer to transport the Resident back to AFRH-W.

- V. *Transportation to Outside Medical, Rehabilitation, or Pharmacy Facilities:* Residents seeking non-emergency transportation to a medical or rehabilitation facility, including pharmacies, must report to the Wellness Center. AFRH-W Medical Staff will determine if transportation outside the shuttle route is required and appropriate. Once approved, the authorized personnel will provide the transportation contractor with Resident's name, exact pick-up and delivery locations, required mode of transportation, and special instructions, if applicable. AFRH-W Medical Staff will authorize the non-emergency transportation contractor with the round-trip schedule. The contractor must arrange transport within 1.5 hours from notification, providing the appropriate vehicle and transport services as specified.

### **Estate Planning**

Residents are strongly encouraged to create, execute, and maintain a current, valid, and legally binding Will. A properly executed Will ensures the protection of the Resident's estate, safeguarding their legacy and inheritance rights. Residents are required to provide Resident Services with the location and/or a copy of their Will. This ensures that the document is accessible for reference and use when necessary. For assistance in drafting a Will or making amendments to an existing Will, Residents may schedule an appointment with an attorney through the Social Worker. The Social Worker can facilitate the process by providing referrals and coordinating appointments. Residents may choose to designate a portion or all of their estate to the Armed Forces Retirement Home (AFRH). Proceeds from the Resident's estate can be directed to either the AFRH Trust Fund or the AFRH-W Resident Fund. It is the responsibility of the Resident to specify the intended designation in their Will. This serves to encourage proper estate planning while ensuring the estate's assets are managed according to the Resident's wishes.



### **Power of Attorney**

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Residents who have a current Medical Power of Attorney are strongly encouraged to provide a copy to the Medical Records Department. This ensures that the document is properly recorded and available for reference in case of medical emergencies. Residents who hold a current Legal Power of Attorney are encouraged to submit a copy to the Resident Services Administrative Specialist. This document will be included in the Resident's Emergency Data Record, which is part of their personal file, and will be updated annually. The Emergency Data Record is maintained in the Resident Services office. Residents seeking assistance with acquiring or updating a Power of Attorney, either medical or legal, should contact their Social Worker. The Social Worker will provide guidance and coordinate any necessary support in completing or updating the document. This ensures that Residents' legal and medical preferences are clearly documented and easily accessible in the event of an emergency.

### **Notary Services**

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The AFRH-W offers notary public services to Residents at no cost. This service is provided to assist with the notarization of personal documents as needed. Residents wishing to utilize notary services must schedule an appointment through Resident Services. Please contact Resident Services to arrange for a convenient time.

### **Religious Services**

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Catholic and Protestant services are regularly offered at the AFRH-W to meet the spiritual needs of Residents. In addition to these services, individual chaplain consultations, spiritual counseling, special activities, and related services are available to Residents of all faiths. Spiritual services are accessible on a "by-appointment," "drop-in," and/or "referral" basis, depending on the Resident's needs. Faith-based activities are a routine part of the Home's weekly schedule and are designed to support the diverse spiritual practices of the Resident community. Residents seeking additional information or wishing to schedule religious services or counseling may contact the Chaplains' Office located in the Scott Building, Room 1099.

### **Security Services**

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The Security Office is responsible for safeguarding the AFRH-W property and ensuring the safety and security of all Residents within the facility. Residents are expected to support and cooperate with the Security Office by promptly reporting any unauthorized individuals, suspicious activities, or security concerns observed on





the grounds. Full cooperation with security personnel is required from all Residents to maintain a safe and secure environment. Residents should follow security protocols and adhere to any instructions provided by security staff.

### **Lost and Found**

A Lost and Found service is maintained by the Security Office, located in the Scott Building. Any items found on AFRH-W premises should be promptly turned in to the Security Office. Residents who misplace items on AFRH-W grounds are encouraged to contact the Security Office for assistance in recovering lost property.

