AFRH
GULFPORT

RESIDENT GUIDE

ARMED FORCES RETIREMENT HOME

GULFPORT, MISSISSIPPI

NOVEMBER 2026



Your Guide to Life at AFRH – Gulfport

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Welcome to the
United States Armed Forces Retirement Home
Gulfport

The Armed Forces Retirement Home – Gulfport (AFRH-G) is a continuing care retirement community accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and The Joint Commission with a remarkable history in Washington, D.C., and Gulfport, Miss. Our purpose is to maintain the mission that started in 1811. Thank you for your service to the United States of America.

The AFRH is an independent establishment of the executive branch of the federal government, authorized and governed by Title 24, United States Code, Chapter 10. The AFRH operation includes two homes. One located in Washington, D.C., and one here in Gulfport, Miss. The Chief Operating Officer has overall responsibility for the operation of the two homes with assistance from an Advisory Council of members with experience in healthcare and the field of aging services. As part of the AFRH, our mission is to fulfill our nation's commitment to its Veterans by providing a premier retirement community with exceptional residential care and extensive support services. Our vision is to provide a retirement community committed to excellence, fostering independence, vitality and wellness for Veterans; making it a vibrant place in which to live, work and thrive. As a Resident, you will have the opportunity to participate in a variety of life enriching adventures that promote personal wellness, growth, and fulfillment. You will live in beautiful surroundings with interesting people from all walks of life who share the common bond of "military service."

AFRH-G provides services in a manner that respects the rights of all Residents. AFRH-G personnel will ensure that all individuals are treated with human dignity and respect. Residents have the rights and privileges due any person, without regard to race, color, creed, sex, national origin, sexual orientation, or physical condition. Resident Rights posters are displayed throughout the Home. Additionally, Residents have certain obligations including the responsibility to respect the rights and needs of other Residents and our community as a whole. A Resident is expected to respect the rights of staff and contract personnel so that all can live and work in an environment free from harassment. As a Resident here, you will be required to care for your own health and well-being in so far as you are capable of doing so. Finally, as best as you are able, you will be required to keep the Healthcare Team at AFRH-G apprised of your medical history and the current state of your health.

This publication offers a brief historical overview of the Home, general information, and a summary of community policies that are necessary to ensure and enhance the quality of life for you and your fellow Residents. You are encouraged to become thoroughly familiar with the provisions of this document.

All references to office locations, phone numbers and office hours may be

found in a separate document called the Hours of Operations Directory, which may be obtained in the Resident Services Office.

Please take every opportunity to live a life full of richness in this atmosphere that allows you to embrace the values of choice, respect, self-determination, and purposeful living. Such a lifestyle offers many rewarding social, cultural and educational venues.

HISTORICAL OVERVIEW

The concept of a retirement home for military personnel is almost as old as our Nation. The Naval Home was established February 26, 1811, by the Honorable Paul Hamilton of South Carolina, Secretary of the Navy, under President James Madison. The original Naval Asylum in Philadelphia, Pennsylvania, was established in 1834 and is the oldest continuing care retirement community in the United States.

For 142 years the Naval Home was located in Philadelphia on land originally owned by the family of William Penn. In 1976 the Home relocated to Gulfport, Mississippi, after it was determined the Philadelphia facility could not be economically expanded and modernized. The Gulfport grounds were once owned by the Gulf Coast Military Academy, a military preparatory school for boys founded in 1912. After the school closed in 1951, the land was purchased by the Department of the Air Force, which subsequently sold the land to the Navy for construction of the Naval Home. It opened its doors on August 3, 1976.

In 1990 Congress created the Armed Forces Retirement Home, an independent federal agency which combined the Naval Home and the Soldiers' and Airmen's Home in Washington, D.C., into one agency. The two homes are funded by a Trust Fund and are open to eligible beneficiaries from all the services who meet the eligibility criteria established by Congress.

In August 2005, the Gulfport facility was evacuated and closed as a result of Hurricane Katrina. Following the demolition and removal of existing buildings, which concluded on December 30, 2007, the General Services Administration (GSA) erected a new $188-million-dollar facility that serves as the current Armed Forces Retirement Home – Gulfport (AFRH-G). AFRH-G opened its doors on October 4, 2010.

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, discrimination, humiliation, mental, physical, and sexual abuse.
- Be free from retaliation.
- 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 healthcare 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 healthcare team with copies of your advance directives.

_____

RESIDENT / LEGAL REPRESENTATIVE SIGNATURE DATE

_____

OMBUDSMAN / SOCIAL WORKER SIGNATURE DATE

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A. POLICIES

1. General:

As with any community in our society, the AFRH-G has established essential and appropriate communal living policies designed to promote a safe, wholesome, and pleasant environment. A spirit of cooperation, support, respect, and tolerance, based on consideration and respect for others, will greatly assist in maintaining the AFRH-G as a welcoming home for individuals who have served our nation. This Resident Guide is not meant to be all inclusive and is subject to change.

2. Person-Centered Care:

At the AFRH-G our philosophy of senior vitality is called "Person-Centered Care," defined as the careful manner in which Residents' needs are considered while developing proactive plans of care and delivering meaningful services. This concept recognizes that AFRH-G Residents are active participants in guiding and charting their own lives. Our core person-centered "values" include: choice, dignity, respect, self-determination, and meaningful living within the support structure of a caring environment. Person-centered care does not imply all Residents' desires will be met without regard to available resources and the organization's ability to successfully meet their needs. Residents are encouraged to review their Resident agreement that was signed upon admission.

3. Use of Official AFRH Logo/AFRH-G Seal and Branding Materials:

Resident use of the official "AFRH" logo and/or the wording "Armed Forces Retirement Home" or "AFRH" for private or personal profit is strictly prohibited without the expressed written approval of the Chief Operating Officer. This prohibition applies to all Resident generated flyers, posters, reading materials, publications, un-official newspapers, banners, Resident stationary, t-shirts, hats, etc. If you are considering using the AFRH logo or the written wording "Armed Forces Retirement Home" or "AFRH," contact the Resident Services Office for clarification. Violations to this policy could lead to an administrative action up to a hearing, with the potential use of formal legal action for routine and/or serious violations.

4. **Jurisdiction:**

Residents of the AFRH-G are subject to the jurisdiction of the United States Federal Court system for Gulfport Mississippi. Residency at the AFRH-G does not constitute relief or immunity from Mississippi laws, civil requirements, and taxes.

5. **Identification:**

Upon admission, Residents are issued an identification badge. Residents are required to wear their badges above the waist by either lanyard, clip, or armband at all times when out of their rooms and on the grounds. If asked by staff or other Resident, you must present ID badge and provide your name in a courteous manner.

6. **Absences:**

Residents are encouraged to take advantage of the opportunities to travel and participate in the numerous AFRH-G sponsored social, entertainment, and fitness activities. An extremely liberal policy for absences is established to support Residents' needs and desires. However, AFRH-G is required to maintain accountability for the whereabouts and well-being of Residents. Please contact the Security Office if your absence will be longer than 24 hours to complete a leave form. Please fill out the leave form on the day you depart; if you are away from the Home, please contact security at 228-897-4418. Residents are requested to notify Security or the Wellness Center if they will be hospitalized.

7. **Key Policy:**

The Chief of Resident Services or their representative will be the Key Control/Smart Card Replacement Officer responsible for all key and smart card issues pertaining to Residents of the facility.

a. **Requirements:**

(1) All keys or smart cards issued by AFRH shall remain the property of the AFRH.

(2) Keys and smart cards will be issued only to individuals who have a legitimate and official requirement for the key or smart card.

(3) Keys or smart cards which are no longer required for authorized purposes shall be returned to the Chief of Resident Services.

(4) No person shall alter or duplicate any key or smart card issued by AFRH without receiving permission from the Chief of Resident Services.

(5) **Key and smart card holders shall not use their key(s) or smart card(s) to grant access to other individuals.**

(6) Key and smart card holders shall immediately report any lost, missing, or stolen keys or smart cards to the Chief of Resident Services. This includes mailbox keys.

(7) All hard key requests are to be made through the Chief of Campus Operations utilizing contract maintenance who maintains all master hard keys for the facility.

b. **Issuing and Returning Keys:**

(1) The Chief of Resident Services or designee(s) will determine what keys or smart cards are required for each Resident.

(2) Key/smart card holders will be required to show a valid photo ID.

(3) All Residents are responsible for returning keys/smart cards to the Chief of Resident Services or designee(s).

c. **Replacement Keys and Smart Cards:**

(1) Permanent keys/smart cards will only be issued during normal working hours, Monday-Friday, 0700-1500. All other times, Security personnel will grant individuals access to spaces only after they have verified that the individuals are authorized access to the spaces they are requesting.

(2) Replacement of hard keys that are not readily available will be provided by request to Campus Operations.

8. **Alcohol:**

a. Although management does not advocate the consumption of alcoholic beverages, facilities (Fiddler's Green Lounge and the NEX), are set aside for the

sale and consumption of alcoholic beverages on the grounds. Additionally, the consumption of alcohol is authorized in the Dining Hall.

b. Public intoxication is unacceptable behavior and will not be tolerated. Violations may be addressed by an administrative action up to and including a disciplinary/administrative hearing.

9. **Drugs:**

a. The possession, use, introduction, and sale of any controlled substance on AFRH-G grounds and properties is strictly prohibited. The presence of a controlled substance on a Resident, in his/her car, or within the personal property of a Resident will be considered possession.

b. Anyone who introduces illegal, controlled substances of any sort onto AFRH-G grounds and properties will be barred from AFRH-G grounds and referred to the Gulfport, Mississippi, authorities for appropriate disposition. Residents will have an Administrative Hearing which could result in immediate discharge.

NOTE: Persons entering AFRH-G grounds and properties are subject to search of their private property.

c. The only exception to this policy applies to medications prescribed for the Resident and reserved for the use of that Resident only.

10. **Conduct and Dress:**

The atmosphere and harmony of the AFRH-G is largely dependent on the Resident's ability to get along with others. Cooperation and respect of the rights of others will enhance the traditions of the AFRH-G as a special place. In support of the community living atmosphere, the following conduct and dress requirements are expected of Residents. If you have concerns or questions regarding conduct, please notify Security, the Ombudsman, or Resident Services.

a. **Conduct:** Residents are expected to conduct themselves in a manner that will promote harmony, safety, security and consideration of others. Negative behavior, such as using racial slurs, engaging in confrontations, and damaging the property of other Residents will not be tolerated. Residents are also responsible for the conduct of their guests. Any instance of a Resident's deliberate intent to demean, malign, slander, or participate in character assassination will be dealt with

immediately using the Home's Administrative Hearing process. This inappropriate behavior applies to verbal and written instances of negative behavior. Depending on the severity of an infraction, disciplinary actions could include a verbal counseling, a written counseling, or an administrative hearing.

(1) **Resident – Employee Guidelines:**

(a) Residents who come in contact with employees, to include contractors and outside vendors, are expected to give employees courtesy and consideration, and to avoid job interruption and distractions.

(b) Residents will cooperate fully with inquiries and investigations conducted by AFRH-G. These fact finding efforts may be performed by AFRH's Security Office, the Human Resources staff, the Equal Employment Opportunity Office, or any other persons authorized by the AFRH-G Administrator or AFRH Inspector General.

(c) Residents may not permit government or contract employees access to individual living areas unless the government or contract employee's presence is required for official duties such as health, welfare, and maintenance checks; preventive maintenance or repair purposes; and approved public affairs activities.

(d) Residents are not permitted to offer tips, money or loans, or engage in any financial transactions with an AFRH-G employee or contract employee. This means no cash, checks, money orders, bonds, stocks, or other financial instruments. Modest gifts (gifts valued at $20.00 or less per occasion, provided that the total value of gifts do not exceed $50.00 per calendar year) may be exchanged with non-contract staff on special or infrequent occasions. Questions regarding Resident to staff gifts may be addressed to Administrative Officer for the Administrator. Contractors may not accept money or gifts from Residents.

(e) Residents are prohibited from seeking the services of employees/former employees for their own private financial activities, such as banking and other personal financial matters, with the exception of Social Workers and the Ombudsman, to include transcribing of personal financial and identifiable information. In addition, Residents are prohibited from seeking the services of an employee/former employee as the executor or beneficiary of their estate.

(f) Residents will not engage in personal, non-official relationships

with AFRH-G employees or contractors. The purpose of this recommendation is to protect Residents from potential exploitation and to avoid the appearance of preferential treatment by AFRH-G employees or contractors.

(g) In the absence of a written statement to the contrary, Residents consent to the taking of photographs, movies, or video tapes by AFRH employees and grant AFRH the right to edit, use, and reuse said products for non-profit purposes including use in print, on the internet, and all other forms of media.

b. **Dress:** In public spaces, Residents are expected to wear clothing that is clean, neat, serviceable, and conducive to adult living. Clothing with racial, sexual, political, or ethnic slogans is considered inappropriate dress at the AFRH-G. Shoes or sandals must be worn at all times in public spaces. If there are concerns regarding dress within the confines of the campus, please notify Security, Resident Services, or a member of the Resident Advisory Committee (RAC). Authorized staff will review/ address the concern. Sleeveless and tank-top styled undershirts, shirts with cutout underarms, short shorts, bedroom slippers, shower shoes, pajama tops or bottoms, and bathrobes are not permitted in these areas. Urinary collection bags and tubing must be covered with clothing and/or a bag cover.

c. **Dining Hall, Spiro's, and Fiddler's Green:** Clothing worn in these areas is to be clean and neat. Sleeveless and tank-top styled undershirts, shirts with cutout underarms, short shorts, bedroom slippers, shower shoes, pajama tops or bottoms, and bathrobes are not permitted in these areas. Shoes, sandals, or authorized medical foot coverings must be worn in these areas. The wearing of hats is acceptable; do not place them on tables where food is served or being consumed.

11. Dining Hall Information:

Three carefully planned daily meals are served (Dine-In) in the Dining Hall. The Dining Hall is a community space and provides cafeteria style dining services. We manage three kitchens and one small coffee area (Spiro's). Spiro's is a resident provided and stocked area. Guests, staff and visitors should not be taking products from this area. Tours of these kitchen areas are available by scheduling through the Dining COR.

The Dining Facility manages a Main/Regular Line, a Diet Line and a Grill Line. Currently the Grill is only open for Breakfast and Lunch meal services. Grill food options for lunch are limited to what is on the Short Order Grill Menu listed on the weekly menus.

Food menu management is executed in a six-week rotation cycle. Management does review and edit menus periodically. Dining comment cards are provided at the entrances of the dining facility and are used to help with menu evaluations. AFRH is instructed by directive to provide a normal portion of any requested items displayed on the serving line, unless a specified request is made for a smaller portion. Residents may return to the line (behind the last person in line), if more portions are desired.

The Dining Hall main entrance is located by the "C" Tower elevators or north side of the dining facility. This entrance is used for Residents desiring Main Line and/or Grill options. The west side entrance is used for Residents desiring Diet Line options (lunch) or quick cold/salad self-service access, and is primarily for our Assisted Therapeutic Meals (ATM) approved Residents. There are no assigned tables within the Dining Hall with the exception of the Assisted Therapeutic Meals (ATM) tables.

a. Cafeteria-style dining service is offered at a centrally located dining facility. Assisted Therapeutic Meals/Tray Service may be provided on approval by medical necessity through Healthcare and will be reviewed periodically for appropriate usage.

b. Hours of operation:

Breakfast: 0700 to 0830

Lunch: 1130 to 1300

Dinner: 1630 to 1800

NOTE: Dining Hall is closed 0830 - 1130, and 1330 - 1630 for cleaning.

c. AFRH provides generalized food service for main dining Residents and may not be able to accommodate all special dietary needs. However, other choices that would comply with most diets are available in self-service areas of the Dining Hall. A registered Dietitian is available by appointment.

d. Visitor meal tickets are for sale at the Security desk in the main lobby from 0800 – 1430 during business days. Tickets are $10 for regular meals, $5 for Soup and Salad tickets, and $15 for special meals (birthday and holidays). Prices are subject to change. Meal tickets must be purchased using credit or debit card. Cash payments are not accepted.

e. Due to the size of our community and the variety of individual schedules, appointments, and needs, staff may not always be able to accommodate extended or recurring meal service requests. Residents in Independent Living (IL/ILP) are encouraged to plan ahead for any absences from scheduled meals. In the event of unexpected circumstances, Residents should first contact the Dietitians. If the Dining Hall is closed, they may reach out to the Dining COR or Dining Shift Supervisor at 228-897-4489 to explore available food assistance options, based on staffing and nutritional resources.

