

RESIDENT GUIDE



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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, MS. Our purpose is to maintain the mission that started in 1811. Thank you for your service to the United States of America.

The AFRH-G is an Independent Operating Agency of the Federal Government. The AFRH operation includes two homes. One located in Washington, D.C. and one here in Gulfport, MS. The Chief Operating Officer has the overall responsibility for the operation of the two homes with assistance from an Advisory Council of members with experience in Medical and the field of Aging Services. As part of the AFRH-G, 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. All 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 Veterans. You are encouraged to become thoroughly familiar with the provisions of this document.

All references to office locations, phone numbers and office hours can be found in a separate document called the Hours of Operations Directory which can be obtained at 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 can offer many rewarding social, cultural and educational venues.

RESIDENT RIGHTS AND RESPONSIBILITIES

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

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

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

AS A RESIDENT, YOU ARE RESPONSIBLE FOR:

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

RESIDENT / LEGAL REPRESENTATIVE SIGNATURE DATE

OMBUDSMAN / SOCIAL WORKER SIGNATURE DATE

AFRHG Form 0031

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AFRH – GULFPORT RESIDENT GUIDE

A. 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 which 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 (1) Agency. The two (2) Homes are funded by a Trust Fund and are open to retirees and Veterans of 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 December 30, 2007, Yates Construction of Biloxi, Mississippi, under the lead of the General Services Administration (GSA) and the direction of Jacobs Engineering, erected a new \$188 million dollar facility that serves as the new Armed Forces Retirement Home – Gulfport (AFRH-G). AFRH-G opened its doors on October 4, 2010.

B. POLICIES**1. General:**

As with any community in our society, the AFRH-G has established essential and appropriate communal living policies that are designed to promote a safe, wholesome, and pleasant environment. A spirit of cooperation, support, respect, and tolerance, based on consideration for others, will greatly assist in maintaining the AFRH-G as a special place for special people. This Resident Guide is not all inclusive and 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.

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,” please contact the Resident Services Office for clarification. Violations to this policy may be dealt with using the Home’s Administrative Hearing process, 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 AFRH-G badge prominently displayed above the waist at all times while on the grounds.

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, or complete a leave form. Residents are requested to notify Security or the Wellness Center if they will be hospitalized.

7. **Key Policy:**

The Chief of Resident Services 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 and sign for each key or smart card issued.

(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) The replacement of a lost or stolen key or smart card is free for the first re-issue. For the second re-issue of a key or smart card there will be a \$10.00 fee charged to cover the cost of the key/smart card.

(2) Permanent keys/smart cards will only be issued during normal working hours, Monday-Friday, 0700-1500. During the hours of 1500-0700 weekdays, and all day and night on the weekends, 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.

(3) Replacement of hard keys that are not readily available will be provided by request to CMI through Campus Operations. Replacement keys will be signed for by the key holder using the same procedure as used when issued the original key.

8. Alcohol:

a. Although management does not advocate the consumption of alcoholic beverages, facilities are set aside for the sale and consumption of alcoholic beverages on the grounds. (For additional information refer to y. Fiddler’s Green Lounge and z. NEX on page 68).

b. Public intoxication is unacceptable behavior and will not be tolerated. Violations may be addressed by the Administrative Hearing process.

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 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.

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.

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 of a fellow Resident, staff member, or management official 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. These provisions are not intended to interfere with Residents' First Amendment rights. The First Amendment limits the government's ability to control speech and expression. Residents of AFRH-G served this country to protect our freedom, and they retain their right to engage in vigorous expression and debate.

(1) **Conduct – Dining Hall:** Residents are expected to conduct themselves in a manner that will allow meals to be consumed and enjoyed in a quiet, pleasant atmosphere. Loud abusive talking and swearing, breaking in line, running, and throwing objects are unacceptable. The removal of food, silverware, dishes, cups, or drinking glasses from the dining facility is strongly discouraged. If you have concerns regarding conduct, please notify Security or Resident Services.

(2) **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. 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 AFRH-G personnel on special or infrequent occasions.

(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. 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 beyond the workplace environment. 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.

c. **Dining Hall, Spiro's, and Fiddler's Green:** Clothing worn in these areas is to be clean and neat. Tank-top styled undershirts, short shorts, bedroom slippers, shower shoes, pajama tops or bottoms, and bathrobes are not permitted in these areas. Shoes or sandals must be worn in these areas. Urinary collection bags and tubing must be covered with clothing (long pants,) and/or a bag cover. Hats may be worn in the Dining Hall only by physician orders, on special occasions, or as specified by the Administrator.

11. **Dining Accommodations:**

a. Cafeteria-style dining service is offered at centrally located dining facilities. Assisted Table Meals (ATM)/Resident tray service may be provided in accordance with medical necessity.

b. **Three meals per day:**

Breakfast: 0700 to 0830

Extended Grill: 0830 to 1100

Lunch: 1130 to 1300
Extended Grill: 1300 to 1600
Dinner: 1630 to 1800

c. Provisions are made for low sodium, low fat, and calorie controlled diets. Other choices that would comply with diets are available in self-service areas of the Dining facilities. A registered Dietitian is available by appointment.

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.

(1) The Swimming Pool is closed from 2200 to 0600 due to testing requirements.