### **Recreation Services**

The AFRH-W offers a broad range of recreational and entertainment programs designed to enrich the lives of Residents. Ongoing activities include: pool, golf, and bowling tournaments, bingo, movie screenings, fitness and stretching classes, computer and internet courses, arts and crafts (including painting, ceramics, and woodworking), trips, cookouts, ice cream socials, and table and card games. Additionally, AFRH-W provides access to a variety of amenities such as a library, fitness center with a therapeutic pool, bowling center, auto hobby shop, fishing ponds, garden plots, golf course, and driving range. The AFRH-W also hosts several annual special events, which may include but are not limited to: a holiday dance, fun fest, garden judging contest, fishing rodeo, antique car show, talent show, Hawaiian Luau, casino night, and Super Bowl party.

### **Quarterly Health, Welfare, and Morale Room Visits**

The purpose of the quarterly room visits is to ensure that Residents are able to maintain personal hygiene, manage their personal affairs, sustain sanitation measures, and uphold a satisfactory standard of living within their individual rooms. These visits are intended to support Residents in maintaining a safe and healthy environment.

- I. *Room Inspections:* Quarterly, the Chief of Resident Services' designee will conduct a thorough inspection of Residents' rooms. The inspection will assess the Resident's ability to care for themselves, including individual hygiene, personal mobility, sanitation, and the overall condition of their living space.
- II. *Follow-Up Actions:* If a room requires additional attention, the Resident will be given one (1) week to bring the room into compliance with the required standards of sanitation and safety. A follow-up inspection will take place after one week



to ensure compliance. If the room is still not in compliance after the second inspection, the issue may be escalated and result in an Administrative Hearing.

- III. *Independent Living and Independent Living Plus Residents:* Residents in Independent Living and Independent Living Plus are required to maintain their rooms in a clean, uncluttered manner, free from fire hazards and combustible materials, including cooking equipment. Floors must be swept, vacuumed, and/or mopped regularly. If additional cleaning is required, Residents may arrange for housekeeping services with an external vendor at their own expense. Failure to maintain the room in an acceptable condition, or repeated violations of sanitation or safety standards, may result in an Administrative Hearing.
- IV. *Compliance and Accountability:* Residents are expected to fully comply with the room maintenance requirements. Failure to do so, especially after multiple visits and warnings, may lead to further administrative actions, including hearings.

### **Grievances / Complaints**

All Residents of AFRH-W are able to voice concerns and complaints without fear of retaliations from staff or other Residents, in a structured, fair, and timely manner.

- I. *Non-Retaliation:* AFRH-W staff and Residents are prohibited from retaliating against any resident for filing or potentially filing a complaint, providing information or assistance, or participating in any investigation or proceeding related to the treatment or services they have received.
- II. *Grievance Handling:* AFRH-W management employs a rational, systematic process for addressing grievances and complaints. Residents, their representatives, or any concerned individuals can elevate concerns about treatment or services received. All grievances will be responded to promptly and thoroughly.
- III. *Initial Steps for Resolution:* The first step in addressing a grievance or complaint is to contact the department involved. For maintenance issues, residents should use the work order line. Independent Living/Independent Living Plus residents with healthcare-related grievances should contact the Wellness Center Supervisor. Residents in Assisted Living (AL) and Long-Term Care (LTC) should address grievances with their floor charge nurse or social worker. In many cases, issues may also be resolved by the Social Worker or Ombudsman.



- IV. *Resident Advisory Committee (RAC)*: Residents are encouraged to submit grievances, complaints, or suggestions to the RAC Floor Representatives. If a representative is unable to resolve the issue, it should be forwarded to the RAC Chairman for further action. A designated Grievances/Complaints/Suggestions box is available in the tunnel between the Sheridan and Scott Buildings for residents to submit concerns.
- V. *Resident Community Meetings and Suggestion Box*: Grievances and complaints can also be raised during Resident Community meetings, Town Halls, and Focus Groups. A Suggestion Box is located in the Scott Building at the Mail Room, where residents can submit their concerns anonymously. The box is positioned between Boxes 473 and 474, near the dining hall, labeled "Administrator's Suggestion Box." The mail room staff will collect and deliver the contents weekly to the Administrator.
- VI. *Ombudsman Assistance*: The AFRH-W Ombudsman serves as the senior advocate for residents, assisting with unresolved grievances or complaints. The Ombudsman is available to support residents in solving concerns or properly channeling their issues for further resolution.
- VII. *Escalating Unresolved Grievances/Complaints*: If the grievance or complaint remains unresolved after the steps outlined above, the resident may escalate the issue to the AFRH-W Inspector General for further investigation and resolution.