Residents in higher levels of care (AL–MS) should work directly with their assigned nursing or dietitian staff to ensure their nutritional needs are met.

To help us serve you better, please submit all requests at least 24–48 hours in advance. This allows adequate time for the kitchen to prepare and process the request.

f. Guests/visitors must pay in advance for their meals and may obtain tickets either from their Resident sponsor or purchase them at the Security desk, Monday - Friday (no weekends or holidays) from 0800 – 1430, subject to the availability of volunteers. The sponsor is responsible for ensuring that visitors pre-pay for their meals. During all meals, staff, contractors, and guests are required to wait 30 minutes after the Dining Hall opens before going through the line in accordance with AFRH Directive 8-3 (Dining Services). Residents sponsoring guests for meals must dine with them, unless specifically exempted (see page 28 for common exemptions).

g. Residents are expected to conduct themselves in a manner that will allow meals to be consumed and enjoyed in a quiet, pleasant atmosphere. Loud and abusive talking and swearing, breaking in line, running, and throwing objects are unacceptable. Although we have self-service areas, residents are strongly discouraged from removing food, silverware, dishes, cups, or drinking glasses from the Dining Hall. Residents who occasionally wish to enjoy their meal in their apartment may do so by using the designated food transfer area located to the left of the serving line.

h. For food safety and sanitation reasons, the transfer of food into personal containers at the salad bar, dessert bar, ice cream station, or other self-service areas is prohibited. Residents are asked to take only the condiments and packaged items they will reasonably eat for that meal. Filling personal containers or bags with coffee creamer, sugar, or other condiments, or taking large quantities of muffins, cereal, fruit, or other packaged items, may leave other Residents without these

offerings. Removal of additional portions of food products from one meal service to skip another service is discouraged. If you have concerns regarding conduct, please notify Security or Resident Services.

12. **Quiet Hours:**

a. To promote a peaceful, fulfilling quality of life at the AFRH-G, quiet hours are established between 2200 and 0800 for the Bocce Center and Bowling Center, and between 2200 and 0600 for the laundry rooms and residential areas. Please be mindful of the noise when using the Fitness Center during quiet hour times.

b. Residents and guests who enter the residential area during quiet hours should be considerate of their neighbors. Loud noise of any kind during the established quiet hours is considered unacceptable conduct.

c. All individual entertainment equipment must be operated in a manner that reduces sound from being heard outside an individual's room during quiet hours, i.e., operated with headphones in Independent Living (IL)/Independent Living Plus (ILP).

d. Balcony/porch lights should be off when not on your balcony/porch, or by 2200 – please be considerate of your neighbors.

13. **Electrical Appliances:**

a. The facility is expanding its permitted food warming appliances in independent-living dwelling units to include certain listed countertop food-warming and limited-cooking appliances, subject to established fire-safety controls.
b. Certain residential food warmers may be permitted within independent-living apartments when the appliances are listed for residential use, operated in accordance with manufacturer instructions, appropriately located and connected, and used for ordinary residential food warming and limited cooking.
c. Commercial cooking operations, open-flame cooking, deep frying, and cooking activities that generate substantial grease-laden vapors remain prohibited. The AFRH reserves the right to determine whether the appliance and intended use remain within scope of food-warming and limited-cooking.
d. Three levels of permitted use:

Permitted

- Microwave ovens
- Toasters
- Coffee makers
- Other residential food-warming appliances approved by the facility

Conditional- Potentially permitted after Facilities/Safety approval:

- Slow cookers
- Other appliances capable of sustained cooking

Prohibited

- Induction cooktops
- Electric skillets
- Countertop ovens (i.e. Toaster Ovens)
- Deep fryers
- Propane/gas cooking appliances
- Portable open-flame appliances
- Appliances with exposed heating elements
- Cooking producing substantial grease-laden vapors
- Any appliance not listed/approved for residential use
- Damaged, modified, recalled, or improperly repaired appliances

e. **The safeguards:**

1. **Fire protection -** The apartment's existing smoke detection, automatic sprinkler protection, and fire alarm systems remain part of the overall protection strategy.
2. **Listed appliance -** The appliance must be listed by a nationally recognized testing laboratory (e.g., UL/ETL) and used according to the manufacturer's instructions.
3. **Automatic shutoff -** Use appliances incorporating automatic shutoff where available.
4. **Residential use only -** The appliance must be designed and listed for residential use.
5. **Location -** Place the appliance on a stable, noncombustible or appropriately protected countertop with adequate clearance from combustibles and according to the manufacturer's instructions.

6. **Electrical safety -** Plug directly into an approved wall receptacle unless the manufacturer's instructions specifically permit otherwise. Do not use extension cords and power strips for high-wattage cooking appliances.
7. **Damaged Electrical Cords -** Electrical appliances and cords must be maintained in safe condition. Cut, frayed, exposed, or damaged power cords may not be repaired with electrical tape and must be removed from service until properly repaired or replaced. Residents may contact Maintenance, the appropriate department representative, or the Safety Office if you have questions regarding the safety of an electrical appliance.
8. **Limited cooking -** Limit the appliance to reheating, warming, baking, roasting, air frying, or other approved limited-cooking activities.
9. **No unattended cooking -** The resident must remain present while the appliance is operating.
10. **No grease-heavy cooking -** Prohibit activities likely to generate substantial grease-laden vapors.
11. **Resident capability -** For residents whose ability to safely operate cooking equipment has become impaired, the AFRH reserves the right to rescind appliance privileges and submit for ADL assessment.

14. **Cooking in Resident Rooms:**

a. We offer a wealth of opportunity and choices for dining and self-catering. Cooking in the rooms is tailored to balance Resident independence with safety and health regulations. Cooking shall be limited to private Independent Living or Independent Living Plus room settings or as an alternative, the Chapel Fellowship Hall Kitchen (safety briefing required).

b. To maintain proper pest control, sanitation standards, and fire prevention, cooking appliances are to be maintained in a clean state when not in active use. This ensures safe food handing and cooking practices while supporting resident independence, comfort, and dietary needs. All cooking areas must be kept free of clutter and flammable materials. Violations of sanitation or safety protocols may result in restrictions to cooking privileges.

c. Residents **may cook in their private kitchenettes** using standard countertop appliances (microwaves, coffee pots, air warmers, etc.). Residents must comply with **fire safety guidelines at all times**. The use of toaster ovens, open

flame devices, electric hot plates, grills, deep fryers, etc. is strictly prohibited.

d. Independent Living Plus Residents are generally **not permitted** to cook in their room unless approved through the Administration Ad Hoc Committee with a Reasonable Accommodation request based on the Resident's cognitive and physical capabilities, and presence of limited-use appliances (e.g., microwaves, coffee makers, etc.).

e. Residents may store non-perishable or refrigerated items in a personal refrigerator. Perishable items must be discarded by expiration date or before rotting occurs. Staff may inspect refrigerators periodically for food safety and kitchenette area for pest control, sanitation standards, and fire prevention safety.

15. **Cultural Awareness:**

The AFRH-G is an equal employment opportunity organization. We are firmly committed to equal opportunity without regard to former rank/rate, race, sex, color, ethnic origin, age, religion, or handicap. Discrimination in any form, to include verbal and written comments of abuse or sexual harassment against another Resident or an employee, will not be condoned and will be addressed via an administrative action up to a hearing.

16. **Gambling:**

Gambling of any sort, including the placing and accepting of horse and number bets on the AFRH-G grounds, is prohibited. Minimal, infrequent "lottery type" activities sponsored by Recreation Services are exempt and only Residents are eligible for prizes.

17. **Solicitation:**

Unauthorized solicitation for any purpose is prohibited on the AFRH-G grounds. Unauthorized solicitation should be reported to the Security Office as soon as possible. You are not permitted to operate a business on the grounds of AFRH-G.

18. **Smoking/E-Smoking:**

The policy of the AFRH-G is to provide a smoke-free environment for its Residents, employees/contract staff, guests and visitors. There is an additional smoking policy for Residents that reside in the Upper Levels of Care. Smoking is defined as the use of and/or carrying a lighted cigar, cigarette, pipe, or other tobacco product. E-Smoking is the use of an e-cigarette device which creates vapor

smoke.

a. Smoking/E-Smoking is not permitted in the interior spaces of all AFRH-G owned, leased, or administered buildings. This includes: all Resident rooms, common areas, elevators, corridors, stairways, dining facilities/canteen, Chapels, restrooms, meeting rooms, reception areas, entrances, balconies, and green roof areas located within 25 feet of the AFRH-G, unless specifically designated as a smoking area. Residents are not allowed to smoke in the garage area.

b. Smoking/E-Smoking is prohibited within 25 feet of any entrance or exit, through doorways, windows, air intake ducts or other openings; within 25 feet of any government owned or leased vehicle; while walking or biking on the exercise track; and within 25 feet of the perimeter of the swimming pool. The red line at the main entrance denotes distance from front entry. Residents are not permitted to smoke in the garage area.

c. Residents who wish to participate in a smoking cessation class are highly encouraged to contact Healthcare.

d. Smoking/E-Smoking violations will be addressed via an administrative action up to a hearing.

19. **Resident Fee:**

Each Resident must pay a monthly Resident Fee. The fee is a percentage of the gross income received from all sources. Residents are required to pay their Resident fee by electronic transfer available at their financial institution. Notices of Non-Sufficient Funds (NSF) may be addressed via the Home's Administrative Hearing process which could impact residency at AFRH-G. NOTE: The Resident fee is also payable when a Resident is absent from the AFRH-G, and during hospitalization. The Administrator may adjust the amount of the Resident's fee in extraordinary circumstances. Based on adequate proof by the Resident of such hardship, consideration will be given on a case-by-case basis (in all levels of care) for Residents experiencing a significant change in income which affects the ability to pay the current fee. The Business Center can assist with any fee questions or a required documents checklist.

20. **Administrative Hearings:**

a. The community living environment of the AFRH-G is dependent upon mutual respect among Residents, the practice of established safety and security measures, and adherence to AFRH-G policies. Disregard for the rights of others,

conduct prejudicial to good order, slanderous comments, or the violation of AFRH-G policies will be addressed via the Home's Administrative Hearing process or other administrative disciplinary actions (verbal or written). The board consists of the Hearing Officer, the Ombudsman, Chief of Security, and a social worker at a minimum. Other members can be added as required.

b. **Hearing Officer:** The Administrative Hearing Officer is appointed by the Administrator of the AFRH-G in writing, and is charged with the following responsibilities:

(1) Examining the circumstances and seeking to ascertain the facts relative to alleged infractions and violations of AFRH-G policies.

(2) Conducting Administrative Hearings as warranted.

(3) Recording the results of the hearings.

(4) Presenting conclusions and, if necessary, making a recommendation to the Administrator for administrative actions.

b. **Notification:** A Resident who is the subject of an alleged infraction will be scheduled for an Administrative Hearing, no less than seven calendar days from the date of notification; this can be waived by Administrator for severe infractions. Upon notification, the Resident will be asked to sign an acknowledgment of the time and location of the hearing and will be given a copy of the notification which includes information on the alleged infraction.

d. **Presentation:** During a hearing the Resident may, if desired, present oral or written facts to the Hearing Officer, and have a representative of his/her choice present during the hearing for representation, advice, or support.

e. **Hearing Results:** Hearings normally result from an alleged individual act, such as abusive language directed toward others, alcohol-related incidents, assault, threat of bodily harm, fire/safety violations, smoking violations, failure to pay Resident fee, and continuous disregard for the AFRH-G policies. The administrative actions for these infractions may range from a reprimand, suspension of facility privileges, an apology to the offended party, counseling, or dismissal from the AFRH-G.

f. **Appeal:** Residents may appeal the findings and recommendations of the Hearing Officer to the Administrator in writing within 15 calendar days. The

appeal process will be explained by the Hearing Officer at the conclusion of the hearing. If a Resident desires to make an appeal, please contact the Ombudsman for processing and routing of the appeal. If the Administrator concurs with a recommendation of dismissal, the Resident may appeal the Administrator's decision to the Chief Operating Officer (COO). Normally, the Resident will remain at the AFRH-G during the appeal process. However, when the seriousness of the incident warrants, the Administrator may approve immediate dismissal. If immediate dismissal is directed, the former Resident, although not physically present at the AFRH-G, may appeal the dismissal to the COO within 30 calendar days. Appeals are required to be in writing and submitted, with all supporting documents, no later than 30 calendar days from the date of the Administrator's dismissal decision. If the Administrator or the COO desires to personally interview the Resident, a separate meeting will be scheduled.

g. **Discharged Residents Eligibility for Re-Admission:** Residents discharged from the AFRH-G for cause will be eligible for re-admission after three years of the date of discharge and at the sole discretion of the COO.

21. **Parking:**

a. **Automobiles/Motorcycles:** Residents and staff are required to register their vehicles to receive a parking decal. Registration requires that you bring state vehicle registration, proof of insurance, and your driver license to Security. Upon becoming a Resident of the AFRH-G, you may choose to become a resident of Mississippi, if you consider Mississippi your primary state of residency. As a Mississippi resident, you will be subject to taxes, vehicle registration, and driver's license requirements. If you desire to become a legal resident of Mississippi, you must register your vehicle within 30 days of moving to the AFRH-G. Mississippi still requires that vehicles be properly registered in the state of legal residence if you choose not to domicile in Mississippi. Problems that you may encounter with the local government by failing to obey its laws for operating, inspecting and registering motor vehicles are your responsibility. Being a Resident of the AFRH-G does not offer any immunity whatsoever in your dealing with the local government and its laws and regulations.

Residents are limited to two registered vehicles at the AFRH-G. All vehicles are required to be in working order to prevent AFRH-G from becoming a storage area for non-operating/abandoned vehicles. Resident vehicles must maintain current registration, liability insurance, and license plates. Vehicles too large to park in the parking garage will be parked in the Recreational Vehicle (RV)/Employee Overflow parking area.

Residents who own more than one vehicle may only park one vehicle per Resident in the garage. If more than one vehicle is found registered to a Resident and parked in the garage, they will be asked to remove any additional vehicles.

b. **Recreational Vehicles:** Residents are allowed to have one RV registered at the AFRH-G. RVs are defined as the following: motorhome, pull behind camper trailer, 5th wheel camper trailer, or a boat secured to a trailer. All valid RVs will be parked in the RV/Employee Overflow parking area in the northwest corner of the property, and should be parked in designated parking spots when available. RVs parked on the grounds of the AFRH-G must maintain current license plates, registration, liability insurance, and inspection stickers of your state of domicile. RVs are to be maintained in operational order to prevent the AFRH-G from becoming a storage area for non-operating/abandoned RVs.

Recreational vehicles will not be used by Residents, visitors, staff, or contractors in an overnight stay capacity, anywhere on campus. Cargo trailers, flat bed trailers, car toppers/campers, or car dollies are not allowed to be stored on campus grounds.

Residents who had a cargo trailer registered with AFRH-G and stored on the property as of June 1, 2026, are grandfathered under the existing policy. Residents who have more than one stored trailer will be asked to remove additional trailers from property.

NOTE: The AFRH-G Administrator reserves the right to request the removal of any vehicle, automobile, or RV from the grounds of the AFRH-G due to the owner's failure to maintain the vehicle in good working condition and/or failure to maintain current registration and liability insurance, or if the said vehicle poses a safety or security hazard.

c. **Parking:** Garage parking is intended for Residents primarily and is unique in that we have many parking spaces reserved for certain types of vehicles. There are 10 Van/Carpool spaces, four Oversized Vehicle spaces, 32 Handicap spaces, and 12 Motorcycle spaces. Report all accidents to Security. You may be required to complete an accident report.