(2) Please be mindful of the noise when using the Fitness Center or trash chutes 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 precludes sound from being heard outside an individual's room, 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. To maintain proper pest control, sanitation standards, and fire prevention, cooking appliances are prohibited in rooms and common areas of residential floors.

b. To prevent an electrical system overload, individually owned air conditioners are prohibited in residential areas. Small electric heaters may be used, but must first be inspected and approved by the Safety Officer.

c. If desired, Residents may purchase a small microwave oven, coffee pot, toaster, or kitchen cutlery for personal use in their room.

14. **Equal Employment Opportunity:**

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, sexual orientation 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 the Administrative Hearing process.

15. **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 you must be a Resident to be awarded prizes.

16. **Solicitation:**

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.

17. **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.

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, cars parked in the garage, or while driving through the garage.

b. Smoking/E-Smoking is prohibited within 25 feet of any entrance or exit primarily accessed by Residents, employees/contract staff, guests, or visitors; within 25 feet of any entrance or exit not generally accessed by Residents, employees/contract staff, guests, or visitors where smoking would result in smoke traveling through doorways, operable windows, air intake ducts or other openings; within 25 feet of any government owned or leased vehicle; while walking or biking on the walking/bicycle track; and within 25 feet of the perimeter of the swimming pool.

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

d. Smoking/E-Smoking violations will be addressed via the Administrative Hearing process.

e. Smoking/E-Smoking will only be permitted in external building(s) specifically constructed for and designated as a “smoking” area.

18. 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 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.

19. 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 Administrative Hearing process.

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.

c. **Notification:** A Resident who is the subject of an alleged infraction will be scheduled for an Administrative Hearing, not less than seven (7) calendar days from the date of notification. Upon notification, the Resident will be asked to sign an acknowledgment of the time and place of the hearing and will be given a copy of the report of 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 spokesperson of his/her choice present during the hearing for representation, advice, or support. The Ombudsman, Chief of Security, and a Social Worker shall be present.

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 violation, 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 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 for cause will only be eligible for re-admission after three (3) years of the date of discharge and at the sole discretion of the COO.

20. **Automobiles/Motorcycles/Recreation Vehicles/Trailers/Parking:**

a. **Automobiles/Motorcycles:** The AFRH-G assumes responsibility only for vehicles operated on the AFRH-G grounds, which includes proper registration and the issuance of identifying decals, after verification of a valid driver's license and current liability insurance. 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 the 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 (2) 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. All 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.

b. **Recreational Vehicles/Trailers:** Residents are allowed to have one (1) RV registered at the AFRH-G. RVs are defined as the following: motorhome, pull

behind camper trailer, 5th wheel camper trailer, truck with camper attached, or a boat secured to a boat trailer. Utility trailers, cargo trailers, boat trailers without a boat, boats without a trailer, motorcycle trailers, and any other devices or vehicles not defined as an RV for the purpose of AFRH-G are not allowed to be parked or stored on the grounds of the AFRH-G. Residents who entered the Home prior to July 1, 2014 and have one (1) or more of the previously listed devices are considered grandfathered in. All valid RVs will be parked in the RV/Employee Overflow parking area in the northwest corner of the property. 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, without the express written approval of the Home's Administrator, or his/her designated representative.

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 to fellow Residents and staff.

c. **Parking:** Garage parking is unique as we have many parking spaces reserved for certain types of vehicles. We currently have 10 Van/Carpool spaces, 23 Low Emissions/Fuel Efficient spaces, 4 Oversized Vehicle spaces, 1 Electric Car space, 32 Handicap spaces and 12 Motorcycle spaces. Report all accidents to Security. You may be required to complete an accident report (SF95.)

(1) Van/Carpool and Low Emissions/Fuel Efficient spaces are part of the Leadership in Environmental and Energy Design, also known as LEED. Registered vehicles must be checked against the LEED vehicle listing and if so indicated will be given a sticker for their parking decal to indicate authorization to park in any of the available Low Emissions/Fuel Efficient Spaces. Van/Carpool spaces are currently not being policed and are available to Residents for parking.

(2) Oversize Vehicle parking spaces are available and should be utilized for vehicles 17 feet or longer in length, not to exceed 23 feet, and vehicles as wide as or wider than 9 feet, but not exceeding 11 feet in width. 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 can be used by Residents and staff with handicap license plates or a 100% DAV license plate, and/or a handicap placard is displayed on the rearview mirror. Vehicles not clearly marked will be cited by Security.

Residents who own more than one (1) vehicle may only park their primary vehicle in the garage. Additional vehicles should be stored and/or parked in the RV parking area. If more than one (1) vehicle is found registered to a Resident and parked in the garage, they will be asked to remove any additional vehicles.

Parking for RVs, mobile homes, campers, trailers, 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.

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

- (1) Parking non-security and safety violation – One (1) point.
- (2) Parking in a Handicapped parking space – Two (2) points.
- (3) Driving a vehicle without the use of a seatbelt – Two (2) points.
- (4) Parking that creates a security and safety violation – Two (2) points.
- (5) Speeding (more than 10 mph over the posted speed limit) – Three (3) points.
- (6) Parking in a Fire lane/hydrant – Three (3) points.
- (7) Using a cell phone without a hands-free device while driving – Three (3) 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 (6) points a warning letter will be sent to the Resident. The letter will indicate that the driver will lose their driving privilege 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 (6) months to one (1) year (based on the severity of the infractions).

h. All points accumulated by a driver will remain in effect for a period of one (1) year from the date in which they were issued. Points will be removed afterwards.