### **Reasonable Accommodations**

AFRH-W management is committed to making reasonable modifications to policies, practices, or procedures as necessary to accommodate the needs of residents. These modifications may include alterations to the environment or the provision of equipment and services that enable the resident to function effectively within the AFRH-W community. Residents who believe they require a reasonable accommodation may submit a request to either their Social Worker or the Ombudsman. All requests will be reviewed and assessed to determine the appropriate accommodations that can be made based on the Resident's specific needs. Reasonable accommodations may include but are not limited to modifications to living spaces, access to necessary equipment, or adjustments to existing services



to ensure residents can maintain independence, safety, and comfort while residing at AFRH-W.

### **Separation, Clearance, and Readmission**

- I. *Separation and Discharge Procedure*: When a resident voluntarily elects to discharge from the AFRH-W, they are required to complete the out-processing clearance procedure to ensure proper accountability. The Admissions Office will initiate the clearance process. Upon conducting a brief interview, the resident will receive a discharge packet that outlines the required activities to be completed prior to final discharge from the facility.
- II. *Failure to Complete Clearance Process*: Failure to complete the necessary out-processing steps may result in delays to the resident's fee adjustment and other administrative processes.
- III. *Readmission Requests*: Residents seeking readmission to AFRH-W must submit a formal request to the AFRH Public Affairs Office. The request should be sent to the following address:

Public Affairs Office, Box 584  
3700 N. Capitol St. NW,  
Washington, D.C., 20011

For further inquiries or assistance, please contact the Public Affairs Office at 1-800-422-9988 or at [public.affairs@afrh.gov](mailto:public.affairs@afrh.gov).

### **Resident Advisory Committee (RAC)**

The Resident Advisory Committee (RAC) is an elected body of Residents established to provide a formal forum for all Residents to express their needs, ideas, and interests. The RAC consists of a Chairperson and a Floor Representative from each floor within the Resident living building. The Campus Administrator maintains direct oversight over all actions and activities of the RAC to ensure alignment with AFRH-W policies and objectives.

Upon initial in-processing, new Residents will be introduced to the RAC through their respective Floor Representative or the RAC Chairperson. These individuals are available to answer any questions and provide guidance. Residents are encouraged to communicate any concerns or issues that arise during their stay through their



designated Floor Representative for appropriate action. Residents are eligible to become members of the RAC after a period of six (6) months of residency. Elections will be held periodically, and all residents are encouraged to participate in this democratic process to ensure their interests are represented.

### **Sponsor Program**

The Sponsor Program is a Resident-driven initiative designed to welcome, inform, and orient new residents to AFRH-W. The program aims to provide new Residents with the support and guidance necessary to ease their transition into the community. Sponsors are dedicated Resident volunteers who assist new Residents by introducing them to other residents, staff, and available services. Sponsors play an active role in helping new residents navigate the in-processing process, providing personal support during their initial days at AFRH-W. The Sponsor Program ensures that new residents have a reliable point of contact during their first days at AFRH-W. Sponsors are there to answer questions, offer guidance, and help with acclimating to life in the community. Sponsors are expected to engage in a supportive and welcoming manner, fostering a positive and inclusive environment for new residents. The program's goal is to make the transition as smooth and comfortable as possible, ensuring that new residents feel at home from the start.

### **Volunteer Activities**

AFRH-W is committed to fostering a sense of community and service among its residents. Residents are encouraged to actively participate in volunteer activities that enhance the quality of life at AFRH-W, improve the experience for fellow veterans, and contribute to the overall well-being of the community. There are various opportunities for residents to volunteer, including but not limited to, assisting with events, providing support to fellow residents, and engaging in activities that improve the overall environment of AFRH-W. These opportunities are designed to allow residents to give back to their community and make a meaningful impact. Residents interested in volunteering may inquire about the Resident Stipend Program. Volunteer Services can provide more information on how to participate in this program and the benefits it offers. Residents interested in volunteering or learning more about the Resident Stipend Program are encouraged to contact Volunteer Services for further details.