(1) Low Emissions/Fuel Efficient spaces are part of the Leadership in Environmental and Energy Design, also known as LEED. These spaces are currently not being policed and are available to Residents for parking.

(2) Oversize Vehicle parking spaces are available in the north side of the parking garage and should be utilized for vehicles 17 feet or longer in length, not to exceed 23 feet. Vehicles are not identified as oversized by any special sticker, but the area is policed for obvious violations and cited by Security.

(3) Handicap spaces may be used with handicap license plates or a 100% DAV license plate with handicap symbol, and/or a handicap placard displayed on the rearview mirror. Vehicles not clearly marked will be cited by Security. This applies to Residents, employees, and contractors. Disabled Veteran and 100% DAV without handicap symbol may park in the parking garage, but not in any handicap space.

Parking for RVs, motor homes, and any other motor vehicles too large to be parked in the garage is available in the RV/Employee Overflow parking area located in the northwest corner of the property.

NOTE: The Administrator reserves the right to assign permanent, reserved parking to GS-13 or above, reasonable accommodation for any employee, and to assign parking for "employees only" as needed.

d. **Traffic Point System:** The traffic and parking point system provides a uniform administrative device to impartially judge driving performance of the Residents, and Federal/contract staff. This system is not a disciplinary measure or a substitute for punitive action.

(1) Parking non-security and safety violation – One point.

(2) Parking in a Handicapped parking space – Two points.

(3) Driving a vehicle without the use of a seatbelt – Two points.

(4) Parking that creates a security and safety violation – Two points.

(5) Speeding (more than 10 mph over the posted speed limit) – Three points.

(6) Parking in a Fire lane/hydrant – Three points.

(7) Using a cell phone without a hands-free device while driving – Three points.

(8) Driving on the grounds of the Home when driving privileges are suspended or revoked – 12 points.

e. Other infractions will be documented and presented to the Chief of Security who will determine if point(s) are necessary.

f. If a Resident receives a total of six points, a warning letter will be sent to the Resident. The letter will indicate that the driver will lose their driving privileges if they receive 12 or more points within a given year.

g. If a Resident receives a total of 12 or more points within a given year, their driving privileges will be suspended or possibly revoked. A letter of notification will be sent to the Resident. This letter will indicate that the driving privileges have been suspended or revoked for the individual identified in the letter.

If a Resident has their driving privileges suspended the following will be enforced:

(1) First Offense – 3 days.

(2) Second Offense – 14 days.

(3) Third Offense – Revocation of driving privileges for six months to one year (based on the severity of the infractions).

h. All points accumulated by a driver will remain in effect for a period of one year from the date in which they were issued. Points will be removed afterwards.

22. **Guests:**

Friends and relatives are welcome to visit the AFRH-G Residents. However, in the interest of community, some administrative requirements are necessary for all visitors.

a. Entrance to the AFRH-G: The main gate, located on the south end of the property on the service entry off Beach Drive, is operational 24 hours a day. Visitors are required to be sponsored by a Resident or federal/contract staff member and obtain a visitor's pass at the main gate, which must be worn at all times. Parking for guests is located on the east and west side of the front of the building. Guests are not allowed to park inside the parking garage.

c. Residents/Staff are directly responsible for the accountability, control, and conduct of their visitors.

d. Residents may have overnight guests in their Independent Living room a total of 28 days per calendar year (14 days between January – June, and 14 days between July – December). Any stay beyond this period must be submitted in writing and approved by the Administrator. There is no carry-forward of unused days in any calendar year. All guests must check in with Security to receive a visitor's badge which must be worn, above the waist, at all times during their stay. Overnight guests must follow all rules posted in the Resident Guide. Residents are responsible for their guests, to include making sure their guests pay for and receive a meal ticket for every meal.

e. Recreation social events, tournaments and activities are for Residents only unless otherwise advertised. The food and drinks served at all Recreation programs, ceremonies and events are for Residents only. Military and community volunteers officially helping under the Volunteer Program may be allowed to partake in refreshments. Occasionally, parties/events may take place when guests will purchase a ticket and participate. These events will be advertised in advance. Guests may not participate in the alcohol or treats that are occasionally served in the Dining Hall by Recreation employees.

f. Visitors are welcome to visit the grounds and community areas. Visitors are welcome to have meals in the Dining Hall (for a fee), and play games in the Club Room and other activity rooms. Note: Guest Bingo players must be at least 21 years of age. Please refer to posted Standard Operating Procedures for additional information regarding guest or child participation in Recreation rooms. For more information about dining or purchasing meal tickets for visitors and guests, please refer to pages 15-18.

Residents must be with their guests when sponsoring them on campus. Exceptions include hospitalized Residents, and Residents in Assisted Living, Long-Term Care and Memory Support.

23. **Outside Services:**

If you wish to use an outside service such as a house cleaning service, personal laundry service, etc., not already approved by the AFRH-G, please contact Resident Services with the agency's name and address so that an MOA (Memorandum of Agreement) can be completed with that agency.

24. **Weapons:**

Dangerous weapons are prohibited in federal facilities pursuant to Title 18 of the U.S. Code. 18 USC § 930 governs the possession of firearms to include munitions, explosives, fireworks, etc. in federal facilities. Possession of a dangerous weapon by a Resident may result in discharge from AFRH-G upon the first occurrence. The following is instructive:

a. 18 USC § 930(a) states, "except as provided in subsection (d), whoever knowingly possesses or causes to be 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."

b. 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 pocket knife with a blade of less than 2 ½ inches in length.

c. Firearms and weapon memorabilia that has been dulled or disabled, or permanently mounted for display are excluded from this restriction. Residents with weapon memorabilia are required to notify the Safety Officer to complete an acknowledgement form. AFRH-G has the right to inspect all memorabilia for compliance.

d. Firearms and ammunitions are prohibited on campus to include in your vehicle. These items must be secured in off campus storage.

e. The Interagency Security Committee (ISC), chaired by the Department of Homeland Security, has determined that stun guns are dangerous weapons within the meaning of Title 18, and therefore prohibited in federal facilities.

25. **Pest Control:**

a. To foster the proper pest control and sanitation measures, food kept in the living areas must be kept in sealed containers. Food related trash should be

promptly removed from the room. Trash chutes are located in rooms across from the elevator on each floor, and are for bagged trash only.

b. Corrugated cardboard boxes are not considered storage units. They present a pest control problem as they are an excellent harbor for insects and pests. Boxes may be broken down and put in the trash room for disposal. Residents are encouraged to use plastic storage containers in lieu of corrugated cardboard boxes.

c. In the event of an infestation, treatment will be provided by AFRH-G contracted pest control personnel. Due to the nature of communal living, Resident compliance with the pest control process is mandatory. Flagrant and/or repeated sanitation violations could lead to an administrative action up to a hearing.

26. **Pets:**

Because of the close community living conditions, and the lack of veterinarian services and kennel facilities, Residents are not permitted to have pets at the AFRH-G (in their rooms, guest rooms, or vehicles parked on the grounds, to include recreational vehicles). Service animals are not pets and are permitted in accordance with the relevant AFRH-G Standard Operating Procedure. Sanctioned visitations by animals for recreation and therapeutic activities are also authorized through Recreation Services. Guests are not allowed to bring pets into the AFRH-G.

CAUTION: Please do not pet or feed wild animals and birds that may wander onto the grounds or venture onto your balcony. Many of the animals are carriers of disease that can be harmful to your health. Bird houses and bird feeders are prohibited.

27. **Evacuation Plans:**

a. **Fire Prevention:** One of the most effective means to prevent fires from starting is through active prevention measures. By observing these best practices, Residents can prevent a fire that could cause harm or destruction.

(1) **Best Practices:** Incense, open flamed candles, and products or heat sources that could ignite combustible material are strictly prohibited. Ensure that all appliances and equipment are approved by a testing laboratory, such as Underwriters Laboratories (UL). Use surge protectors or power strips. DO NOT overload electrical circuits by plugging in too many machines into one receptacle.

Do not prop doors open with a wedge, deadbolt or any other device that would prevent doors from closing completely.

(2) **Fire Evacuation Plan:** Concern for the preservation of life and property requires that all Residents, employees/contract staff, and visitors become familiar with posted fire regulations. All persons must take every precaution to prevent fires and immediately report any detection of smoke to the Security Office. In the event of an actual fire, fire drill, or the activation of a fire alarm, all occupants must immediately take appropriate action. In the event of a fire, the "Defend in Place" strategy is used. Each floor has a designated "Area of Rescue." Please become familiar with the Area of Rescue on your floor and throughout the facility.

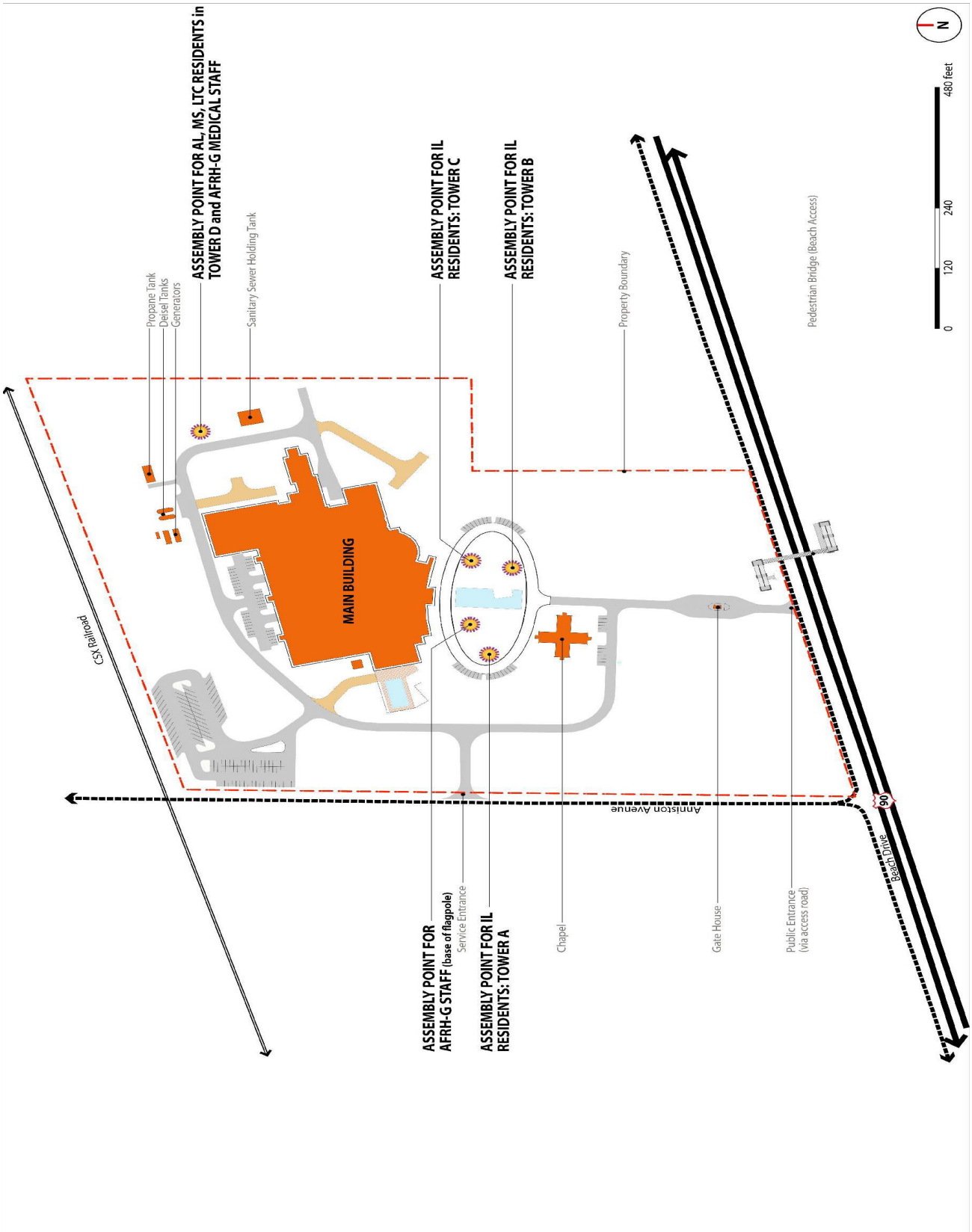
(3) **Resident's Role During a Fire (see page 34):** If you discover a fire, **do not attempt to fight the fire! Immediately contact Security using the nearest Emergency Phone or pull cord.**

(4) **If alarm is on your floor:**

- "Defend in Place," evacuate to Area of Rescue (located at each end of hallway,) and wait for assistance.
- When you evacuate your room, **hang "Evacuated" tag on door once room has been evacuated.**
- Listen for announcement & follow the instructions. If you have problems with mobility or vision, wait in Area of Rescue for assistance.
- If evacuation outside is required, use the nearest stairwell and assemble in the designated assembly areas in the front of the building (see page 29).

Reminders

- AFRH-G is a non-smoking building.
- Use surge protector for additional power needs.
- Do not leave food unattended in microwaves.


N
480 feet
240
120
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ASSEMBLY POINT FOR AL, MS, LTC RESIDENTS in TOWER D and AFRH-G MEDICAL STAFF
Propane Tank
Deisel Tanks
Generators
Sanitary Sewer Holding Tank
ASSEMBLY POINT FOR IL RESIDENTS: TOWER C
ASSEMBLY POINT FOR IL RESIDENTS: TOWER B
Property Boundary
Pedestrian Bridge (Beach Access)
MAIN BUILDING
CSX Railroad
Anniston Avenue
90
Beach Drive
ASSEMBLY POINT FOR AFRH-G STAFF (base of flagpole)
Service Entrance
ASSEMBLY POINT FOR IL RESIDENTS: TOWER A
Chapel
Gate House
Public Entrance (via access road)

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! ! ! ATTENTION ! ! !	
DO NOT PANIC, remain calm.	**DO NOT PROP DOORS OPEN** in rooms or stairwells.
REPORT FIRE TO SECURITY 228-897-4418; use emergency pull cord if necessary.	**BE SPECIFIC WHEN CALLING**: give room number, floor, and tower!
FEEL THE DOOR WITH BACK OF HAND. If hot, do not open the door. If cold, open the door slowly.	**CLOSE ALL DOORS AND WINDOWS** whenever evacuating an area.
IF YOUR ROOM IS SMOKY, get on your hands and knees or stomach and crawl to the door.	**CHECK YOUR BUDDY** as you evacuate your room on the way to the Area of Rescue.
ASSEMBLE IN AREA OF RESCUE and listen for further instructions.	
IF YOU CANNOT LEAVE YOUR ROOM	
CALL SECURITY 228-897-4418; let them know your location or use your emergency pull cord.	**COVER YOUR NOSE AND MOUTH** with a wet towel if smoke penetrates into your room.
STUFF WET SHEETS or TOWELS around cracks in doors and in air vents.	**STAY LOW** Drop down under the smoke level.
WAVE A TOWEL OR SIGNAL WITH A FLASHLIGHT. Make yourself visible from your room's balcony to let rescue teams know where you are.	

b. **Tornado Evacuation Plan:**

(1) **Tornado Background:** Unlike hurricanes, tornados do not give much advance warning. These extremely destructive storms strike quickly and depart rapidly.

(2) **Tornado Alerts:**

(a) **Watches & Warnings:** A Tornado **Watch** is set when atmospheric conditions are favorable for tornados. A Tornado **Warning** is issued when a tornado or funnel formation has been reported in the local area. These alerts are issued by the National Weather Service and announced over local radio and television.

(b) **Response to a Watch:** Residents should monitor weather bulletins and remove all items or materials from their balconies. This action ensures these objects do not become projectile hazards.

(c) **Response to a Warning:** Ensure the balcony door to the room is secured for high winds, and all items from balconies moved to a protected area inside. If inside your room take shelter in bathroom or move to hall away from windows and doors. If caught by surprise outdoors, lay flat in a ditch or depression.