21. **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 Highway 90, is operational 24 hours a day. Visitors are required to be sponsored by a Resident or staff member and obtain a visitor's pass at the main gate, which must be worn at all times.

b. Residents are directly responsible for the accountability, control, and conduct of their visitors.

c. Visitors are welcome to visit the grounds and community areas. Visitors are welcome to have coffee in Spiro's, meals in the Dining Hall (for a fee), and play games in the Club Room and other activity rooms. Sponsored guests can be in the community areas unaccompanied, but sponsors remain responsible during the duration of their stay. NOTE: Guest Bingo players must be at least 21 years of age. The following activities require sponsor attendance: Art & Pottery Studio, children riding Bicycles/Tricycles, Bowling Center, Computer Learning Center, 24 Hour Computer & Sports Zone, Library, Sewing Room, and Swimming Pool. Please refer to posted Standard Operating Procedures for additional information regarding guest or children participation in Recreation rooms.

d. Guest meals must be paid in advance at the Security Desk located in the lobby. The Resident is responsible to ensure that visitors pre-pay for their meals. During holiday meals (Easter, Father's Day, Thanksgiving, Christmas, and New Year's Day) guests are asked to wait 45 minutes after the Dining Hall opens before going through the line, unless three (3) serving lines are open.

e. 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, and receive and wear a visitor's badge at all times. 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.

22. Outside Services:

If you wish to use an outside service such as a Home Health Agency, 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.

23. 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 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 (1) 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. Retired military Residents may store and access personal weapons and firearms 24 hours a day at the CB Base. Make sure you inform the gate guard of a firearm before entering the CB Base.

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.

24. **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.

b. Corrugated cardboard boxes are not recommended storage units as 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 Hearing.

25. **Pets:**

Because of the close community living conditions, and the lack of veterinarian services and kennel facilities, Residents are not permitted to have individual pets at the AFRH-G (in their rooms, guest suites, or vehicles parked on the grounds, to include recreational vehicles). Certified service animals are not pets and are permitted. Proof of certification of service animal status must be provided upon request. Sanctioned visitation by animals for recreation and therapeutic activities are also authorized. 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.

26. **Evacuation Plans:**

a. **Fire Prevention:** One of the most effective means to prevent fires from starting in the first place is through active prevention measures. By observing these best practices, Residents can rest with the assurance that a fire will not be started by another Resident.

(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 (1) 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:** If you discover a fire, **Do not attempt to fight the fire! Immediately contact Security using the nearest Emergency Phone or pull cord.**

(4) **When the fire alarm sounds:**

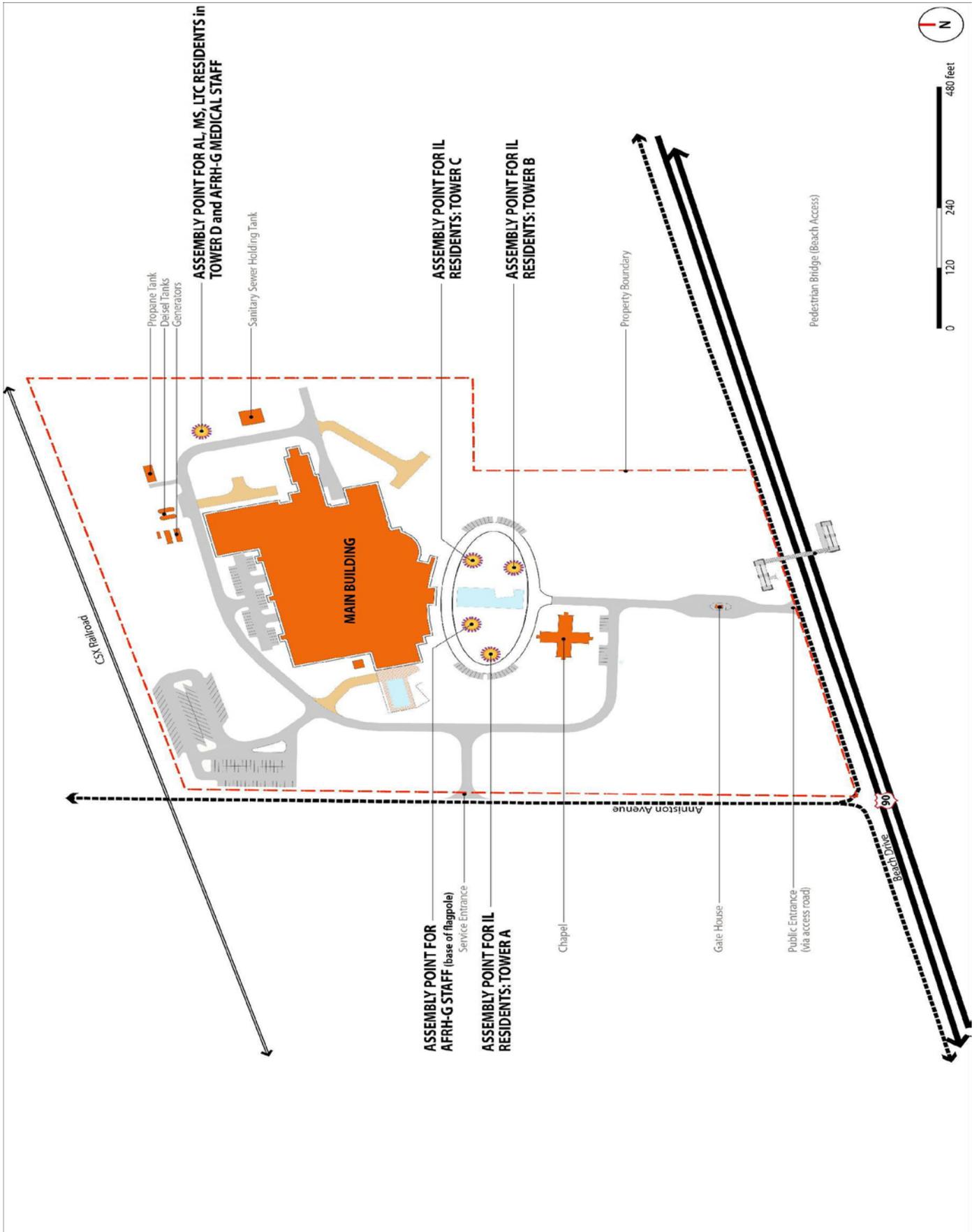
- Listen to the announcement made and follow the instructions.
- Before exiting your room feel door for heat. If door is warm, **Do Not Open Door.** Pull cord, go to balcony and wait for assistance.