## **Suggestions**

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AFRH-W values the input of its residents and encourages them to share suggestions or recommendations that may enhance the overall quality of life and services at the facility. Residents are encouraged to submit their suggestions through their designated Resident Advisory Committee (RAC) representative. RAC representatives serve as a point of contact for collecting and forwarding suggestions to the appropriate AFRH-W staff for consideration. All suggestions submitted will receive the personal attention of the appropriate AFRH-W officer or department. The officer will review the suggestion and, if necessary, engage in follow-up actions or communication with the resident to address the matter. Residents are assured that their suggestions will be handled with respect and confidentiality. The goal is to foster an open, cooperative environment where all residents' voices are heard and valued.

## **Thrift Shop**

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The Thrift Shop at AFRH-W is available for residents and employees to purchase or sell items. It provides an opportunity to recycle gently used items and support the community by offering affordable goods to residents and staff. The Thrift Shop is located on the Ground Floor of the Sheridan Building and is accessible to both residents and employees. Items to be sold in the Thrift Shop are accepted from residents and employees. The price of items is determined by the Thrift Shop volunteers or the individual residents selling the items. Volunteers assist in pricing, accepting, and selling items during the shop's operating hours. Thrift Shop volunteers are available to assist with the receipt of donated items and the sale of goods. They ensure the shop is maintained, transactions are processed, and that any necessary support is provided to both buyers and sellers. Residents and staff are encouraged to donate gently used items that are in good condition. Donations should be dropped off during operating hours or as directed by the Thrift Shop volunteers.

## **Resident's Fund**

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The AFRH-W Residents' Fund is a Non-appropriated Fund established to support activities that enhance the well-being of Residents. It is used for a variety of purposes, including recreational programs, educational and self-development courses, social events, organized trips, and incidental expenses such as transportation and refreshments. The Fund is managed by the Resident Fund Advisory Board, which ensures that all expenditures align with the mission of improving the quality of life for Residents. The Board reviews funding requests, monitors the use of the Fund, and ensures transparency and accountability in all





financial activities. Resident participation in planning and evaluating these activities is encouraged to ensure that the Fund effectively meets the needs of the Resident community.

### **Trash and Recyclables (Excluding Electronics and Batteries)**

AFRH-W uses a single-stream disposal process for trash, with recyclables sorted at the landfill. Residents are encouraged not to dispose of wet food in trash receptacles, as there is an additional charge for sorting such waste. Electronics and batteries must never be placed in the trash, as they pose a fire hazard. Residents should contact the Safety Officer at (202) 541-7756 and the IT Department at (202) 541-7555 for proper disposal instructions for electronic equipment and batteries.



## RESIDENT SUPPORT SERVICES

### Food Service

Meals at Armed Forces Retirement Home-Washington (AFRH-W) are carefully planned and prepared to meet the dietary needs of all Residents. Food is served cafeteria-style in the Scott Building Dining Area, while smaller, home-like kitchen and dining rooms provide meals in the Sheridan Assisted Living and Scott Long-Term Care areas. To ensure continuous improvement and meet Resident expectations, Residents are encouraged to participate in monthly Dining Committee meetings to provide feedback directly to Dining Services supervisors

### Mail Room

The Mail Room is located on the ground floor of the Scott Building. Residents will receive mail delivery to private mailboxes. Any exceptions to this delivery method must be approved by the Chief, Resident Services. Residents are encouraged to use the following format when addressing mail:

Resident Full Name  
3700 N. Capitol St. NW, Mailbox #  
Sheridan or Scott Building, Room #  
Washington, DC 20011

### Legal Services

Legal assistance is available to military retiree Residents through both military and civilian Judge Advocates. To schedule an appointment for this service, Residents should contact their social worker or Ombudsman. For Residents who are not military retirees, assistance in arranging outside legal services can be obtained through the Ombudsman or Social Worker.