(3) **During a Tornado:** Remain in shelter area until the "all clear" is given. For comfort take pillows and blankets, but you MUST REMAIN in the shelter area until "all clear" is given. If there is a medical emergency use pull cords, or the emergency phone located in dayrooms or the Area of Rescue to request assistance.

(4) **Post-Tornado:** Make assessment of your room and report any damages to the service desk for repairs. If you sustain major damage notify Security immediately for assistance. If there is a medical emergency use pull cords, or the emergency phone located in dayrooms or the Area of Rescue to request assistance. Call family and friends to inform them of your safety.

(5) **Recovery Effort:** All rescues shall be conducted by federal/contract staff so keep away from rescue/work sites. Keep away from garage until area has been inspected for gas leaks. Do not endanger yourself or workers by taking unnecessary risks during a rescue attempt.

c. **Hurricane Evacuation Plan:**

(1) **Background:** Hurricanes represent the major disaster threat to the AFRH-G. In a worst case scenario (similar to Hurricane Katrina in August 2005), AFRH-G could be isolated from outside assistance for several days. Preparedness planning is centered on being as self-sufficient as possible.

(2) **Tropical Conditions:** Tropical weather events unfold in phases based on how soon the threats will affect the area. The hierarchy of Tropical Cyclone Condition of Readiness (TCCOR) for tropical weather events is listed below. Each TCCOR phase dictates a detailed set of steps to be initiated by AFRH-G personnel, as explained in greater detail throughout this chapter.

TCCOR NORMAL	Hurricane Season (Normal condition, 1 June - 30 November) - No current storm threat.
TCCOR 5	Tropical conditions expected in the area within 96 hours.
TCCOR 4	Tropical conditions expected in the area within 72 hours.
TCCOR 3	Tropical conditions expected in the area within 48 hours. **(Hurricane Watch)**
TCCOR 2	Tropical conditions expected in 24 hours. **(36 hrs. Hurricane Warning)**
TCCOR 1	Tropical conditions expected in the area within 12 hours.
DURING STORM	Tropical conditions are occurring.
POST-STORM	Tropical conditions have ceased and no additional winds are anticipated in the short-term.

Hurricane Tropical Conditions Hierarchy Table

(3) **Shelter in Place:** In the event of a hurricane, the AFRH-G strategy is to Shelter in Place for Residents only. Family and friends must use a local evacuation shelter or evacuate.

(4) **Evacuation:** Due to potential logistical challenges and the structural soundness of the AFRH-G, mass evacuation of the Resident population has not been declared a mandatory response activity to a hurricane. However, upon decision by the AFRH-G Administrator in coordination with the AFRH Chief Operating Officer, Residents will be advised to evacuate and follow their own plan by the time **TROPCON 3** is set. Evacuation of AFRH-G must be completed no later than 36 hours prior to hurricane force winds making landfall as traffic conditions may be restricted by the MDOT Contraflow Plan. Review Resident Preparation Checklist below, which follows this paragraph.

TABLE 3-6: RESIDENT PREPARATION CHECKLIST

TASK	COMPLETE	
	YES	NO
OPTION 1: CONSIDER EVACUATION		
The safest course of action to follow when faced with a hurricane is to leave its path as rapidly and as early as possible. **Evacuation is recommended when TROPCON 3 is set (hurricane winds expected to strike within 48 hours).** All Residents are strongly urged to take advantage of this opportunity and immediately depart the local area. A few hours' drive to a reasonably comfortable hotel in a safe location is preferable to the danger of facing a raging storm and the discomfort of subsistence level emergency living for many days should AFRH-G become isolated in the wake of a storm's destruction. A decision to leave should be made early enough to avoid monstrous traffic jams and shortages of hotel rooms.		
OPTION 2: SHELTER-IN-PLACE AT AFRH-G AND ENDURE HURRICANE		
AFRH-G has a well thought-out hurricane response plan and the main building is structurally sound enough to withstand most storms. We can provide basic services including simple meals, emergency medical care, shelter, lighting and power for essential services, a safe water supply and field level waste disposal during even the worst portion of a storm. Our plan is designed to protect lives and property, but cannot offer a high degree of comfort to Residents. Unfortunately, our efforts must be directed toward preservation of the main building and cannot save outlying buildings and parked vehicles from potential storm damage.		
IF SHELTERING-IN-PLACE AT AFRH-G, FOLLOW THE PRECAUTIONS BELOW:		
As with any emergency response plan, not all the possible circumstances can be anticipated or prevented. Therefore, the more prepared each Resident electing to "ride a storm out" is, the safer and more comfortable that Resident will be. Take these simple and inexpensive precautions to make your life far more bearable:		
a. You should maintain a stock of canned juices, water and other drinks in your room. We recommend that you concentrate on drinks that can be stored and consumed without refrigeration.		
b. A supply of your favorite snacks may make passing the storm time more pleasant. Snacks should be packaged for long-term storage and not require preparation before consumption. Reminder, cooking is prohibited in Resident rooms and power may not be available.		
c. A heavy duty flashlight and store of batteries will come in handy if the power supply is disrupted. Do not expect to use a flame-producing light such as candles or Coleman lanterns.		

d. If you routinely take a medication or test for diabetes, request the pharmaceutical provider to supply you with at least a two-week supply whenever **TROPCON 4 is set (hurricane winds expected to strike within 72 hours).** If you have medications which must be refrigerated or which have been prescribed by a physician outside AFRH-G, be sure and notify the pharmaceutical provider.		
e. If you are undergoing any special medical treatments from a source outside AFRH-G, please discuss these treatments with one of the AFRH-G physicians or Social Worker. It may not be possible for AFRH-G to provide all medical treatments during or immediately after a hurricane.		
f. A supply of your favorite toilet paper may prove to be a vital necessity, as you may be faced with an empty roller when the urge is the strongest.		
g. Your prized possessions should be protected from possible wind and water damage. Even the best designed window can leak or blow out when challenged by rain and extremely high winds. Pull your beds, stereos, computers, radios and other sensitive equipment away from the walls to the center of the room. Items subject to water damage should be wrapped securely in plastic. Picture albums and other highly personal and irreplaceable materials are best protected by wrapping in plastic and storing them.		
h. Ensure you have sufficient cash available to purchase basic needs in the days immediately after a storm. Depending on the extent of local damage, it may be several days before the bank can operate and in a post-storm situation many places will not take checks or credit cards.		
i. Prepare your car to withstand winds and rain. Upon setting TROPCON 4, you should maintain a full tank of gas in your car until the storm danger has passed. Even if you "ride" the storm out at AFRH-G, the extent of local damage may dictate that you leave the area, if possible, during the post-storm period. A full tank of gas should allow you to travel beyond the storm area. **Remember, AFRH-G is not responsible for damage to vehicles.** Hurricanes frequently spawn tornados (27 struck the Gulfport area during one hurricane) which can severely damage or completely destroy even the sturdiest car.		
j. Monitor storm updates on local, national weather channels or The Resident Channel (TRC) on your TVs. More information can be found at http://www.ready.gov/hurricanes.		

28. **Wireless Alert System/Health and Welfare Check:**

The CISCOR Wireless Alert System offers Residents in Independent Living/ Independent Living Plus three distinct features. The first part of the service, installed in all Resident rooms, are the pull cords. The second part of the service is the daily check in button located in the bathroom of each room, above the toilet. The third part of the service is pendants offered for use by those in Independent Living/ Independent Living Plus per individual request, and at other levels per medical recommendation. The pendant uses wireless monitoring units, strategically placed throughout the campus, to help Security locate you if you are having an emergency.

a. **Pull Cords:** When you need medical assistance in your room, use the pull cord to summon assistance. There are three pull cords in each unit: one by the bed, one in the living area, and one in the bathroom. Do not wrap the cord around the device to get it out of the way, or block access to the cord with furniture. Simply put, all furniture arrangements must allow for proper egress and not block access to the emergency pull cords. Wrapping the cord makes the device unable to operate correctly and also renders the device unreachable during an emergency.

b. **Daily Welfare Check:** A daily health and welfare check is made on every Resident each morning using the Wireless Alert System. Daily health checks – each Resident is required to press the button in their bathroom, located just above the toilet, one time between the hours of 0400 – 1000. Press and release the button. If you are experiencing issues with the button, place a work order with Campus Operations. If you do not press the button or check in with Security, a staff member is required to check your room. Safety and sanitation violations could lead to an administrative action up to a hearing during any room visit.

c. **Pendant:** Independent Living/Independent Living Plus Residents may request a pendant. Pendants only work on AFRH-G grounds should you need to call for help. Residents are reminded to have their pendants updated with any room changes that may occur. The pendant is offered at no charge. Security will assign a pendant to you. Your pendant will then be activated. Ensure you keep your pendant low enough where it can be reached from the floor, so it can be reached in the event of a fall. If you leave the AFRH-G, you must return the pendant. If you have any questions about this system, please feel free to call or stop by the Security Office.

29. **Personal Financial Affairs:**

Residents are expected to meet all their personal debts and obligations. AFRH-G may not be used as a personal credit reference and AFRH-G will not act as a collection agency for personal obligations; this includes the Resident's responsibility to pay their monthly Resident fee. It is the Resident's responsibility to immediately establish and maintain a payment plan with the Business Center for outstanding debt with AFRH-G, including the monthly Resident fee. An Administrative Hearing will be scheduled if a Resident does not establish and/or maintain a payment plan with the Business Center for outstanding debt. After 120 days of outstanding debt, AFRH-G will refer all debt to Fed Debt for collections, to include fees and interest, if a payment plan is not established and maintained.

30. **Health Insurance:**

Residents agree to contract for the following health benefits: Medicare A and B (for those that qualify), and a Medicare supplemental plan or medical health insurance plan. Tricare for Life is the recommended supplemental insurance for military retirees over the age of 65. Proof of insurance is mandatory prior to admission and will be verified before entering AFRH-G. All insurance plans and supplemental policies which Residents are required to have must be maintained and paid in full while Residents reside at AFRH-G. You will be asked to provide proof of continued insurance coverage at defined times; no less than annually. Residents are responsible for premiums, deductibles, co-pays, and non-covered services.

a. **Military Retirees under 65 with no Medicare benefits** are required to obtain **Tricare Prime** (the recommended healthcare insurance) or another similar healthcare insurance at their own expense. Individuals will be responsible for payment of any annual deductible and all co-pays associated with medical services.

b. **Military Retirees under 65 with Medicare benefits** must obtain **Tricare Prime** (the recommended healthcare insurance) or another similar healthcare insurance at their own expense. Individuals will be responsible for payment of all co-pays associated with medical services.

c. **Military Retirees over 65 with no Medicare benefits** are required to obtain a healthcare insurance that covers hospital stays, outpatient services, medically necessary products, durable medical equipment, and ambulance transportation. **Tricare Prime** and **Tricare Select** may be healthcare insurance

plans that meet this requirement. Individuals will be responsible for payment of any annual deductible and all co-pays associated with medical services.

d. **Military Retirees over 65 with Medicare benefits** must obtain **Tricare for Life** (the recommended healthcare insurance) or another similar healthcare insurance at their own expense. Individuals will be responsible for payment of any annual deductible and all co-pays associated with medical services.

e. **Non-Military Retirees with Medicare benefits** are required to have a Medicare supplement or enroll in a Medicare HMO, if available. Individuals will be responsible for payment of any annual deductible and all co-pays associated with medical services.

f. **Non-Military Retirees with VA benefits** are advised to use the Veterans Administration Medical Center if they have a 100% service connected disability. Supplemental insurance that covers hospitalization, durable medical equipment, pharmaceuticals, and office visits is still required because admission to a VA medical facility is not guaranteed. Individuals will be responsible for payment of any annual deductible and all co-pays associated with medical services.

g. **Non-Military Retirees under 65 with no Medicare or VA benefits** must have a major medical insurance policy prior to being admitted to the AFRH-G. The insurance policy must cover hospitalization, durable medical equipment, pharmaceuticals, and office visits. Individuals will be responsible for payment of any annual deductible and all co-pays associated with medical services.

31. **Dental Insurance:**

Residents are encouraged to choose a dental insurance policy based on personal preferences and cost as in-house services and Keesler Medical Center may not cover all dental needs. Although a dental policy is not mandatory for admission we advise you to obtain one. AFRH-G offers limited dental services. In addition, Keesler Medical Center offers limited dental services and accepts Residents on a case-by-case and space available basis. Individuals will be responsible for payment of any annual deductible and all co-pays associated with dental services.

32. **Mortuary Services:**

a. Residents are free to choose their own private mortuary based on personal preference and cost. All Residents must complete pre-planned funeral

arrangements prior to admission, and provide the information to the AFRH-G. Payment for pre-planned funeral arrangements is the Resident's responsibility.

b. When a Resident passes away, funeral arrangements are coordinated between the mortuary and the Resident's legal next of kin. Pre-planning of funeral arrangements affords you the opportunity to make your final arrangements according to your wishes.

c. Residents who choose to donate their bodies must have an alternate funeral arrangement plan. Donations have strict requirements and are not always accepted.

33. **Powered Mobility Devices (PMDs) / Electric Wheelchairs:**

PMDs are defined as covered items of Durable Medical Equipment (DME) that is in a class of wheelchairs which includes power wheelchairs and scooters (four-wheeled motorized vehicles whose steering is operated by an electronic device like a joystick or tiller to control direction and turning). Three-wheeled PMDs are not approved for AFRH-G Resident use. AFRH-G Residents who operate a PMD at an AFRH-G facility are required to provide, demonstrate, and/or show proof of the following (to include personally procured PMDs):

a. Written prescription/order by a Provider for the PMD. PMDs cannot be gifted to a Resident from another Resident without a written prescription/order by a Provider.

b. Have a history and physical examination demonstrating the need for a PMD that results in a physician's order.

c. Safety assessment by Physical Therapy to demonstrate the ability to safely operate the PMD in the facility.

d. Documentation in the medical record that clearly supports the need for a PMD such as history of events leading up to the request for a PMD, identification of the mobility deficit to be corrected by the PMD, documentation of other treatments which do not obviate the PMD need, and documentation stating that the Resident can safely operate the PMD provided through the vendor.

e. AFRH-G Residents are required to register their PMD and obtain a decal with the AFRH-G Security Office within 48 hours of the initial issuance of PMD or admission with a PMD at AFRH-G. Face-to-face registration between the PMD

operator and the AFRH-G Security Office personnel is required.

f. Operators of PMDs shall ensure that the PMD is maintained in a safe and hygienic manner. Operators agree to keep it clean or pay to have it cleaned. PMDs are subject to inspection at any time.

g. PMDs used on a sidewalk or while crossing a roadway shall have all the rights and duties applicable to a pedestrian under the same circumstances, except the PMD must yield to pedestrians on the sidewalk, in crosswalks, and inside the buildings. PMD operators must yield to the speed limit of walking speed or turtle setting. AFRH-G reserves the right to suspend/revoke PMD privileges.

h. PMD operators are responsible for any damage(s), injury and property, while operating their PMD. It is strongly recommended that AFRH-G operators maintain liability coverage to cover damages.

i. Only PMDs with four or more wheels are authorized for use at AFRH-G. These vehicles must be equipped with the following features:

(1) Gel-type, rechargeable battery.

(2) Dynamic braking system in which, once the Resident's hand is removed from the power control, the PMD stops automatically.

(3) PMDs that comply with transportation guidelines, i.e. PMD can be strapped securely in AFRH-G hosted transportation.

j. Residents will be re-evaluated as medical or behavioral health changes occur.

a. PMD vehicle lifts or foot rests left in the down position create a safety / tripping hazard. So in order to mitigate the hazard all lifts/rests must be placed in the up position as if ready to depart.

b. PMDs shall be parked in a manner that will maintain free and clear access to exits. To ensure PMDs do NOT become an impediment creating an unsafe condition, particularly in Residential area hallways, PMDs shall be parked inside Resident room. This will maintain safety and accomplish the intent of the NFPA Life Safety Code 101 Section 7.1.10.1 (pgs. 101-149) which states, "Means of egress shall be continuously maintained free of all

obstructions or impediments to full instant use in the case of fire or other emergency."