(5) **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 a mobility problem, 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.
- Residents are encouraged to remove page 31 from this Guide and post it on their door for reference.



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!!! ATTENTION !!!	
DO NOT PANIC, REMAIN CALM.	DO NOT PROP OPEN DOORS IN ROOMS OR STAIRWELLS.
REPORT THE FIRE TO SECURITY. USE EMERGENCY PULL CORD IF NECESSARY.	WHEN CALLING SECURITY AT 228-897-4418 BE SPECIFIC: ROOM NUMBER, FLOOR, TOWER!
FEEL THE DOOR WITH BACK OF YOUR HAND. IF HOT, DO NOT OPEN THE DOOR. IF COLD, OPEN THE DOOR SLOWLY.	CLOSE ALL DOORS AND WINDOWS AS YOU LEAVE THE AREA.
IF YOUR ROOM IS SMOKY, GET ON YOUR HANDS AND KNEES OR STOMACH AND CRAWL TO THE DOOR.	CHECK YOUR BUDDY IN THE NEXT ROOM BEFORE LEAVING THE FLOOR.
ASSEMBLE IN AREA OF RESCUE AND LISTEN FOR INSTRUCTIONS.	
IF YOU CANNOT LEAVE YOUR ROOM	
CALL SECURITY AND LET THEM KNOW WHERE YOU ARE OR USE YOUR EMERGENCY PULL CORD.	COVER YOUR NOSE AND MOUTH WITH A WET TOWEL IF SMOKE PENETRATES INTO YOUR ROOM.
STUFF WET SHEETS/TOWELS AROUND CRACKS IN DOORS AND AROUND VENTS.	STAY LOW 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.	

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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. While damage can be extensive, it is usually limited in area. Normally, tornados will not cause sufficient widespread destruction to isolate an area for a prolonged period. Therefore, outside assistance could be expected to arrive quickly. Disaster planning for tornados should emphasize moving personnel to available shelter rapidly.

(2) **Tornado Alerts:**

(a) **Watch.** A Tornado **Watch** is set when atmospheric conditions are favorable for tornados. The watch is usually issued by the National Weather Service and announced over local radio and television.

(b) **Warning.** A Tornado **Warning** is issued when a tornado or funnel formation has been reported in the local area. The warning is usually issued by the National Weather Service and announced over local radio and television.

(3) **Response to a Watch:** General preparations consist of:

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

(b) Note that off-site recreational trips may be curtailed if a Watch condition is set.

(4) **Response to a Warning:** General preparations consist of:

(a) Ensure the balcony door to the room is secured for high winds, and all items from balconies moved to a protected area inside.

(b) The setting of a Warning shall be announced over the Fire Panel address system. Residents and staff shall be instructed to take shelter indoors. If in personal rooms, shelter in bathrooms or in halls away from windows and doors.

- (c) If caught by surprise outdoors, lay flat in a ditch or depression.
- (d) Recreational trips into the threatened area will be cancelled.

(5) **During a Tornado:**

- (a) Hunker down in shelter area until the “all clear” is given.
- (b) For comfort take pillows and blankets, but you **MUST REMAIN** in the shelter area until “all clear” is given.
- (c) If there is a medical emergency use pull cords, or the emergency phone located in dayrooms or the Area of Rescue to request assistance.

(6) **Post-Tornado:**

- (a) Make assessment of your room and report any damages to the service desk for repairs.
- (b) If you sustain major damage notify the Administration Office immediately for possible assistance from our military partners.
- (c) If there is a medical emergency use pull cords, or the emergency phone located in dayrooms or the Area of Rescue to request assistance.
- (d) Call family and friends to inform them of your safety.

(7) **Recovery Effort:**

- (a) All rescues shall be conducted by staff so keep away from rescue/work sites.
- (b) Keep away from garage until area has been inspected for gas leaks.
- (c) Do not endanger workers by taking unnecessary risks during a rescue attempt.

c. Hurricane Evacuation Plan:

(1) **Background:** Hurricanes represent the major disaster threat to the Armed Forces Retirement Home – Gulfport (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:** The hierarchy of Tropical Conditions (TROPCON) for a hurricane is listed below. Each TROPCON phase dictates a detailed set of steps to be initiated by AFRH-G personnel, as explained in greater detail throughout this chapter.

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

Hurricane Tropical Conditions Hierarchy Table

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(3) **Hurricane Categories:** Based on the Saffir-Simpson Hurricane Wind Scale, the following data distinguishes hurricane range from Category 1 to 5.