### Maintenance Support

Campus Operations provides a range of facility repair services through a facility management contractor. These services include tasks such as unclogging toilets, hanging pictures, mounting fixed shelves, and repairing door locks, air conditioning, and heating units. Certain services, such as mounting flat screen TVs, installing Murphy beds, or laying carpets in Resident rooms, are not included and must be arranged by the Resident with an external contractor. For wall mountings under 40 lbs, Campus Operations will install these, but Residents must provide the necessary hardware, including brackets for flat screen TVs.



Service requests should be submitted by telephone to the Work Order Line (202-541-7770) or by email to [service.requests@afrh.gov](mailto:service.requests@afrh.gov). If staff is unavailable, the request will be recorded and processed once the staff is free. Non-emergency after-hours requests will be processed the next business day. In emergencies or after hours, Residents should contact Security.

The maintenance contractor categorizes services requests as Emergency, Urgent, or Routine:

- I. *Emergency Service Requests*: During normal business hours, response time is within 30 minutes. After hours, response time is within 75 minutes.
- II. *Urgent Service Requests*: During normal business hours, response time is within 75 minutes. After hours, response time is within 135 minutes.
- III. *Routine Service Requests*: Response times may take up to five (5) business days. There are no after-hour response times, as routine service requests are handled during normal business hours.



## RESOURCES

### Armed Forces Retirement Home Directory / Hours of Operation

HEALTHCARE SERVICES					
SERVICE	LOCATION	PHONE	DAYS	FROM	TO
<b>Chief, Healthcare</b>	Scott 1001 (WC)	541-7712	Mon-Fri	0730	1600
<b>Clinical Nurse Supervisor – Assisted Living</b>	Sheridan 3021	541-1402	Mon-Fri	0730	1600
<b>Clinical Nurse Supervisor – Long Term Care</b>	Scott 2030	541-7762	Mon-Fri	0730	1600
<b>Director of Nursing</b>	Scott 1002 (WC)	541-7711	Mon-Fri	0630	1500
<b>Social Worker – Independent Living</b>	Scott 1105	541-7581	Mon-Fri	0730	1600
<b>Eye Clinic</b>	Scott 1040 (WC)	541-7595	Mon-Fri	0700	1530
<b>ILP Supervisor</b>	Sheridan 1019	541- 1423	Mon-Fri	0730	1600
<b>Laboratory</b>	Scott 1032 (WC)	541-7593	Mon, Wed, Fri	0700	1000
	Scott 1032 (WC)	541-7593	Tues, Thurs	0830	1000
<b>Medical Records</b>	Scott 1037 (WC)	541-7600 541-7598	Mon-Fri	0730	1600
<b>Nutrition Consults</b>	Scott 1041 (WC)	541-7670 / 7598	Every Tues	1300	1500
<b>Pharmacy Services</b>	Scott 1022 (WC)	541-7606	Mon-Fri	0730	1600
<b>Podiatrist</b>	Scott 1009 (WC)	541-7591	Tue, Thurs	0800	1600
<b>Psychiatrist</b>			Provider Referral		
<b>Resource Nurse</b>	Scott 1037 (WC)	541-7684	Mon-Fri	0630	1500
<b>Wellness Center Clinical Supervisor</b>	Scott 1018 (WC)	541-0668	Mon-Fri	0730	1600
<b>Wellness Center Manager</b>	Scott 1029 (WC)	541-7679	Mon-Fri	0730	1600
<b>Wellness Center Scott 1<sup>st</sup> Floor</b>  <b>24/7 Hotline: (202) 288-8042 / (202) 450-9760</b>	Central Appointments	541-7600 / 7598	Mon-Fri	0730	1600
	Front Desk	541-7598	Mon-Fri	0730	1600
	Providers Scheduled Appointments	541-7600 / 7598	Mon-Fri	0900	1200
				1300	1600
	Sick Call	541-7598	Mon-Fri	0800	0900
	Nursing	541-7588	Daily	0730	1600
		541-7602	After Hours	1600	0730