34. **Recycling:**

Everyone is encouraged to recycle to avoid wasting energy and water. In addition to this basic responsibility, AFRH-G encourages Residents and staff to get involved and do their part to help support this mission. Recycling containers for clean paper are located in all Trash Rooms in the towers, as well as in the Mail Room area. A battery recycling container is located across from the CMI maintenance helpdesk. Cardboard recycling is located in the two dumpsters near the loading dock at the rear of the Home. For additional information, contact Campus Operations.

35. **Guest Rooms:**

Guest Rooms and cots/ rollaway beds are available for up to seven consecutive nights for a fee. Guests must be sponsored by a Resident and follow all rules published in this Guide. The Resident is required to make the reservation for the guest room, not the visitor. Payment by credit/debit card is required prior to stay. Please note: minimal guest toiletries are provided. Guest rooms will be cleaned every three days for those guests staying in the room consecutively, with fresh towels being provided daily. Check-in time is after 1500 and check-out time is NLT 1000. If a guest requires a service animal, please contact the Admissions Officer to get prior approval. A current vaccination record is also required.

For more information or to make reservations, call or visit the Admissions Office. If the AFRH is required to shelter in place due to an emergency, guest privileges will be suspended.

36. **Emergency Contact Information:**

Residents are required to complete and update their emergency contact information annually at birthday or when information changes on the AFRH-G Resident Information Sheet. Resident Services will send out a notice to remind you when this is to be completed. It is very important that the information in our files is current.

37. **Resident Room/Guest Room Entry by Federal and Contract Staff:**

The AFRH-G reserves the right to allow Federal and contract staff to enter

Resident rooms/guest rooms as deemed necessary for the following reasons:

a. **Routine Room Entry:** Morning safety checks, quarterly health and safety visits, maintenance – federal/contract staff will knock on the door of the Resident's room for routine entry. If they do not receive an answer, the designated federal or contract staff, at their discretion, is allowed to enter the room and report findings or complete the scheduled task. A notice of entry will be left on the Resident's door.

b. **Security/Safety Room Entry:** The Safety Officer will conduct random safety checks of Resident rooms. If the Resident is not present, a notice of entry will be left on the Resident's door. Security will enter Resident rooms/guest rooms as needed due to reports of fire, smoke, smoking, morning health checks, noise pollution, odors, pendants pressed, emergency pull cord activations, medical emergencies, and any reasonable security/safety related concern. Security Officers will knock before entering. If they do not receive an answer, they will proceed with entry and report findings to the Security Desk. If the Resident/guest is not in the room, Security will leave a notice of entry on the Resident/guest's door. All entries into Resident rooms/guest rooms will be documented in the daily Security Blotter for review by the Administrator.

NOTE: Each Resident room/guest room door lock is computer monitored for security reasons. Names of key holders entering any room can be read by the Security team and reports printed of any alleged unauthorized entry. Anyone who suspects unauthorized entry to their room should report this to the Security Desk immediately.

38. **Damage to Resident Room/Furniture/Property:**

Residents are responsible for reimbursing the AFRH for any damage caused, even if the damage was not caused through recklessness, negligence, or willful intent. This includes damages to the room, furniture, water damage, and the clean-up of bodily fluids. Normal wear and tear is expected and will be taken into account when assessing damages.

B. HEALTHCARE SERVICES

1. General:

a. The AFRH-G provides professional primary healthcare services to Independent, Independent Living Plus, Assisted Living, Long-Term Care, and Memory Support Residents. AFRH-G is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF); and accredited for Ambulatory Healthcare, Home Care, Assisted Living, and Long-Term Care and Memory Support/Nursing Care Centers by The Joint Commission (TJC). AFRH-G is not a hospital or skilled nursing/rehabilitation facility.

Privacy Notice: Residents consent to the release of protected health and personal information to authorized third parties and/or business associates of AFRH as needed to support continuity of care and billing as appropriate.

b. Serious acute medical emergencies are referred to area hospitals for further evaluation and treatment. NOTE: 911 and private ambulance services are used for true emergencies. If ambulance services are used without being initiated by the medical staff, the Resident is responsible for the cost. Transportation at AFRH-G to area medical facilities is provided on a pre-scheduled basis.

c. Primary healthcare provided by the AFRH-G is augmented through consultations at Keesler Medical Center and other private specialty clinics. Consults made by AFRH-G providers are scheduled by the Wellness Clinic. Transportation to these facilities is provided by the AFRH-G at no cost to you via scheduled transportation services with restrictions of a 30-mile radius. Residents are required to provide a minimum of 2 business days' notice for transport requests. Transportation is space available with priority given to residents who are unable to drive. Contact the Scheduler via the Wellness Center Reception Desk or call 228-897-4471.

d. Currently, the AFRH-G uses a Primary Care Provider (PCP) model. Upon admission, Residents wanting their primary care at AFRH-G are assigned a provider. AFRH-G Medical Providers collaborate with internal and external providers, as needed. Residents have freedom of choice in selecting their primary or specialty care physician in the private sector, at Keesler Air Force Base Medical Center or the Veterans affairs Hospital system if they are eligible for care at those locations.

2. **Health Services:**

a. **Resident Medical Record:** Upon admission to the AFRH-G, an electronic record will be initiated for each Resident. The medical record is considered AFRH-G property and is maintained electronically. Upon the Resident's written request, he/she may obtain printed copies of their records (at their expense). These records will be protected from disclosure as required by law.

b. **Services:** The following non-acute limited services are available:

(1) **Ambulatory Care Clinic:** Non-acute ambulatory care via appointments and sick call. The following are available clinic services in the Wellness Center:

(a) **Sick Call Services:** Available Monday–Friday (except Federal holidays) from 0800-0900 for acute medical conditions only, and is not intended for chronic and non-acute care. We highly recommend that you check in early. If you report after 0900, a nurse may evaluate you and recommend you return the next day. If you are evaluated for a non-acute condition, you will be instructed to schedule a primary care appointment.

(b) **Scheduled Appointments:** Monday–Friday (except Federal holidays) for physicals, medical consultations, and medical condition follow up by calling 228-897-4471.

(c) **After Hours, Weekends, and Holidays:** A licensed nurse in the Wellness Clinic is available to assess urgent/emergent issues.

(d) **Annual Assessment Requirements:** Annual assessments are encouraged and Tuberculosis (TB) screenings are required.

(2) **Medication Delivery Services:**

(a) **Pick-Up:** The AFRH-G provides delivery services for medications that are filled by Keesler Air Force Base. The filled prescriptions are available for pick-up at the Medication Center window in the Wellness Center Monday–Friday, excluding holidays, during the posted times. Residents can generally pick-up their medications within five business days from when they were turned in.

(b) **Refills:** Turnaround time for refills is approximately five business days, which is consistent with the service delivery model used throughout the military. Residents are responsible for ensuring that they have a minimum 14-day on-hand supply of medication at all times. This is very important during hurricane season (June to November) as medical supply chains may be disrupted.

(c) **New Prescriptions (General):** All new medications can be activated in two ways:

i) Bring your new/existing prescription to the AFRH-G Medication Center (located in the Wellness Center) for activation and processing. When using this method, you can pick up your prescription at the AFRH-G Medication Center and the turnaround time is approximately five business days.

ii) Bring your new prescription directly to the Keesler BX Satellite Pharmacy. When using this method, Residents are responsible for medication pick up at the Keesler BX Satellite Pharmacy and the turnaround time is generally five business days.

(d) **Sick Call Prescriptions (General):**

i) If you receive a prescription for medication during an AFRH sick call visit, it can be filled the same day if ordered by 1000. After 1000, requests for same day medications will be sent to a local pharmacy and associated co-pays will apply to the resident.

ii) If the medication is not on the approved formulary at Keesler Medical Center, it will be sent to a local pharmacy and associated co-pays will apply to the resident.

(e) **Non-Formulary Medications (Keesler Air Force Base):** Requests for non-formulary medications must be reviewed and approved by a Keesler Medical Center Pharmacist. Once approved, the medication can then be ordered. These prescriptions must be picked-up by the Resident at the Keesler BX Satellite Pharmacy. The non-formulary medication process can take approximately 10 business days.

(f) **Pharmacies Outside of the AFRH-G:** Residents may purchase prescription drugs at their pharmacy of choice using their medical

insurance or at their personal expense. The Resident is required to pick up these medications.

(g) **Assisted Living (AL), Long-Term Care (LTC), and Memory Support (MS) Residents:** AL, LTC, and MS Residents receive their medications through a contract pharmacy. The Resident's insurance is billed monthly for medications.

(h) **Medication Management:** Independent Living/Independent Living Plus Residents are responsible for securing and controlling their medication and associated supplies. Residents are responsible for ensuring that they have a minimum of 14 days supply of medication on-hand at all times. This is very important during hurricane season (June to November) as medical supply chains may be disrupted.

(i) **Medication Review at Sick Call and Wellness Center Appointments:** Residents are expected to bring all prescription medications, eye drops, inhalers, vitamins, supplements, and over-the-counter medicines they have purchased to Sick Call and all Wellness Center primary care appointments. During every appointment your Doctor/Nurse Practitioner is required to review each medication. Bringing a copy of your medication list is not a substitute for providing actual medications/supplements. Failure to bring your medications may result in an incomplete appointment and the Provider may direct that your appointment be rescheduled.

(3) **Laboratory Phlebotomy Services:** The AFRH-G offers on-site phlebotomy services. These services are currently provided by an outside institution via a Memorandum of Understanding. Your insurance will be billed for this service. The draw station operates on posted weekdays only, excluding holidays, during the posted times in the Hours of Operations Directory.

(4) **Optometry Services:**

(a) **Complete Eye Examination:** The American Academy of Ophthalmology recommends a complete eye examination every one to two years for adults who are 65 years of age or older in order to screen for impairment of vision, or eye disease.

(b) **Driver's License:** Provide appointments for special request driver's license vision examinations and assistance with the respective MS State form.

(c) **Glasses:** Ordering fittings and adjustments of glasses.

(d) **Appointments:** Appointments may be made by calling 228-897-4467 during the posted times in the Hours of Operations Directory.

(5) **Dental Services:**

(a) Comprehensive Oral Examinations; emergency care; basic teeth cleaning; fillings; single crown (teeth without gum problems; no bridges); simple extractions; root canal treatment (referred to Keesler Medical Center/outside specialists); periodontal needs are referred to outside specialists.

(b) **Prosthesis Replacement:** Dentures, and fabrication of complete and partial dentures can be done every three years. If less than three years, and are not directly related to a treatment plan (such as lost dentures) expenses will be borne by the Resident for prosthesis replacement.

(c) **Appointments:** Independent Living/Independent Living Plus Residents may make appointments by calling 228-897-4471 from 0800-1430 Monday–Friday (except Federal holidays). Appointments for Assisted Living, Long-Term Care, and Memory Support Residents will be scheduled for them.

(d) **Implants:** Not a provided service.

(6) **Podiatry Services:**

Residents with qualifying medical diagnosis will be offered regularly scheduled appointments. Services are based on medical necessity. Services include: podiatry evaluations; routine foot care; biomechanics; infection and ulcer treatment. Service priority is upper levels of care and diabetics. Cosmetic pedicures are available in the community.

(7) **Psychology Services:**

Currently provided by an outside Psychologist via contract. Services include: Outpatient counseling and evaluations, medication management by referral. Appointments can be made by calling: 228-897-4471.

(8) **Rehabilitation Services:**

(a) **Services:** Outpatient rehabilitation services are currently provided by an outside institution via a Memorandum of Understanding. These services are provided under Medicare Part B and third-party supplemental insurance. Such services include occupational therapy, physical therapy, and speech therapy. Rehabilitation services are initiated by a referral from your provider. These therapeutic services are provided by board certified and licensed therapists.

(b) **Types of Services:** Outpatient rehabilitation services include, but are not limited to, the assessment and treatment of disorders in the following areas: Orthopedic, Neurological, Sensory, Cardiopulmonary, Musculoskeletal, Cognitive, Psychomotor, Psychosocial, Swallow Disorders, and Communication Disorders.

(c) **Equipment and Devices:** Rehabilitation therapists also evaluate, recommend, and train Residents in the use of appropriate durable medical equipment (wheelchair, cane, and walker); as well as assistive devices and technology for enhancing a Resident's mobility and participation in the daily activities they want and need to do. Residents are assisted with obtaining insurance approved equipment. If the Resident's insurance does not pay for the equipment, the Resident is responsible for payment from his/her personal funds.

(d) **Assessments and Training:** Home environmental assessments are performed in order to ensure a Resident's safety, and for the promotion of aging in place. Therapists provide educational training to Residents on aspects of their specific condition(s). Residents are then empowered to build skills maximizing their performance in all aspects of activities and daily living tasks for a better, healthier, and active senior lifestyle.

(9) **Radiology Services:** The AFRH-G contracts with a private vendor (on-call radiology service), who provides on-site radiology services in the Wellness Center. Your insurance will be billed for this service. The private vendor reads the x-ray and contacts the AFRH-G requesting provider with the results. However, if it is apparent that there is a fracture, the Resident is sent immediately to an approved medical treatment facility via the 911 emergency system.

(10) **Hospice Care:** The AFRH-G offers referrals for Hospice Care to keep the Resident near their friends and familiar caregivers at the end of their lives.

Hospice or palliative care is considered a gentle and compassionate way to provide emotional, social, and spiritual support at the end of life. Our program strives to keep the Resident comfortable and pain free in their final days.

3. **Hospital Admissions/Discharges:**

a. Please notify the Wellness Center of any hospitalization and return dates.

b. Social Workers and Healthcare will work with you to help meet your needs.

c. To be prepared in the event you are unexpectedly admitted to the hospital, it is important to prepare a "Go Bag." Examples of what to include in your bag can be found on page **53**. Feel free to take the list out of this Resident Guide for your use.

d. If your health level changes, remember you will have to meet with the Interdisciplinary Team (IDT) to discuss your level of care. You will be notified either in person or by phone of when and where this meeting will take place.





"Go Bag"

Recommended Items

Being prepared for the unexpected is a great way to have peace of mind. Below is a list of suggested items to help you be ready in case of an emergency.

PERSONAL ITEMS: ➢ Clothing – enough for 3 days. ➢ Medicines (14-day supply) ➢ Glasses, Toiletries ➢ Important documents, insurance **ADD YOUR OWN:** 1. _____ 2. _____ 3. _____ 4. _____	**IMPORTANT ITEMS:** ➢ Emergency Cash ➢ Credit Cards ➢ Personal ID Numbers (PINs) ➢ Keys **ADD YOUR OWN:** 1. _____ 2. _____ 3. _____ 4. _____
LISTS: ➢ Emergency Contact Numbers ➢ Names of your Doctors ➢ Current Medications ➢ Bank and Insurance Information List of Insurance Companies **ADD YOUR OWN:** 1. _____ 2. _____ 3. _____ 4. _____	**ELECTRONIC DEVICES:** ➢ Cell Phones ➢ Chargers for Home and Car ➢ Extra Batteries ➢ Portable Power Supply **ADD YOUR OWN:** 1. _____ 2. _____ 3. _____ 4. _____

4. **Advance Directives:** You are required to complete the following documents and provide file copies to the Medical Records Office:

a. Durable Power of Attorney for Healthcare (or Advance Directive)

b. Durable Power of Attorney for Finance

c. Living Will (at times, Living Wills are included in an Advance Directive)

d. Last Will and Testament

e. Pre-Arranged Funeral Plans (if using body donation, but had a designated facility for back-up plan)

Keep the originals in a safe place. Notify the individuals you have chosen to assist/represent you and ensure they are willing and know the location of the original documents. The State of Mississippi honors Living Wills from any state, but you are advised to prepare a Living Will and a Durable Power of Attorney for Healthcare for this jurisdiction.