Category	Wind Speeds	Storm Surge	Observed Damage
1	74-95 mph	4-5 feet	Some damage to trees, shrubbery and mobile homes, building structures and roofs.
2	96-110 mph	6-8 feet	Major damage to mobile homes; significant damage to building roofs and trees blown down.
3	111-130 mph	9-12 feet	Destroy mobile homes; blow down large trees; structural damage to small and poorly built structures.
4	131-155 mph	13-18 feet	Completely destroy mobile homes; lower floors of structures near shore could be flooded; heavy damage to both large and small structures.
5	>155 mph	>18 feet	Extensive damage to homes, industrial buildings, and large buildings partially ruined; lower floors of structures within 500 meters of shore line and less than 16 feet above sea level will be damaged.

Saffir-Simpson Hurricane Category Scale Table

(4) **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.

(5) **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.

27. Wireless Alert System/Health and Welfare Check:

The CISCOR Wireless Alert System offers Residents in Independent Living/Independent Living Plus three (3) 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 button located in the bathroom of each room, above the toilet. The third part of the service are 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 staff 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 (3) pull cords in each unit: one (1) by the bed, one (1) in the living area, and one (1) 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 Health and Welfare Check:** A daily health and welfare check is made on every Resident each morning using the CISCOR Wireless Alert System. Daily health checks – each Resident is requested to depress the button in their bathroom, located just above the toilet, one (1) time between the hours of 0400 – 1000. If you do not press the button or check in with Security, an AFRH-G representative is required to check your room. Safety and sanitation violations could lead to an Administrative Hearing during any room visit.

c. **Pendant:** Independent Living/Independent Living Plus Residents may sign out a pendant to wear on AFRH-G grounds should you need to call for help. The pendant is offered at no charge provided you agree to pay replacement costs plus 10% if you lose the device. Security will assign a pendant to you and you will be asked to sign a document saying that you agree to pay replacement costs plus 10%. Your pendant will then be activated. If you leave the AFRH-G, you must return the pendant or pay the replacement cost. Resident will only be issued a replacement pendant once they have paid for it.

If you have any questions about this system, please feel free to call or stop by the Security Office.

28. 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 FedDebt for collections, to include fees and interest, if a payment plan is not established and maintained.

29. 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 retirees over the age of 65. Proof of insurance is mandatory prior to admission and will be verified before entering AFRH. All insurance plans and supplemental policies which Residents are required to purchase must be maintained and paid in full while Residents reside at AFRH. You will be asked to provide proof of continued insurance coverage at defined times; no less than annually.

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 Standard** and **Tricare Extra** 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 recommended 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. 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.

30. **Mortuary Services:**

a. Residents are free to choose their own private mortuary based on personal preference and cost. It is required that each Resident complete pre-need arrangements by arranging services from a mortuary, with a licensed mortician, and designate their burial site.

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. Assistance is available to you through your Social Worker.

c. Deceased Residents may be returned to the AFRH-G Chapel for final religious services attended by fellow Residents.

31. Powered Mobility Devices (PMDs):

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 facility are required to provide, demonstrate, and/or show proof of the following:

- a. Written prescription/order by a Provider for the PMD.
- b. Have a history and physical examination demonstrating the need for a PMD that results in a physician's order.
- c. 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. 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, crosswalk 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) resulting in injury and property while operating their PMD. It is strongly recommended that AFRH-G operators maintain liability coverage to cover damages.

i. Only four (4) or more wheeled PMDs 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 annually and as medical or behavioral health changes occur.

32. **Resource Conservation:**

AFRH-G is committed to protecting our environment and using resources efficiently and cost-effectively. Doing so is crucial to ensuring the well-being of current Residents and the generations that follow them. The Home is taking steps to reduce its environmental impact by:

- a. Monitoring its energy and water consumption, waste disposal, and greenhouse gas emissions;
- b. Developing an AFRH-wide sustainability plan that will help the Home become a leader in resource conservation and environmental stewardship;
- c. Investing in on-site equipment that will conserve resources and reduce operating costs;
- d. Engaging staff and Residents to help them reduce their environmental impact;
- e. Achieving and maintaining compliance with federal operational mandates and guidelines.

Residents and staff are 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. Paper recycling containers are located in all Trash Rooms in the Towers, as well as in the Mail

Room area. Cardboard recycling is located in the two (2) dumpsters near the loading dock at the rear of the Home. Battery recycling is located across from the Work Order Desk. For additional information, contact Campus Operations.

33. **Guest Suites:**

Guest Suites are available for up to seven (7) consecutive nights for a fee. Guests must be sponsored by a Resident and follow all rules published in this Guide. Fees are payable by check or money order only. Please note, guest toiletries are not provided. Guest suites will be cleaned every three (3) days for those guests staying in the room consecutively, with fresh towels being provided daily. For more information or to make reservations call or visit the Admissions Office. Residents are responsible for ensuring their guests pay for and receive a meal ticket for every meal. Residents are also responsible to ensure their guests follow the Holiday meal time, guests are asked to wait 45 minutes after the Dining Hall opens before going through the line unless three (3) serving lines are open (Easter, Father's Day, Thanksgiving, Christmas, and New Year's Day). If the Home is required to shelter in place, or during times of emergency, guest privileges could be suspended.

34. **Emergency Contact Information:**

Residents are required to complete and update their emergency contact information annually 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.

