



September 14, 2010

## AFRH Chief Operating Officer Fact Sheet 21

### **Subject: AFRH Resident Participatory Forums and Communications Tools Used to Keep Residents Informed**

It is important that Armed Forces Retirement Home Residents are aware of the participatory forums available to them to ensure their voices are heard on major issues and initiatives facing the Home. This Fact Sheet provides a centralized list of committees, meetings, surveys, and programs which focus on Resident participation.

Residents are encouraged to familiarize themselves with the forums listed below:

- **Resident Advisory Council (RAC)**

Sub-Committees:

Executive Committee: This Committee represents the RAC as a whole and meets with the facility Director to stimulate communication, provide feedback and provide input from Residents via the RAC. (Representation is from all levels of care: Independent Living, Assisted Living and Long-term Care)

Food Services Committee: This Committee provides a forum for issues relating to food services, snack and vending areas in each facility.

Morale, Welfare and Recreation (MWR) Committee: This Committee plans activities to be scheduled up to two months in advance, thus enabling Recreation Services personnel ample time to procure supplies, contract for entertainment, etc. Members of this Committee interact with the Resident Fund Advisory Committee (RFAC) if MWR funds are to be used.

Residents' Health Care Committee (RHCC): This Committee makes recommendations for the promotion of health and wellness of the Residents.

Resident Fund Advisory Committee (RFAC): This Committee implements AFRH Agency Directive 3-4, subject: AFRH Resident Funds, which details the membership, composition and procedures for the RFAC.

Special Committees: (specific timeframe)

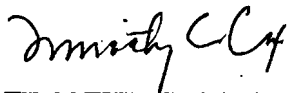
- Scott Washington Project (Demolition and rebuild of Scott Building)
- Gulfport Start-up (Deals with a variety of issues pertaining to the return to and Start-up of Gulfport facility)
- Washington Master Plan

- **Monthly Town Hall Meetings** (Deal with a variety of subject matters followed by a Resident question/answer session. The facility's Management Team attends Town Hall and provides immediate response to Resident questions/concerns.)
- **FOCUS Groups** (Deal with a variety of subject matters, most recent FOCUS groups have spotlighted issues pertaining to the return to and start-up of Gulfport and the Scott Project)
- **Local Advisory Committee** (RAC Chair attends and delivers a "RAC Report." At the recommendation of the RAC Chair briefings from individual Residents are included on the Agenda.)
- **DOD Inspector General (IG) Visits** (Residents are interviewed by and have direct access to members of the inspection team)
- **AFRH Hotline Program** (24/7 hotline that is managed by the AFRH IG)
- **One-on-One Visit with AFRH IG**
- **DOD Hotline Program** (AFRH Residents may use the DOD Hotline – normally DOD IG coordinates issues with AFRH IG)
- **Congressional Contacts** (Individual Resident concerns)
- **Resident Surveys** (Individual functional surveys or across the board surveys)
- **CCAC/CARF Accreditation Survey** (Resident participation in the survey is solicited)
- **Resident Stipend Program** (Residents perform a variety of administrative duties throughout the Home and in return are compensated by a monthly stipend)
- **One-on-One Meetings** between Residents and Management (Open Door protocol at all management levels)

This Fact Sheet also provides a centralized list of communications tools used by AFRH management to distribute information to the AFRH Resident population. The AFRH communicates information to Residents using the following:

- **Policy (Directives/Notices** – each Resident receives a personal hard copy of all policy documents pertaining to them)
- **Policy Statements** (Diversity, EEO, Sexual Harassment, Gifts to Residents – (All Residents receive a personal copy and copies are posted on bulletin boards)
- **Fact Sheets** (Tool to dispel rumors provide immediate information – Residents are provided hard copies)
- **Facility Ombudsman** (Serves as Resident advocate on resident-related issues – attends most facility and Agency level meetings. The Ombudsman voices Resident concerns and also disseminates information back to the Residents.)

- **Monthly Communicator** (AFRH's internal newspaper)
- **Weekly Bulletin** (Weekly issuance listing services and recreational events)
- **Letters and Memoranda** from the Office of the COO, or the facility Director or Service Chiefs on various issues
- **AFRH web site:** <http://www.afrh.gov> (Contains electronic Fact Sheets, Reports, photos, and general AFRH- related information)
- **Published Reports**, i.e., AFRH Budget, the AFRH Performance and Accountability Report, etc. available in the facility Ombudsman Office or facility Library
- **"TRC" - The Resident Channel** (In-house TV channel that disseminates Resident information 24/7)

  
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Distribution:  
Chairman, Resident Advisory Council  
Ombudsmen  
All AFRH Employees (electronic copy)