5. **Safeguarding Personal Valuables and Effects in Upper Levels of Care (ULOC):**

a. Residents who know in advance of assignment to AFRH-G ULOC should make every effort to safeguard their personal effects and valuables prior to the move. A list of acceptable items will be provided prior to your move. Some items that were acceptable in an Independent Living setting are not acceptable in a healthcare setting. When a level of care change occurs, you will be provided information on acceptable items for your new level of care.

a. Upon admission to the AFRH-G ULOC, you or your Power of Attorney for Healthcare or conservator will be requested to complete a form advising you of the safeguarding of your valuables and personal effects.

b. Residents should keep no more than $50 on their person. HealthCare staff and Security can assist with securing excess cash and valuables in your Resident safe.

6. **Visitors:**

Your friends and family members are strongly encouraged to visit you during your stay at the AFRH-G. Visiting hours are unlimited. All visitors are to receive a visitor's badge at the main gate at time of arrival, and return the badge upon exiting the property. Visitors must wear visitor badges, visible above the waist, at all times during their stay. Residents must be with their guests when sponsoring them on campus. Exceptions include hospitalized Residents and Residents in Assisted Living, Long-Term Care, and Memory Support.

7. **Social Workers:**

In the event that you need information and/or assistance, or if you have any concerns about the AFRH-G services, you are encouraged to contact a Social Worker.

8. **Public Health Concerns:**

When a Resident is diagnosed with a condition which could affect the health of other Residents, such as a communicable disease or condition, he/she will comply with the medical advice and/or restrictions as set forth by the AFRH-G in regards to his/her contact and association with other Residents. These restrictions may include being restricted to the Resident's own room and having limited contact with other Residents until the condition is resolved. Failure to comply with healthcare restrictions and protocol may result in an administrative hearing, which could lead to and include discharge from the home.

C. SERVICES AND SUPPORT

1. SERVICES:

a. **Housing:** The AFRH-G is the oldest continuing care retirement community in the United States for Veterans who meet the requirements for admission. The five categories of care that are available at the AFRH-G are Independent Living, Independent Living Plus, Assisted Living, Long-Term Care, and Memory Support.

(1) **Independent Living:** Residents who are admitted to the AFRH-G are initially required to live totally independent in the community. Residents who live in Independent Living units are expected to take care of their personal affairs, practice proper individual hygiene and sanitation measures, maintain their individual living area, coordinate moving personal effects during move in or voluntary room changes, and are physically mobile to accomplish independent living requirements.

(2) **Independent Living Plus (ILP):** The ILP Program is a home care program which facilitates "aging in place" and maximizes Resident independence. ILP strives to meet the needs of a Resident who is no longer able to function completely independently in major activities of daily living such as medication management and self-grooming, but can continue to demonstrate independence in attending medical appointments, getting to meals at the community dining area, and recreational activities. A nursing team provides services to include: medication management assistance, medical case management, assistance with activities of daily living (stand-by assistance for bathing, light housekeeping for trash removal, weekly linen changes, bed making) and grooming with assistive devices and stand-by assist. These services are available 0700 - 1500 Monday through Friday, except holidays. After hours and weekend medical needs can be addressed via the Wellness Center. This program is the bridge between Independent Living and Assisted Living and the frequency of services are determined by the care plan.

(3) **Assisted Living:** Some Residents experience difficulty in accomplishing the activities of daily living. They are not able to achieve complete independence, yet they do not require 24-hour around-the-clock nursing care. AFRH-G offers Assisted Living where Residents continue to reside in an independent environment; but can receive assistance with bathing, dressing, and

administering of medications. These services are available to delay, and perhaps avoid, more long-term care services. Residents are required to relinquish storage units upon moving to Upper Levels of Care.

(4) **Long-Term Care/Memory Support:** The AFRH-G offers 24-hour nursing care.

b. **Room Furnishings:** Independent living rooms are furnished with a bed, mattress, box spring, headboard, and armoire. Residents are welcome to bring individualized pieces of furniture to add to the decor of their living quarters as long as the space remains uncluttered and free of safety hazards. All furniture arrangements must allow for proper means of egress and not block access to the emergency pull cords. The AFRH-G does not have or maintain an on-site storage space or facility. Residents are highly encouraged to downsize to ensure rooms are safe and clutter free to ensure care and services can be delivered.

(1) Assisted Living and Long-Term Care Furnishings: Furniture items are provided in the consideration of care, ease of sanitizing, and space for safety precautions. Residents are encouraged to enhance their living space with the inclusion of personal items as long as the space remains safe for the Resident and federal/contract staff.

(2) We are committed to maintaining a safe living environment for our Residents and federal/contract staff alike by eliminating unsafe conditions in Resident rooms. This is accomplished by maintaining the minimum width for proper means of egress requirements as stated in the NFPA Life Safety Code 101 (pgs. 75-76) which states: 7.3.4.1.1 – The width of exit access that is formed by furniture and moveable partitions shall meet both of the following criteria: the width shall not be less than 18 inches (455 mm), at and below a height of 38 inches (965mm), and not less than 28 inches (710 mm) above a height of 38 inches (965mm).

(3) Corrugated cardboard boxes are not considered storage units. They present a pest control problem as they are an excellent harbor for insects and pests. Boxes may be broken down and put in the trash room for disposal. Residents are encouraged to use plastic storage containers in lieu of corrugated cardboard boxes.

(4) AFRH-G property may not be removed without written approval.

c. **Room Maintenance:** In some instances, and at their own expense, Residents are allowed to make certain alterations to their rooms (painting, for instance). Contact Campus Operations to find out what changes are allowed and the procedures you must follow to make the alterations. In some cases, a deposit may be required before work begins to cover costs for returning the room to its original state. The Resident and/or Resident's estate will be responsible for any additional cost beyond the deposit after the Resident moves out. Never install or glue down outdoor carpet on your balcony.

d. **Voluntary Room Changes:** If you are interested in changing rooms, and are in IL or ILP, please see Admissions for information, available rooms, and cost.

e. **Onsite Services:** AFRH-G has arrangements to provide concessionaire services on campus for residents. The Navy Exchange (NEX) operates a store and the hair salon. Fiddler's Green offers lounge services and also manages the vending machines on campus. Laundry, dry cleaning and tailor services are offered by independent vendors for your benefit. The People's Bank operates a branch. Please support these vendors so we can maintain their presence on the campus.

f. **Telephone, Cable Television, Satellite Services, & Internet Services:**

(1) Telephone lines/landlines are not available in the rooms. If you desire a "home phone," you must contact a service provider for a "wireless home phone" system, utilize an internet phone service, or use a cell phone.

(2) In-house cable TV and/or internet services are available by AFRH-G. Residents are required to pay this fee by electronic transfer available with monthly fees. Residents may sign-up for the service(s) in Admissions.

(3) Various local cable television and internet connections are available in the living units through a local provider. Depending on the location of your room, DIRECTV, DISH and Sparklight are other options for cable, satellite and internet services. Please contact providers and have a service technician come to your room to test for clear satellite reception. Satellite dishes may not be mounted to the balcony railing. You are encouraged to purchase these services as desired, and at your expense.

(4) Your television and entertainment equipment should not be heard outside your room.

(5) Please see Administration for assistance with telephone, cable, and internet services.

g. **Transportation:**

(1) **Off–Campus Transportation:** The AFRH-G provides scheduled off campus medical transportation Monday through Friday to Keesler Air Force Base, the Biloxi VA Hospital, and Gulfport Memorial Hospital. Buses pick up and return Residents at the front entrance of the main building, ground level. (Please refer to posted schedule.)

(2) **Non-Emergency Medical Transportation:** After hours non-emergency medical transportation is available for AFRH-G Residents from 1800 to 0800 hours, seven days a week including holidays. If you need non-emergency transportation after normal working hours call the Security Office at 228-897-4418. They will notify the nurse supervisor on duty and a decision will be made on the best mode of transportation, through a contracted provider.

After hours non-emergency medical transportation provides transportation to Keesler AFB Medical Facility, Gulfport Memorial Hospital, Biloxi Memorial Hospital, Biloxi VA, Singing River Hospital, and Singing River–Gulfport.

If you are unable to get transportation back from the acute care hospital, call the Security Office at 228-897-4418 for non-emergency transportation pick up.

There is no cost to the Resident for transportation using the above described procedures except in the case of the Emergency 911 call. The expense of the 911 call is billed to the Resident or his/her insurance, if applicable.

(3) **Local Public Transportation Options:**

Residents are highly encouraged to maintain independence and utilize the following options if personal vehicles are not available.

Coast Transit Authority (CTA) provides no cost, on demand transportation for shopping trips and medical appointments in the local commuting area. The van is wheel chair accessible and can accommodate Residents with PMD's and rollators. Sign up information is available in the scheduling office. Coast Transit Authority offers limited non-emergency, curb-to-curb service in Harrison County for:

• Medical appointments • Grocery shopping trips • Senior Citizens Center transportation.

You can make up to three trips for medical appointments and one trip for grocery shopping each week, depending on where you live. **To enroll**, call Harrison County Senior Center at 228-241-2000. Once enrolled, call CTA at 866-206-8843 no later than 1600 hours the business day **before** you want to go. Appointments can be made up to two weeks in advance. This is a space available service and there is **no same-day service**. You must make the appointment with a dispatcher at the Coast Transit Authority office. Don't set up appointments through the driver. To cancel an appointment, please call 866-206-8843 at least one hour before your scheduled pick-up time. Additional transportation Resources include: Lyft, Uber, and other taxi services.

h. **Estates:** For the protection of your estate, and to ensure that those individuals you want to inherit your estate do so, you are required to have a current and legal Last Will and Testament. See the Ombudsman or Social Worker to arrange an appointment with an attorney if you need to create a Will or to make changes to an existing Will. Proceeds from Resident estates can be willed to the AFRH, made payable to the AFRH Trust Fund. Please discuss with an attorney how you would like to designate your gift to include specification between Gulfport Resident Fund or AFRH Trust Fund.

i. **Power of Attorney:** Residents are required to have a medical and financial power of attorney. Residents possessing a current medical power of attorney are required to provide a copy to Medical Records. Residents possessing a current legal power of attorney are required to provide information upon admission to the Home. This information is updated annually or as changes occur. It is also recommended that Residents record such information on their AFRH-G Resident Information Sheet which is a part of their personal file uploaded into their electronic record. Residents who desire assistance with acquiring or updating a power of attorney should contact the Ombudsman or Social Worker.

j. **Notary Services:** The AFRH-G provides notary public services at no cost. Notary public services are available through the Public Affairs Office and the Administrative Officer in Administration.

k. **Safeguarding Valuables:** Residents are encouraged to place valuable items such as bonds, stock certificates, original documents such as DD214s, and insurance policies and large amounts of cash in safes located in each residential unit.

l. **Religious Services:** Catholic and Protestant services are available at the AFRH-G. Individual Chaplains, spiritual counseling, special activities, and related services are readily available for all Residents on either a "by-appointment" or "drop-in" basis. Faith-based activities are a routine part of the Home's weekly schedule. Contact the Chaplains' Office/Lord's Cabin for additional information.

m. **Security Services:** The Security Office protects individual property and ensures safety and security for Residents. Residents are requested to support the Security Office by immediately reporting any unauthorized, suspicious persons and/or activities on the grounds. Resident cooperation with Security is required.

n. **Lost and Found:** A lost and found service is operated in the AFRH-G Security Office. Items found on AFRH-G grounds should be turned in immediately. Residents who lose items on the AFRH-G grounds should contact the Security Office for possible recovery.

o. **Recreation Services:** Many recreational and entertainment programs are available to Residents. Activities include: swimming, ice cream socials, musical performances, tournaments, bingo (guests must be 21 years of age or older), movies, fitness/stretching classes, computer/internet classes, arts & crafts (painting, pottery and woodworking to name a few), trips, and table/card games.

Residents are responsible for their sponsored guests while at the home. The Resident must be with guests at all times while using recreation services unless specifically exempted. Any damages to equipment and facilities incurred by their guest while using the services provided will be the responsibility of the Resident.

(1) **Bicycles/Bicycle Shop** – Residents must register their personal bicycles with Recreation, which will provide an ID sticker to adhere to the bicycle. For your

safety, please utilize the outside fitness trail, riding counter-clockwise. Riding bikes/trikes in the garage or parking lots to avoid direct sunlight, inclement weather, or for recreation is prohibited. These areas are not designated riding spaces and should not be used as sheltered alternatives or for recreational riding. Riders should exercise extreme caution during ingress and egress from the garage.

Users are responsible for their guests that ride the bicycles/tricycles, including any damage incurred. Residents should not allow children to ride bicycles/tricycles that are too big for their body size. Children must be 10-12 years of age or older to ride the size bicycles/tricycles provided. The Resident sponsor must remain outside and actively supervise all children riding. Use of a helmet is strongly recommended for Residents and guests.

The Bicycle Repair Shop is located in Room 013, on the garage level, under Tower C. The shop volunteers are primarily assigned to the care and maintenance of the Recreation-managed AFRH-G bicycles and tricycles. Residents may perform maintenance and repairs to their own bicycles during normal shop hours of operation. Bike shop volunteers may assist when needed. Any bicycle/ tricycle serviced in the shop must be registered and have a decal. Resident bike racks are located at the front of the building under Tower C, and Recreation bike racks are to the east of the ground floor Lobby.

(2) **Bocce Center** – There is a full-size indoor Bocce Court for recreational and competitive play. The Bocce Center is open 24 hours and has several tables for card games and puzzles, televisions, an indoor shuffleboard table, pool table, table tennis, bocce court, and a poker table for Residents' use.

(3) **Bowling Center** – Residents and their guests are welcome to bowl in the AFRH-G Bowling Center. It is closed during quiet hours 2200-0800. Bowling shoes are available and must be worn while bowling. Lockers are also available for use in the Bowling Center. Minors six years of age and older may bowl with their Resident sponsor. Minors under six years of age will be permitted as spectators only.

(4) **Club Room** – Located on the 2nd Floor of Tower A (RM A244) contains card/game tables, billiards, poker tables, and darts. Guests may use the Club Room if accompanied by their Resident Sponsor.

(5) **Computer Learning Center** – Houses computer stations for computer classes that are routinely offered. Guests may accompany their Resident sponsor on a space available basis, but computer classes are not open to guests.

(6) **Fitness Center/Exercise Room** – While open 24 hours a day, participants are asked to sign in upon arrival and wipe equipment off when finished. Various exercise equipment is available including treadmills, exercise bikes, free weights, and more. Residents and guests must use headphones to listen to TV or music. Please be mindful of the noise when using the Fitness Center equipment/weights during quiet hours. See the Recreation Calendar for scheduled activities. Guests 15 – 17 years of age must be supervised by an adult while exercising. Children 14 and under are not allowed on equipment. Children are not allowed to run in the Fitness Center or climb on equipment.

(7) **Garden Shop/Plots** – The Garden Shop is located on the garage level under Tower C and contains various tools and accessories for recreational gardening. Six garden plots are provided for Residents' recreational enjoyment. See Recreation Services regarding garden plot assignment procedures. Garden plots and produce belong to the Resident Gardener who plants and maintains the plot, and are not available for public picking.

(8) **Library** – Located on the 1st Floor outside of Administration, the Library contains a vast assortment of magazines, books, movies and more available for check out. Equipment is available to assist Residents with low vision. The Librarian is available to assist you with your low vision and low hearing equipment needs and may be able to obtain free equipment for personal use. Low Vision Residents may view posted flyers in the Library using an enhanced reader. Guests may accompany their Resident sponsor into the Library, but may not check out materials. The copier in the Library is for Residents use only for small copying needs.

(9) Lockers – Available in the Fitness Center, Swimming Pool area, Bowling Alley, Wood Hobby Shop, Art Studio, and Sewing Room. See Recreation Services for details on obtaining a locker.

(10) **Outdoor Recreation** – Outdoor recreation opportunities include basketball, shuffleboard (located on the basketball court), horseshoes, golf holes and driving net, putting green, 9/10 mile walking track, crosswalk over U.S. 90 to the beach, and bicycles/tricycles. For your safety on the fitness track,

bicycles/tricycles shall go counterclockwise and walkers shall go clockwise. PMDs traveling with a person walking may go clockwise at walking pace.