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

The AFRH-G reserves the right to allow federal and contract staff to enter Resident rooms/guest suites as deemed necessary for the following reasons:

a. **Routine Room Entry:** Morning health checks, health and safety visits, routine maintenance – 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 suites 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 suites will be documented in the daily Security Blotter for review by the Administrator.

NOTE: Each Resident room/guest suite 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.

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

Resident agrees to reimburse the AFRH for any damage he or she caused, even if the damage was not caused through recklessness, negligence, or willful intent. This includes damages to the room, furniture, and the clean-up of bodily fluids.

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C. 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 for Long-Term Care and Dementia Care by the Commission on Accreditation of Rehabilitation Facilities (CARF); and accredited for Ambulatory Care and Long-Term Care/Nursing Care Centers by The Joint Commission (TJC.) AFRH-G is not a hospital or skilled rehabilitation facility.

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, you are responsible for the cost. Bus transportation at AFRH-G to area medical facilities is provided on a scheduled basis.

c. Primary healthcare provided by the AFRH-G is augmented through consultations at Keesler Medical Center, the VA Gulf Coast Veterans Health Care System, and other private specialty clinics. Consults made by AFRH providers are scheduled by the Wellness Clinic. Transportation to these facilities is provided by the AFRH-G at no cost to you via the scheduled shuttle.

d. Currently, AFRH-G has two (2) Physicians and one (1) Nurse Practitioner. All Residents are assigned to one of these providers when entering AFRH-G. The AFRH-G Chief Medical Officer collaborates with internal and external providers, as needed. Residents have freedom of choice in choosing their primary or specialty care physician in the private sector.

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 in the Medical Records Office. Upon the Resident's written request, he/she may inspect, review and print 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	6	Podiatry
2	Medication Dispensary	7	Psychology
3	Phlebotomy	8	Rehabilitation
4	Optometry	9	X-Ray
5	Dentistry	10	Hospice Care

(1) **Ambulatory Care Clinic:** The AFRH-G provides non-acute ambulatory care via appointments and sick call. The following is the schedule for ambulatory care clinic services in the Wellness Center:

(a) **Same Day Appointments/Triage:** Monday–Friday (except holidays) during the posted times in the Hours of Operations Directory available in the Wellness Center on a space available basis.

(b) **Scheduled Appointments:** Monday–Friday (except holidays) during the posted times in the Hours of Operations Directory for physicals, medical consultations, and medical condition follow up. Appointments may be made by calling the Wellness Center at 228-897-4450.

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

(d) **Annual Assessment Requirements:** Annual assessments and Tuberculosis (TB) screenings are required in that AFRH is a communal living environment. Failure to comply could lead to an Administrative Hearing.

(2) **Medication Dispensary Services:**

(a) **Pick-Up:** The AFRH-G has medication dispensary services offering pick-up of medications that are filled by Keesler Air Force Base. The filled prescriptions are available for pick-up at the dispensary window in the Wellness Center Monday–Friday, excluding holidays, during the posted times. Residents can generally pick-up their medications within 48 – 72 hours from when they were turned in.

(b) **Refills:** Turnaround time for refills is approximately two (2) business days, which is consistent with the service delivery model used throughout the military. Residents are responsible for ensuring that they have a seven (7) day reserve of medication at all times.

(c) **New Prescriptions (General):**

i) Medications can be filled the same day, if ordered by 1130. After 1130 requests for same day will be sent to a local pharmacy and associated co-pays will apply.

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.

(d) **Non-Formulary Medications (Keesler Air Force Base):** Requests for non-formulary medications must be reviewed and approved by a Keesler Medical Center Pharmacist. This process takes approximately 3-5 business days from receipt of the Resident's non-formulary prescription. Once approved, the medication can then be ordered. These types of medications must be picked-up by the Resident at the Keesler Pharmacy located in the hospital.

(e) **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 will be required to provide their transportation for pick-up of these medications.

(f) **Assisted Living (AL), Long-Term Care (LTC), and Memory Support (MS) Residents:** AL, LTC, and MS Residents receive their medications through a contract pharmacy. Medications are generally delivered in unit-dose packaging which provides a safe and accurate administration system. The Resident's supplemental insurance is billed monthly for medications.

(g) **Medication Management:** Independent Living/Independent Living Plus Residents are responsible for securing and controlling their medication and associated supplies, as well as appropriate disposal.

(h) **Medication Disposal:** A medication disposal safe is located in the Wellness Center Lobby. This safe is for the disposal of unused drugs to include

narcotics. Drugs should be left in original containers. Liquid medication disposal is limited to half a cup or four (4) ounces. Place liquid medications in a Ziploc plastic bag. See the Pharmacy Technician for assistance with liquids more than half a cup or four (4) ounces. DO NOT place needles, syringes, batteries, aerosol cans, or trash in the disposal safe.

(3) **Phlebotomy Services:** The AFRH-G offers on-site phlebotomy services. These services are currently provided by an outside institution via a Memorandum of Understanding. The services offered include reference clinical laboratory services ordered by providers for AFRH-G Residents. 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 (1) to two (2) 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:** Completion of driver’s license forms.

(c) **Glasses:** Fittings and adjustments of glasses.

(d) **Appointments:** Appointments may be made by calling 228-897-4474 during the posted times in the Hours of Operations Directory.

