



July 14, 2003

## AFRH Chief Operating Officer Fact Sheet No. 2

**Subject: AFRH-Washington Comparison of Services**

The AFRH Management Team is sensitive to the concerns of residents who feel that they are potentially “loosing services.” The following chart identifies areas of concern that residents have raised, as well as actions taken to resolve these issues. This comparison of services should help residents feel secure that the Management Team is totally committed to ensuring services to residents are either *maintained, improved, or substituted with a comparable service.*

Item	Resolution
1. Washers and dryers are old and always need repair.	All washers and dryers have been replaced with new ones.
2. The Ignatius Guest House is closing.	10-12 rooms in the Scott Building will be available to accommodate resident’s family members and guests. Reservations will be taken at the recreation office beginning August 1, 2003. A charge of \$25.00 will still apply.
3. Artists/hobbyists are being moved from the Forwood Building and the third floor of the Sherman.	Room has been provided for the artists/hobbyists in the third floor of Sherman North. The new spaces will be painted prior to the artists and hobbyist moving in. The artists and hobbyists are being moved to the new spaces at no charge to them. All artists will now be in one location vice separate locations.

<p>4. Cable TV reception is poor.</p>	<p>Chesapeake Cable is being replaced with COMCAST Cable. The cost will remain basically the same with over 40 channels added. Residents will have the ability to order digital music, high-speed internet service, pay per view and numerous other options.</p> <p>NOTE: Residents may currently be experiencing less than clear reception at this point. However, when COMCAST finishes installing <i>their own</i> cabling residents can expect to enjoy clear reception and top notch service. New COMCAST cabling should be installed by October 2003.</p>
<p>5. Residents are required to call in service orders for their rooms themselves.</p>	<p>By adopting the method of having residents call in their service orders themselves we will be able to discontinue the lengthy process of having three people handle your request. This revised practice will improve the efficiency of handling your request, prevent requests from getting lost or misplaced and improve the response time.</p>
<p>6. The kitchen, Bible study area and assembly room in Stanley Hall were taken away to rent out the area.</p>	<p>The basement of Stanley Hall is being rented to the DC Prep. However, our plan is to install a kitchen and assembly room behind the organ in Stanley Hall. The plans are currently in development.</p>
<p>7. The bowling alley hours were reduced.</p>	<p>The hours of operation were set based upon use of the facility and from resident feedback as to the times we should open the lanes for maximum use.</p>

<p>8. Physician Assistants positions have been eliminated and we are losing their services.</p>	<p>The Physician Assistant positions have been eliminated. Residents will be now be seen directly by Doctors vice Physician Assistants.</p>
<p>8. The Arts and Crafts store was closed.</p>	<p>The Arts and Crafts store was closed based on <i>very low</i> use. We found out that residents preferred to shop on line or when they went on home sponsored trips. This closure also provided us an opportunity move the Thrift Store to a more convenient location for the residents.</p>
<p>10. The AFRH-Washington campus does not have a full time dental hygienist.</p>	<p>The AFRH Human Resources Office has posted a vacancy announcement for a full time dental hygienist. We are confident that we will have a dental hygienist on staff in the August timeframe.</p>
<p>11. Fees</p>	<p>The fee structure mandated by the National Defense Authorization Act for 2002 has not changed.</p>
<p>12. Transportation</p>	<p>The AFRH-Washington will continue to provide routine trips to the Walter Reed Army Hospital and the Veterans Administration.</p>
<p>13. Golf carts are not available to golfers.</p>	<p>Five electric golf carts are now available to our residents for use on the golf course.</p>

Additional comparisons will be provided to residents via future Fact Sheets.