(11) **Art and Pottery Studio** – Hosts various classes and is supervised by the AFRH-G Art Specialist. The Studio is available for personal projects, as well as participation in classes. Guests may participate in art classes with their Resident sponsor as an observer. Guests that choose to participate must supply all of their own art supplies to include, but not limited to, paint, clay, frames, and canvas.

(12) **Sewing Room** – Available for personal sewing projects and other approved hobbies, as well as group classes and events. Guests must be accompanied by their Resident sponsor in the Sewing Room. Residents may request access from the Art Specialist.

(13) **Swimming Pool** – There is no life guard; we encourage the buddy system. The Pool is closed from 2200-0530, and Monday, Wednesday, and Friday from 0600 – 0900 for cleaning. Seasonal and other closures will be posted. Check recreational calendar for water exercise classes and other pool events. Residents must be with their guests at recreational events. Exceptions include hospitalized Residents; and Residents in Assisted Living, Long-Term Care and Memory Support. Children under 17 must have adult supervision in the pool area. Residents are responsible for their guests.

(14) **Theatre** – Hosts movies several times each week. Movie titles and times are posted. Listening aids are available from the movie host and can be signed out prior to the movie for those with hearing impairments. The movie theatre is located on Boardwalk in room 1022.

(15) **Wood Hobby Shop (Woodshop)** – Located on the 1st Floor on the east end of the Boardwalk. The Woodshop contains a wide assortment of equipment and power tools for most woodworking projects. Lockers are available. Residents must complete an introductory safety orientation prior to using the Woodshop, and are encouraged to use the buddy system when using power equipment.

(16) **24-Hour Computer & Sports Zone** – Located on the Boardwalk across from the Theatre, and contains computer stations for internet surfing and other computer games and programs, as well as a shredder, printers, and low vision reading equipment.

(17) **Art Display Room** – Located on the Boardwalk across from the Hall of Honors. The Art Display Room is set up primarily for Residents' use as a means of displaying personally created works of art. The Art Display Room is open 24 hours a day, seven days a week. Owners of the arts and crafts may advertise to sell the displayed items.

p. **Chapel Kitchen:** The Chapel Kitchen is equipped with full-size appliances and is available for Resident use by making a reservation at the Volunteer Desk in Administration. Residents must first complete safety training. See the Safety Officer for the training. Cookware and utensils are at a minimum. Please ensure the kitchen is clean when you leave. Personal items are not to be stored in the kitchen. All donations to the Chapel Kitchen must be approved in advance.

q. **Quarterly Health, Welfare, Safety, and Morale Room Visits:** The Chief of Resident Services, Ombudsman, Admissions Officer and Social Worker will conduct a complete check of Residents' rooms for preventive maintenance requirements and assessment of the cleanliness and safety condition of living areas on a quarterly basis. Special preparations are not necessary for these visits.

Visits ensure that Residents are able to continue to care for themselves such as their personal affairs, individual hygiene, cleanliness measures, personal physical mobility, and are able to maintain their individual living areas. Issues including condition of living quarters, personal cleanliness, and hygiene are addressed either directly or by referral, depending on the nature of the issue. Any indication of an emergency with risk to a Resident's life or safety is handled at the time of the visit.

Rooms that require attention will have one week to comply, and another visit will take place to assure the room is in compliance with cleanliness and safety requirements. Rooms that do not meet requirements after a second visit could lead to an administrative action up to a hearing.

Independent Living/Independent Living Plus Residents are required to maintain their individual room in a clean, neat manner, free of all fire/safety hazards and flammable materials, including cooking equipment. Floors must be vacuumed, swept and/or mopped. Housekeeping services can be arranged for a fee by contacting the contracted housekeeping manager at 228-731-3432. Safety or

cleanliness violations could lead to an administrative action up to and including a hearing during any room visit.

r. **Grievances and Complaints:** The AFRH-G management has a rational, systematic way of handling grievances and complaints (AFRH Agency Notice 12-08: Resident Complaint Processing & G-OA-OMB-3-01: Complaints SOP). In most cases, problems can be resolved if you give the system an opportunity to work for you, keeping in mind the spirit of cooperation. AFRH-G provides a means for any person served, their representative, and/or other concerned individual to complain or object to any treatment or service that they have received. Formal Grievances and Complaints should be submitted utilizing **AFRH-G 0013: Grievance/Complaint – Request for Help form** to the facility Ombudsman who will coordinate with appropriate staff to respond to the Resident within 48 hours, with resolution in 45 days. If a Resident feels that they have a grievance or complaint they can or should:

(1) First take a concern, grievance or complaint to the department involved, within **15 days** of the infraction. **For instance**, if you have a ***maintenance issue***, contact the work order line or Campus Operations staff. Independent Living/Independent Living Plus Residents with grievances and/or complaints ***concerning healthcare*** should contact the Wellness Center Supervisor. Residents assigned to AL/LTC/MS must take their Grievance/Complaint to the floor charge nurse or Social Worker. Many informal issues may also be resolved by the Social Worker or Ombudsman.

(2) Immediately notify Security with any concerns of failures to follow policy, personal or property damage. Residents should not engage other Residents directly regarding violations; please inform staff for action.

(3) Utilize the Resident Advisory Committee (RAC) which has Floor Representatives that collaborate with staff and the RAC Chairperson to assist residents with complaints. Residents are encouraged to submit grievances, complaints, and/or suggestions through this resource. If the Floor Representative cannot answer the issue, they will forward it to the RAC Chairman and he/she will proceed to resolve it or escalate the issue to the appropriate resource or staff member.

(4) Grievances and/or complaints may also be voiced through Resident community meetings, Town Halls, and Focus Groups; keeping in mind a spirit of cooperation.

(5) Utilize the RAC Grievance/Complaint/Suggestion box located in the mailroom for getting concerns to the RAC Chair. The mailroom is stocked with forms for Residents to use. This box is serviced by the RAC Chairman three times weekly and the grievances and/or complaints are addressed immediately. Grievances and/or complaints will be directed to the attention of the appropriate AFRH-G staff member responsible for the area in question, if applicable.

(6) If the grievance or complaint is not resolved by any of the above, the Resident can contact the Ombudsman to file a written formal complaint, may also file a complaint with the AFRH Inspector General, or take if further to the DoD Inspector General.

s. **Reasonable Accommodations:** AFRH-G management will make reasonable modifications to policies, practices, or procedures if the modifications are necessary and are within the resources available to accommodate the needs of the Resident. This includes reasonable modifications to the environment and/or obtaining equipment and services to allow the Resident to be able to function in their environment. Residents can go directly through their Social Worker or the Ombudsman for a Reasonable Accommodation request. The appropriate Reasonable Accommodation form must be completed.

t. **Separation, Clearance and Re-Admission:**

(1) When Residents choose to leave the AFRH-G you are required, for accountability purposes, to follow an out-processing clearance procedure. The Resident Services Office will initiate the clearance paperwork. After a brief interview, you will receive a form listing the activities that require clearance.

(2) Residents are responsible for clearing their room and storage locker of personal belongings during the check-out process. AFRH-G property may not be removed without written approval.

(3) Requests for re-admission must be submitted to the AFRH Public Affairs Office. Send requests to:

Public Affairs Office
3700 N. Capitol Street, NW
Washington, DC 20011
1-800-422-9988
www.afrh.gov

u. **Resident Advisory Committee (RAC):** The RAC is an elected body of Residents established to provide a forum for all Residents to express their needs, ideas and interests through elected representatives on the floor they reside. During or shortly after your initial in-processing, you should be greeted by your RAC Representative who can answer any questions that you might have. RAC Representatives are distinguishable by their yellow identification badges. If you encounter problems during your stay at the Home, you are encouraged to report these problems to the Floor Representative for proper action.

v. **AFRH-G Memorabilia Committee:** This committee falls under the oversight of the Administrator. Resident's personal service and military memorabilia is significant; however please be aware that not all memorabilia may be donated, accepted, hung or displayed within the facility. This entity is responsible for reviewing the placement and display of any item, including pictures, on the surfaces and/or walls of any common (public) area. All items to be displayed or hung in common areas of the Home must reflect the military heritage of the Residents of the AFRH-G, or be of an acceptable artistic value for display in a public accessible area. AFRH-G maintains an internal SOP that can be obtained by either the Committee Chairman or Ombudsman.

w. **Sponsor Program:** The Sponsor Program is designed to welcome, inform, and orient new Residents to AFRH-G. Made up of dedicated volunteers, the goal of the Sponsor Program is to ensure that each new Resident is greeted by a sponsor and subsequently accompanied through in-processing, given a tour of the AFRH-G, and introduced to Federal/contract staff and other Residents. In short, new Residents have someone they can depend on during the first days of their transition into the AFRH-G.

x. **Volunteer Activities:** The AFRH-G is your home. You are encouraged to volunteer your time to improve AFRH-G activities and to assist your fellow Residents. If you are interested in volunteering, please contact the Volunteer Coordinator and inquire about the Resident Stipend Program.

y. **Suggestions:** You are encouraged to use your RAC Representative for suggestions and recommendations. However, if you desire to submit a suggestion, a box is located in the mail room. All suggestions will receive the personal attention of the appropriate AFRH-G Service Chief(s).

z. **Fiddler's Green Lounge:** A contract service provided for the benefit of the Residents and their guests. Children are not allowed.

aa. **NEX:** A convenience store for the benefit of the Residents and their guests. To purchase alcohol and cigarettes you must have exchange privileges.

bb. **Barber/Beauty Shop:** A contract service through the NEX for the benefit of the Residents.

cc. **Thrift Shop:** The AFRH-G Thrift Shop, operated by Resident Volunteers, is available to Residents for the purchase or sale of items. AFRH-G federal and contract staff and visitors may purchase items from the Thrift Store in accordance with the AFRH-G Thrift Shop SOP. Residents may donate items to the Thrift Shop that are clean and in good working order. Up to ten items may be sold through the Thrift Shop on consignment each year. See Thrift Store Volunteers or the Ombudsman for more information.

dd. **Clothing Store:** The AFRH-G Clothing Store is an amenity set-up for Residents to obtain necessary clean, used clothing for no cost. Residents may donate clean clothing items in good condition to the Clothing Store.

ee. **Resident Fund:** The AFRH-G has a non-appropriated fund known as the AFRH-G Resident Fund to support a variety of projects and activities designed to enhance the morale, welfare, comfort, pleasure, contentment, and general well-being of the Residents. Oversight and management of the non-appropriated fund is the responsibility of the Resident Funds Advisory Board.

D. SUPPORT:

a. **Storage Units:** One storage unit is assigned to each room, not each person at check–in (located on the east wing of the first floor). The storage area is predominantly for long-term storage items. Storage of flammable or hazardous chemicals/materials is prohibited. All items must be stored inside the locked storage unit, or they will be disposed of. As residents "Age in Place", storage units need to be vacated when a resident moves to Assisted Living, Long Term Care, and/or Memory Support. Storage units can be loaned between Residents by completing the paperwork in Resident Services.

b. **Mail Room:** The Mail Room is located on the 1st floor of the Boardwalk. The U.S. Postal Service will deliver your properly addressed mail. To ensure that your mail is not misrouted, delayed, and/or lost, be sure your mail unit number is used in addition to the AFRH-G address. The following example shows the correct address format:

JOHN DOE
1800 BEACH DRIVE
UNIT XXX
GULFPORT, MS 39507

c. **Legal Assistance:** Legal assistance is provided by the Legal Office at Keesler Air Force Base (KAFB) to All AFRH Residents with a military ID for assistance with Wills, Power of Attorneys, Living Wills and general legal advice. Keesler AFB can be reached at **228-376-8601**. The Naval Construction Battalion Center (NCBC) also provides legal services to **all** AFRH-G Residents when visiting AFRH on scheduled Legal Assistance days. To make an appointment the Legal Office can be reached at 228-871-2620. They are available Monday – Friday 0730 to 1600 and are located in NCBC Building #30.

d. **Maintenance Support:** Campus Operations provides facility repair services through the work order desk by a dispatcher during normal business hours at 228-897-4444. If the dispatcher is unavailable, the request is recorded and processed as soon as possible. The maintenance contractor will categorize service requests into three categories: Emergency, Urgent, and Routine. Non-emergency after hour requests are recorded and processed the next business day. In the event of an emergency after hours, on holidays or weekends, contact the Security Office. Some services include unclogging toilets, hanging pictures, mounting fixed shelves, repairing door locks, a/c or heating repairs, etc. Some services not included and prohibited are mounting of flat screen TVs, installing of Murphy beds, or installing of carpet in Resident rooms.

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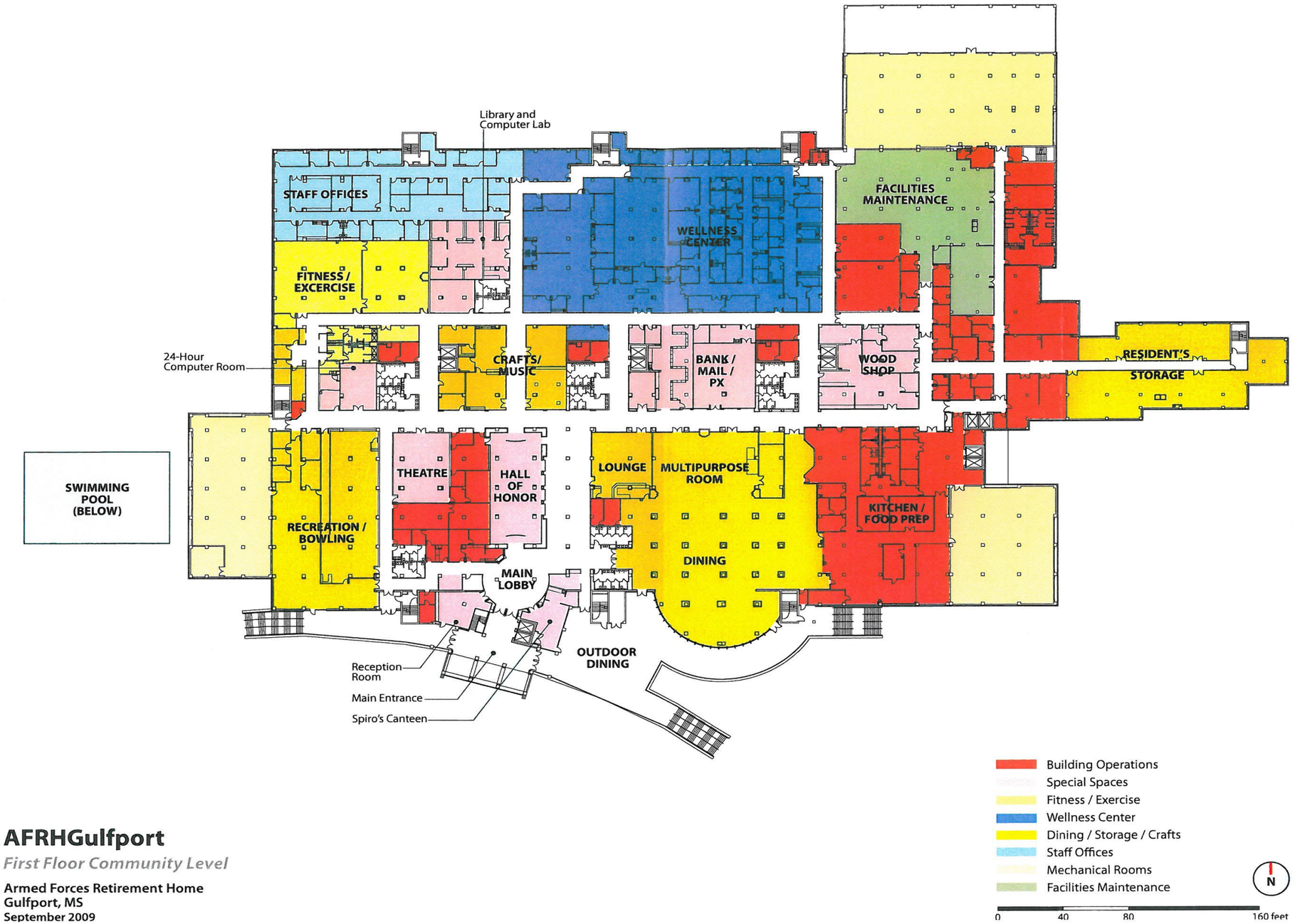
HOURS OF OPERATIONS DIRECTORY: AFRH-G