(5) **Dental Services:**

(a) **Comprehensive Oral Examinations.**

(b) **Emergency Care:** Emergency dental care constitutes the elimination of pain and the management of intraoral swelling or facial cellulitis. It may, but does not have to, include unscheduled extractions or restorations.

(c) **Basic Teeth Cleaning.**

(d) **Amalgam and Composite Fillings.**

- (e) **Root Canal Treatment:** Referred to Keesler Medical Center.
- (f) **Single Crowns:** Teeth without gum problems; no bridges.
- (g) **Periodontal:** All perio classified diseases are referred to outside specialists.

(h) **Simple Extractions:** A simple extraction is the removal of the tooth or any part that can be facilitated by gently rocking the tooth backward and forward until it comes out of the socket. When there is no grip to hold the tooth structure during removal and/or when the root of the tooth is curved, a surgical extraction is needed. When extractions exceed the capabilities of the current dental service, the Resident will be given information for surgical support by an external source. Residents will bear expenses incurred from the surgical support they receive from external sources.

(i) **Fabrication of Complete and Partial Dentures:** This can be done when the positioning of the remaining teeth is relatively parallel and/or the edentulous ridges area parallel to each other.

(j) **Prosthesis Replacement:** This will be done every three (3) years. Expenses will be borne by the Resident for prosthesis replacement if less than three (3) years and are not directly related to a treatment plan (such as lost dentures).

(k) **Appointments:** Independent Living/Independent Living Plus Residents may make appointments by calling the posted number in the Hours of Operations Directory Monday–Friday (except holidays). The staff will call to schedule appointments for Assisted Living, Long-Term Care, and Memory Support Residents. Urgent care calls will generally be responded to as follows:

- i) **Weekday:** Within 24 hours.
- ii) **Weekends:** The next business day.

(6) **Podiatry Services:**

(a) **Podiatry Evaluations:** Evaluations are conducted to assess vascular, neurologic, and dermatologic conditions. Residents with diabetes will be

offered regularly scheduled appointments.

(b) **Routine Foot Care:** Debridement of corns, calluses, and toe nails. Residents with diabetes and Residents living in the upper levels of care have priority for appointments.

(c) **Biomechanics:** Orthotics and padding of inserts to correct gait abnormalities.

(d) **Infections and Ulcers:** Treatment of foot infections and foot ulcers.

(e) **Appointments:** Appointments may be made by calling 228-897-4450 Monday–Friday (except holidays) during posted times in the Hours of Operations Directory.

(7) **Psychology Services:**

(a) **Outpatient Counseling and Evaluations.**

(b) **Medication Management by Referral.**

(c) **Appointments:** Appointments may be made by calling 228-897-4450 Monday–Friday (except holidays) during posted times in the Hours of Operations Directory.

(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) **Disorders:** Outpatient rehabilitation services include, but are not limited to, the assessment and treatment of disorders in the following areas:

1	Orthopedic	6	Cognitive
2	Neurological	7	Psychomotor
3	Sensory	8	Psychosocial
4	Cardiopulmonary	9	Swallow Disorders
5	Musculoskeletal	10	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.

(e) **Appointments:** Appointments for Rehabilitation Services are made directly by the Rehabilitation Department through provider referrals only.

(9) **X-Ray Services:** The AFRH-G contracts with a private vendor (on-call radiology service), who provides on-site x-ray services in the Wellness Center. The private vendor reads the x-ray and contacts the AFRH-G requesting provider by phone 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. We ask that you notify the Wellness Center of your hospitalization and return dates.

b. Social Workers and Healthcare staff will work with you to ensure your needs are met.

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.

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“Go Bag” Suggested Items

Being prepared for the unexpected is a great way to have peace of mind. Below is a list of suggested items, though not inclusive, that may help you be ready in case of a medical or other emergency.



<ul style="list-style-type: none"> ➤ Clothing – enough for 3 days. ➤ Personal items – medicines, reading glasses, toiletries. ➤ Important papers – insurance documents, checks. <p>ADD YOUR OWN:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p>	<p style="text-align: center;"><u>IMPORTANT ITEMS:</u></p> <ul style="list-style-type: none"> ➤ Emergency Cash ➤ Credit Cards ➤ Personal ID Numbers (PINs) ➤ Keys <p>ADD YOUR OWN:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p>
<p style="text-align: center;"><u>LISTS:</u></p> <ul style="list-style-type: none"> ➤ Emergency Contacts/Important Phone Numbers ➤ Names of your Doctors ➤ Current list of Medications ➤ List of Banks ➤ List of Insurance Companies <p>ADD YOUR OWN:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p>	<p style="text-align: center;"><u>ELECTRONIC DEVICES:</u></p> <ul style="list-style-type: none"> ➤ Cell Phones ➤ Chargers for Home and Car ➤ Extra Batteries ➤ Portable Power Supply <p>ADD YOUR OWN:</p> <p>1. _____</p> <p>2. _____</p> <p>3. _____</p> <p>4. _____</p>

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4. Advance Directives:

You are required to complete advance directives and provide appropriate file copies to the Medical Records Office. 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. For assistance, see your Social Worker.

5. Safeguarding Personal Valuables and Effects:

a. Residents who know in advance of assignment to AFRH-G Long-Term Care or Memory Support Unit 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.

b. Upon admission to the AFRH-G Long-Term Care or Memory Support Unit, 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.

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 should wear visitor badges, visible above the waist, at all times during their stay.