SERVICE	LOCATION	PHONE	DAYS	FROM	TO
<b>Dental: The Mobile Dentist</b>	Dental Suite (WC)	301-587-7406, 541-7761	Mon, Tues, Fri	0730	1200
				1300	1600
<b>Rehabilitation Services</b>	Scott G068	541-7717 / 77680	Mon-Sun – Provider Referral	0730	1600
<b>NON HEALTHCARE SERVICES</b>					
<b>Campus Administrator</b>	Scott 1063	541-7536	Mon-Fri	0800	1600
<b>Admissions Office</b>	Scott 1056	541-7618	Mon-Fri	0800	1600
<b>Artist Colony</b>	Scott 1109	541-7574, 541-7733	When Class in Progress		
<b>Auto Hobby Shop</b>	Bldg #43 (Behind Rose Chapel)	541-7779	Monday	0900	1100
			Wednesday	1330	1530
			Appointment	1330	1530
<b>Bank / Pen Fed Credit Union ATM</b>	Sheridan – Ground Floor	1-800-247-5626	24/7 Full Service ATM		
<b>Barber Shop</b>	Sheridan G105	541-7575	Monday	0800	1430
			Tuesday	0800	1200
<b>Beauty Shop</b>	Sheridan G105	541-7575	Wednesday	0800	1430
<b>Bowling Center</b>	Sheridan – Ground Floor	541-7651	Daily	1400	1600
<b>Business Center</b>	Scott 1067	541-7526	Mon-Fri	0800	1130
				1300	1630
<b>Campus Operation</b>	Scott G049	541-7547	Mon-Fri	0630	1500
<b>Ceramics Studio / Art Specialist</b>	Sheridan G409	541-7574	Mon-Fri	0730	1600
<b>Club Room</b>	Scott 1042	541-7725	Mon-Sun	24 Hours	
<b>Commission on Accreditation of Rehabilitation Facilities (CARF)</b>	4891 E. Grant Road Tucson, AZ 85712	888-281-6531	Fax: 520-318-1129	www.carf.org/home	
<b>Computer Game and Internet Rooms</b>	Scott 1090, Sheridan G2100	541-7650	Mon-Sun	24 Hours	
<b>Computer Lab</b>	Sheridan G006	N/A	Tues	1300	1500
<b>Dining COR</b>	Scott G028	541-7613	Mon-Fri	0800	1630
<b>Dry Cleaner</b>	Thrift Shop	N/A	Mon, Wed, Fri	0830	1130
				1300	1600
<b>Exchange</b>	Sheridan – Ground Floor	291-6252	Mon-Fri	0900	1300
				1330	1700



SERVICE	LOCATION	PHONE	DAYS	FROM	TO
<b>Fitness Rooms</b>	Sheridan – 7 <sup>th</sup> Floor Lobby	N/A	Mon-Sun	0600	2100
<b>Gardens</b>	Gardens	786-2163	Mon-Sun	Dawn	Dusk
<b>G.I. Gym</b>	Scott G067	541-7732	Mon-Sun	24 Hours	
<b>Golfing</b>	Golf Course	414-7956	Mon-Sun	Dawn	Dusk
<b>Anderson Suites</b>	Scott 1055	541-7632	Mon - Fri	0730	1200
				1300	1600
<b>Housekeeping</b>	Scott G035	541-7611	Mon-Fri	0730	1600
<b>Laundromat</b>	Sheridan G001	N/A	Mon-Sun	24 Hours	
<b>Library</b>	Scott 1087	541-7648	Mon-Sun	24 Hours	
<b>Lounge-Defender's Inn</b>	Scott G062	541-7702	Mon-Sun	24 Hours	
<b>Mail Room</b>	Scott G005	541-3492	Mon-Fri	1300	1500
<b>Meditation Room</b>	Scott 1097	N/A	Mon-Sun	24 Hours	
	Sheridan 1327				
<b>Notary Public</b>	Scott 1070	541-7536	Mon-Fri	0800	1600
<b>Ombudsman</b>	Scott 1104	541-7608	Mon-Fri	0800	1600
<b>Pass/I.D.</b>	Scott 1050	541-7500	Mon-Fri	0800	1630
<b>Recreation Services</b>	Scott G087	541-7733	Mon-Fri	0800	1600
<b>Recreation Therapy</b>	Scott G087	541-7626	Mon-Fri	0800	1600
<b>Protestant Services Scott 1101 202-541-7612</b>	Scott 1097	541-7614	Sun (Worship)	0900	1000
	Stanley Chapel	541-7780	Sun (Worship)	1015	1115
	Scott 1097	541-7614	Tues (Bible Study)	1530	1630
	Holy Communion – Administered on the 1 <sup>st</sup> Sunday at both locations				
<b>Catholic Services</b>	Sheridan 1103	541-7616	Wed (Rosary)	1530	1600
	Sheridan 1327	541-7781	Mon/Fri (Mass)	1030	1100
	Scott 1097	541-7614	Sun (Mass)	1030	1130
	Rose Chapel	541-7781	Thurs (Penance / Holy Hour)	1500	1600
			Tues-Thurs (Mass)	0800	0900
			Sun (Mass)	0900	1000
<b>Resident Services</b>	Scott 1061	541-7620	Mon-Fri	0800	1400
<b>Safety Officer</b>	Scott 1072	541-7756	Mon-Fri	0700	1530