WELLNESS CENTER (WC)					
SERVICE	**LOCATION**	**PHONE**	**DAYS**	**FROM**	**TO**
Dental	Dental Clinic	228-897-4474	Monday – Friday	0730	1600
Eye Clinic / Optometrist	Wellness Center	228-897-4467	Tues (by Appt. only)	0730	1200
			Thurs (by Appt. only)	0730	1600
Specimen Draw Station	Wellness Center	228-897-4450	Monday – Friday	0730	1030
Nutrition	Room 1253	228-897-4455	Monday – Friday	0730	1600
Medication Center	Wellness Center	228-897-4461	Monday – Friday	0730	1600
Podiatrist	Wellness Center	228-897-4471	Tues/Weds/Thurs	by Appt. only	
Psychology	Wellness Center	228-897-4471	Tues/Weds/Thurs	by Appt. only	
Rehabilitation Svcs. (By Provider Referral)	Wellness Center	228-897-4452	Monday – Friday	0700	1500
Social Worker – IL/ILP	Room 1247/1248	228-897-4442	Monday – Friday	0630	1500
Social Worker – AL / LTC / MS	Room D266	228-897-4441	Monday – Friday	0700	1530
Wellness Center	Appointments & Transportation	228-897-4471	Monday – Friday	0800	1430
	Front Desk	228-897-4450	Monday – Friday	0700	1530
	Primary Care Appointments	228-897-4471	Monday – Friday	0930	1500
	Sick Call	228-897-4450	Monday – Friday	0800	0900
	Nursing	228-897-4450	Daily	24 Hours	

NON-HEALTHCARE SERVICES					
SERVICE	**LOCATION**	**PHONE**	**DAYS**	**FROM**	**TO**
24 Hr. Computer & Sports Zone	Boardwalk Room 1223	N/A	Daily	24 Hours	
Admissions Office	Administration Room 1332	228-897-4405	Monday – Friday	0730	1500
Art Display Room	Room 1239	N/A	Daily	24 Hours	
Art Specialist	Room 1031	228-897-4430	Monday – Friday	0730	1530
Bank (Peoples Bank)	Boardwalk	N/A	Tuesday & Thursday	0830	1530
			Closed for Lunch	1200	1300
Barber and Beauty Shop	Boardwalk Room 1222	228-897-4423	Monday – Friday	0800	1200
Bocce Center	Room 1025	N/A	Daily	24 Hours	
Bocce Game	Room 1025	N/A	Daily	0800	2200
Bowling Center	Room 1024	228-897-4508	Daily	0800	2200
Bus- Shuttle	Medical Shuttle	228-897-4450	Monday – Friday	0700	1630
	Resident Driver	228-897-4418	Daily	24 Hours	

NON-HEALTHCARE SERVICES (CONTINUED)					
SERVICE	**LOCATION**	**PHONE**	**DAYS**	**FROM**	**TO**
Business Center	Business Center	228-897-4420 228-897-4419 228-897-4425	Monday – Friday	0730	1600
Cleaners	Tower D 1st Floor – Room 1266	228-546-2451	Wednesday	0900	1000
Clothing Store	Tower D 1st Floor – Room 1268	N/A	Wednesday	0830	1130
Computer Learning Ctr.	Room 1213	N/A		As Needed	
Craft Room	Room 1236	N/A	Daily	24 Hours	
Fiddler's Green	Boardwalk	228-897-4454	Monday – Friday	1600 – 2000	
Fitness Room	Room 1210	228-897-4413	Daily	24 Hours	
Exercise Room	Room 1211	N/A	Daily	24 Hours	
Guest Room Service	Administration Room 1325	228-897-4410	Monday – Friday	0730	1500
Information Desk	Security Desk	228-897-4418	Daily	24 Hours	
Laundry Service	AbilityWorks Room 1542	228-731-3432	Pick up: Tower A – Monday Tower B – Tuesday Tower C – Weds.	0800	
Library	Room 1212	N/A	Daily	24 Hours	
Lord's Cabin	Chapel Office Rm. 1023	228-897-4403	Monday – Friday	0800	1130
Mail & More	Room 1251	N/A	Daily	24 Hours	
Meditation Room	Room 1234	N/A	Daily	24 Hours	
NEX	Boardwalk Room 1255	228-897-4448	Monday – Friday	1000	1600
Notary Public	Room 1313	228-897-4429	Monday – Friday	0730	1500
	Room 1301A	228-897-4408	Monday – Friday	0730	1500
Ombudsman	Room 1256	228-897-4404	Monday – Friday	0730	1600
Painting	Room 1232	N/A	Daily	24 Hours	
I.D. Badges	Security – Room 1007	228-897-4438	Monday – Friday	0700	1500
Reception Room	Front Lobby Rm. 1012	N/A	Daily	24 Hours	
Recreation Services	Room 1204	228-897-4433 228-897-4434	Monday – Friday	0700	1530
Religious Services-Protestant	Chapel	228-897-4466	Monday – Thursday Office Hours	0700	1500
	Lord's Cabin Rm. 1023	228-897-4466	Thurs – Bible Study	0930	1030
	Theatre Rm. 1022	228-897-4466	Sunday – Worship	1030	1130
	Holy Communion – Administered on the 1st Sunday.				

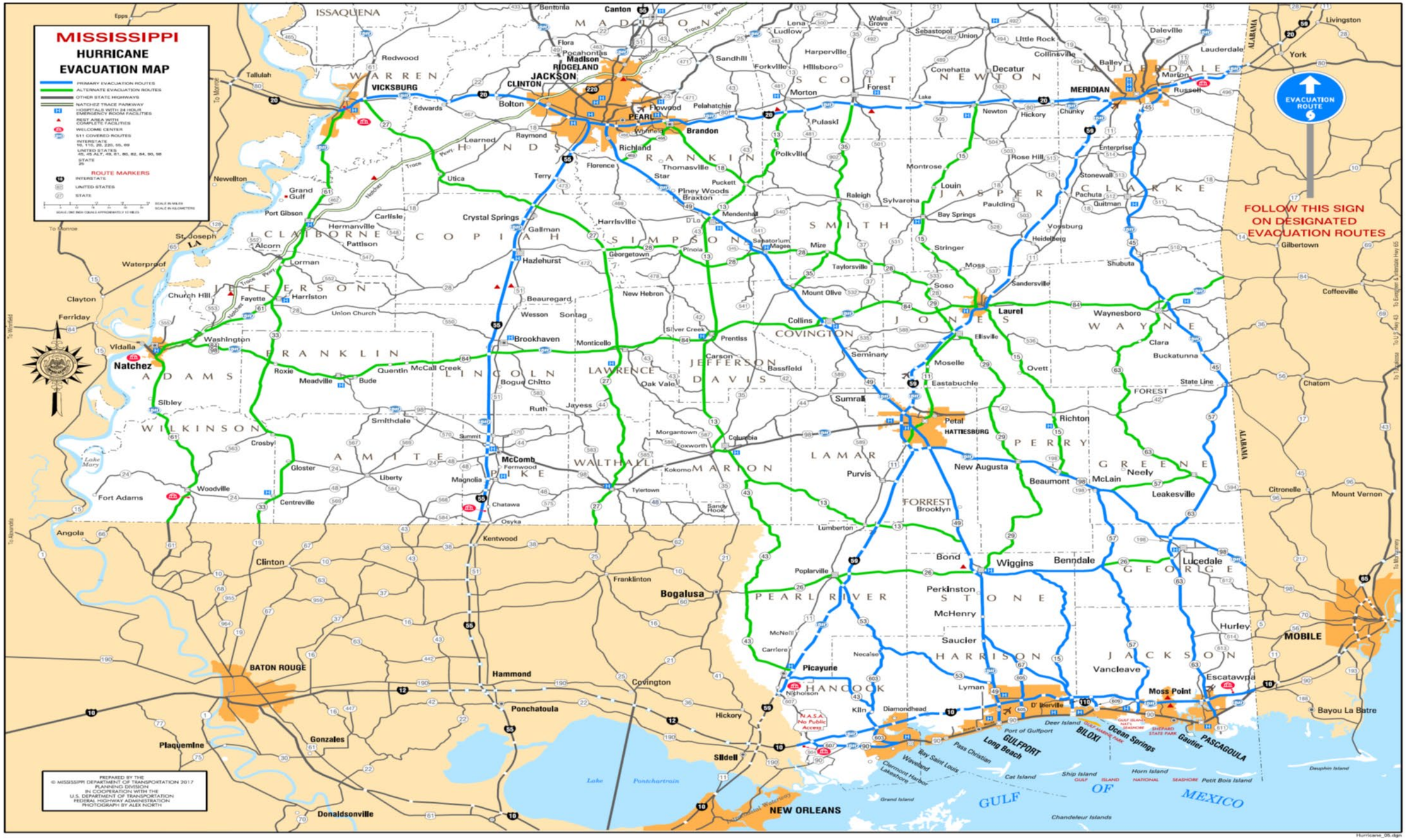
NON-HEALTHCARE SERVICES (CONTINUED)					
SERVICE	**LOCATION**	**PHONE**	**DAYS**	**FROM**	**TO**
Religious Services-Catholic	Chapel	228-897-4465	Sunday Mass	0900	1000
	Chapel	228-897-4465	Mon/Wed/Fri Weekday Mass	0915	0945
	Chapel	228-897-4465	Mon/Wed/Fri Rosary	0845	0910
	Chapel	228-897-4465	1st Monday – Holy Hour & Benediction	0945	1045
	Chapel	228-897-4465	2nd, 3rd, 4th, 5th Monday – Bible Study	0945	1045
	Chapel	228-897-4465	Penance	Every month on the Weds before the 1st Friday at 0845, & upon request.	
Resident Advisory Committee Chairman	Room 1409	228-897-4503	As Posted	As Posted	
Resident Finance	Business Center	228-897-4420 228-897-4425	Monday – Friday	0730	1600
Resident Meeting Room	Room 1235	N/A	Daily	24 Hours	
Safety Office	Room 1304	228-897-4406	Monday-Friday	0730	1500
Security Services	Security Desk	228-897-4418	Daily	24 Hours	
Sewing Room	Room 1238	N/A	Daily	24 Hours	
Swimming Pool	Ground Floor Near Tower A – Room P01	N/A	Daily – unless posted.	0530	2200
Tailor / Alterations	Tower D 1st Floor Room 1266	228-388-2660	Monday & Friday	0900	1000
Thrift Shop	Tower D 1st Floor Room 1510	228-897-4409	Mon/Wed/Fri	0830	1130
Vending Area	Room 1110	N/A	Daily	24 Hours	
Visitor Passes	Guard Shack	228-897-4502	Daily	24 Hours	
Volunteer Lounge	Room 1021	228-897-4453	Daily	24 Hours	
Volunteer Services	Room 1328	228-897-4417	Monday – Friday	0730	1500
Wood Hobby Shop	Room 1262	N/A	Daily	24 Hours	
Work Orders	Tower D 1st Floor Room 1541	228-897-4444	Monday – Friday	0700	1530
	Emergency Service	228-897-4418	After Normal Hours 7 Days Per Week	After Hours	



AFRHGulfport

First Floor Community Level

Armed Forces Retirement Home
Gulfport, MS
September 2009


MISSISSIPPI
HURRICANE
EVACUATION MAP
PRIMARY EVACUATION ROUTES
ALTERNATE EVACUATION ROUTES
OTHER STATE HIGHWAYS
NATCHEZ TRACE PARKWAY
HOSPITALS WITH 24 HOUR EMERGENCY ROOM FACILITIES
REST AREA WITH COMPLETE FACILITIES
WELCOME CENTER
511 COVERED ROUTES
INTERSTATE
10, 110, 20, 220, 55, 59
UNITED STATES
45, 49, ALT, 49, 61, 80, 82, 84, 90, 98
STATE
25
ROUTE MARKERS
INTERSTATE
UNITED STATES
STATE
EVACUATION ROUTE
FOLLOW THIS SIGN ON DESIGNATED EVACUATION ROUTES
ISSAQUENA
WARREN
VICKSBURG
MADISON
RIDGELAND
JACKSON
CLINTON
PEARL
Flowood
Brandon
Richland
Pelahatchie
Bolton
Edwards
Raymond
Learned
Florence
Terry
Utica
Newellton
Tallulah
Redwood
Canton
Bentonia
Flora
Pocahontas
Sandhill
Forkville
Harperville
Hillsboro
Ludlow
Lena
Walnut Grove
Sebastopol
Union
Morton
Scott
Forest
Pulaski
Polkville
Thomasville
Star
Puckett
Piney Woods
Braxton
Raleigh
Sylvarena
Montrose
Louin
Jasper
Paulding
Bay Springs
Mendenhall
Harrisville
Crystal Springs
Gallman
Copiah
Simpson
Smith
Georgetown
Pinola
Sanatorium
Magee
Mize
Stringer
Taylorsville
Moss
Soso
Sandersville
Heidelberg
Voxsburg
Shubuta
Hazlehurst
Lorman
Pattison
Alcorn
Claiborne
Jefferson
Port Gibson
Grand Gulf
Carlisle
Hermanville
St. Joseph
Waterproof
Clayton
Ferriday
Church Hill
Fayette
Harriston
Union Church
Beauregard
Wesson
Sontag
New Hebron
Mount Olive
Collins
Laurel
Jones
Covington
Waynesboro
Wayne
Ellisville
Seminary
Moselle
Ovett
Eastabuchie
Clara
Buckatunna
State Line
Forest
Petal
Hattiesburg
Richton
Perry
Lamar
Purvis
New Augusta
Beaumont
McLain
Neely
Greene
Leakesville
Citronelle
Mount Vernon
Chatom
Alabama
Meridian
Lauderdale
Daleville
Collinsville
Little Rock
Decatur
Newton
Hickory
Chunky
Enterprise
Rose Hill
Stonewall
Pachuta
Quitman
Clarke
Marion
Russell
Balley
York
Livingston
Gilbertown
Coffeeville
Washington
Vidalia
Natchez
Adams
Franklin
Roxie
Meadville
Bude
Quentin
McCall Creek
Lincoln
Bogue Chitto
Brookhaven
Monticello
Lawrence
Oak Vale
Silver Creek
Prentiss
Carson
Bassfield
Jefferson Davis
Sibley
Smithdale
Ruth
Jayess
Summit
Morgantown
Foxworth
Columbia
Sumrall
Wilkinson
Crosby
Gloster
Liberty
Magnolia
McComb
Fernwood
Pike
Amite
Walthall
Kokomo
Marion
Tylertown
Chatawa
Osyka
Sandy Hook
Lumberton
Brooklyn
Forrest
Fort Adams
Woodville
Centreville
Lake Mary
Angola
Clinton
Kentwood
Franklinton
Bogalusa
Poplarville
Bond
Wiggins
Benndale
Lucedale
George
Perkinston
Stone
Pearl River
McHenry
McNeil
Carriere
Necaise
Saucier
Harrison
Jackson
Vancleave
Escatawpa
Moss Point
Hurley
Mobile
Bayou La Batre
Picayune
Hancock
Nicholson
Kiln
Diamondhead
Lyman
D' Iberville
Gulfport
Long Beach
Biloxi
Ocean Springs
Gautier
Pascagoula
Deer Island
Port of Gulfport
Pass Christian
Bay Saint Louis
Waveland
Clermont Harbor Lakeshore
Cat Island
Ship Island
Horn Island
Petit Bois Island
Dauphin Island
Gulf Islands National Seashore
Shepard State Park
Gulf Islands National Seashore Park
Gulf of Mexico
Chandeleur Islands
Grand Island
Hickory
Slidell
Lake Pontchartrain
New Orleans
N.A.S.A. (No Public Access)
Baton Rouge
Hammond
Ponchatoula
Covington
Gonzales
Plaquemine
Donaldsonville
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