SERVICE	LOCATION	PHONE	DAYS	FROM	
Security Chief	Scott 1050	541-7500	Mon-Sun	24 Hours	
	Scott 1052	541-7565	Mon-Fri	0730	1600
Swimming Pool	Scott G078	541-1422	Mon-Sat	0600	1800
Theater	Scott G009	N/A	Mon-Sun	24 Hours	
The Joint Commission	One Renaissance Blvd Oakbrook Terrace, IL 60181	Fax: 630-792-5636		patientsafetyreport @jointcommission.org	
Thrift Shop	Outside PX Entry	N/A	Wed	1300	1600
			Fri	0830	1130
Transportation Services	Shuttle Bus (Off Campus)	541-7544	Mon-Fri	0655	1805
	Golf Cart Shuttle (On Campus, Recreation Services)	N/A	Schedule Varies	Refer to Sheridan Lobby for Schedule	
	Non-Emergency Medical Transportation	541-7500	After Business Hours	24 hours, Mon-Sun	
Volunteer Services	Scott G088	541-7627	Tues-Sat	0830	1630
Volunteer Homeroom	Scott G088	N/A	Mon-Sun	24 Hours	
Wood Shop	Sheridan G209	541-7652	Mon-Fri	0830	1130
Work Orders	Service.request @afrh.gov	541-7770	Mon-Fri	0700	1530
	Emergency Service	541-7500	After Business Hours, Mon-Fri		
Wrapping Room	Sheridan G105	N/A	Mon-Sun	0800	1600



## The Joint Commission



### To Report a Resident Safety Event

**Do you have a Resident safety event issue or concern?**

AFRH-W offers several options to address Resident's concerns or issues pertaining to safety and health. Initially, we would like you to try to address your concerns with the Ombudsman, Administrator, or a Supervisor in the area of concern. Many times, these issues can be resolved with good communication. However, if you feel there is a safety issue that is not being adequately addressed at the Home, you may contact the Joint Commission who provides accreditation to our Nursing Care Center, Ambulatory Care Services and Home Care Services.

#### How do I file a concern with The Joint Commission (TJC)?

- E-mail: [patientsafetyreport@jointcommission.org](mailto:patientsafetyreport@jointcommission.org)
- Fax: 630-792-5636
- Mail: Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181

#### What information do I need to include?

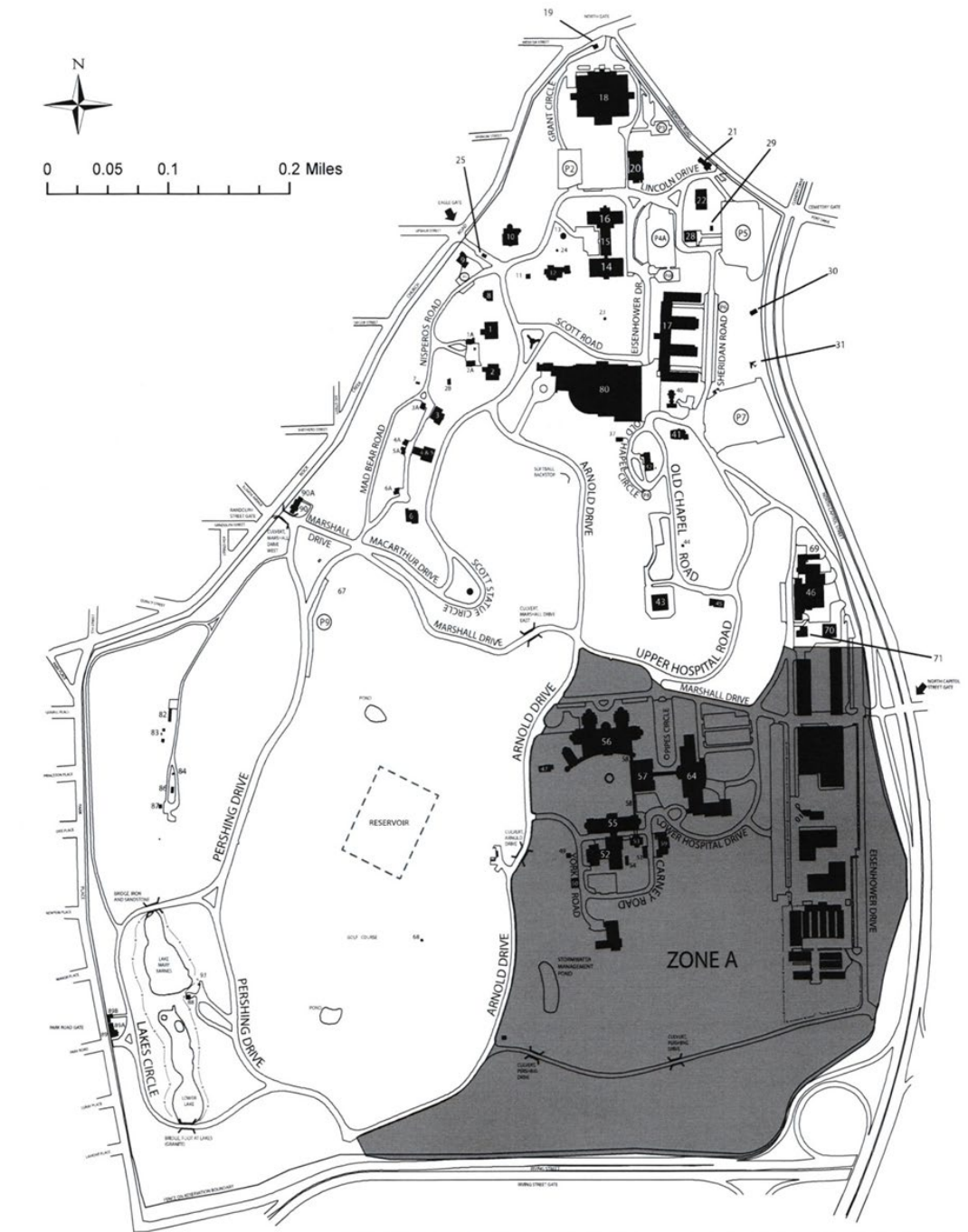
- ✚ The name and address of the organization.
- ✚ Describe your concern in one or two pages.
- ✚ Give your name, address or e-mail address if you would like follow-up information sent to you.

#### What happens to my incident?

- ✚ TJC will check for other patient safety events about the organization.
- ✚ TJC may write to the organization about your concern.
- ✚ TJC may visit the organization to see if there is a problem in meeting the requirements that deal with your concern.
- ✚ TJC will not share your name with the organization unless you say it is OK.



## Campus Map



Armed Forces Retirement Home - Washington

Updated 2013  
EHT Traceries



## NOTES

*Revised Edition, March 2025*