7. Social Workers:

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

8. Public Health Concerns:

When a Resident is diagnosed by his/her personal physician and/or AFRH medical staff 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 medical staff in regards to his/her contact and association with other Residents. If the Resident has a communicable disease, these restrictions may include being restricted to the Resident's own room and having limited contact with other Residents until the condition is resolved. A Resident with a communicable disease or similar condition who does not follow the restrictions of the medical staff at AFRH may be subject to an Administrative Hearing and possible discharge.

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D. 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 four (4) categories of care that are available at the AFRH-G are Independent Living, Independent Living Plus, Assisted Living, and Long-Term Care/Memory Support.

(1) **Independent Living:** Veterans 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, and are physically mobile to accomplish independent living requirements.

(2) **Independent Living Plus:** A program developed to provide support for Independent Living Residents enabling them to “age in place” and reduce the need to move them to another level of care. A team comprised of RNs, LPNs, CNAs, and Social Workers provide assistance with medications, dressing, bathing, light housekeeping (trash removal, linen changes, bed making, accompanying Resident to the Laundry Room), and medical case management. These services are structured on a home health model and are available on the same schedule as the ambulatory care clinic Monday through Friday, except holidays. After hours and weekend needs can be addressed via the Wellness Clinic. This program strives to allow Residents to remain independent as long as possible.

(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. The AFRH-G offers, on a limited scale, 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.

(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.

(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 staff.

(2) We are committed to maintaining a safe living environment for our Residents and 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 [and] 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 recommended storage units as 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 a staff member in 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. **Concessionaire Services:** The Navy Exchange Service (NEX) operates the AFRH-G concessionaire services. The NEX provides a branch exchange and a barber shop/beauty shop. There is a lounge, Fiddler's Green, located on the first floor across from the Hall of Honors. For your convenience, vending machines are also provided in various locations in the building. In addition, Residents have available to them pay-as-you-go laundry, dry cleaning, and tailor services.

e. **Telephone, Senior-TV, Cable Television, Satellite Services, & Internet Services:**

(1) Telephone lines are not available in the rooms. You must contact a provider of a wireless home-phone connect system. You can also utilize an internet phone service or personal cell phone.

(2) Senior TV and/or Internet are services provided by AFRH-G. Residents are required to pay this fee by electronic transfer available at their financial institution. Residents may sign-up for the service(s) in Administration. Information channels are 2 and 17.

(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 CableOne 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. You are encouraged to purchase these services as desired, and at your expense.

(4) Your television and entertainment equipment should be operated in a manner that will not disturb your neighbors. If your equipment can be heard outside your room, it is too loud. Please see the Admissions Officer in Administration for assistance with telephone, cable, and internet services.

f. **Transportation:**

(1) **Off-Campus Transportation:** The AFRH-G provides scheduled off campus transportation Monday through Friday to Keesler Air Force Base, the Biloxi Veterans Administration, 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 (7) 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 Regional Hospital, Biloxi VA, Singing River Hospital, and Garden Park Hospital.

If you are unable to get transportation back from the acute care hospital, call the Security Office at 228-897-4418 and a Volunteer Resident Driver or non-emergency transportation will pick you 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.

g. **Estates:** For the protection of your estate, and to ensure that those individuals you want to inherit your estate do so, you are encouraged to have a current and legal Will. Your Social Worker can arrange an appointment with an attorney for you 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.

h. **Power of Attorney:** Residents are greatly encouraged to have a medical and financial power of attorney. Residents possessing a current medical power of attorney are encouraged to provide a copy to Medical Records. Residents possessing a current legal power of attorney are encouraged 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 their Social Worker.

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

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

k. **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 for additional information.

l. **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.

m. **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 may contact the Security Office for possible recovery. A list of “found” items is listed in The Plan of the Week.

n. **Recreation Services:** Many comprehensive, diversified recreational and entertainment programs are available to Residents. On-going activities include: swimming, bocce and bowling 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. Some of the annual special events include: Spring/Fall Games, Holiday Dance, Luau, Mardi Gras, Military Birthday Celebrations, and Veterans Day. Equipment can be signed out from the Recreation Services Office. For details regarding the following activities, contact a Recreation Services staff member:

(1) Bicycle Shop – Located on the garage level under Tower C. The shop can handle most repairs on bikes at the AFRH-G. Bike racks are located at the front of the building under Tower C. For your safety, please utilize the track outside and do not ride bikes in the garage. Residents must register their personal bicycles with Recreation who will provide an ID sticker to adhere to the bicycle.

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

(2) Bocce Center – Has a full-size indoor Bocce Court for recreational and competitive play, but is closed during quiet hours 2200-0800. The Bocce Center is open 24 hours and has several tables for card games and puzzles. The Center contains an indoor shuffleboard table, pool table, table tennis, bocce court, and a poker table for Residents' use. Resident sponsored guests may use the Bocce Center unaccompanied, but their sponsor remains responsible for their actions and proper use of recreation equipment during the duration of their stay. During tournaments the game equipment will not be available to guests.

The Bocce Center is also the designated sign-up location for many recreational programs, trips, and services. The sign-up table is located right outside the Bowling Center window. Guests attending trips must be accompanied by their Resident Sponsor on a space available basis.

(3) Bowling Center – Contains four (4) professional lanes and computerized scoring software for personal recreational use, as well as tournaments and competitions. The Bowling Center 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. Lanes 1 and 2 have a slick approach for sliding, and Lanes 3 and 4 are regular surface. Minors six (6) years of age and older may bowl with their Resident sponsor. Minors under six (6) 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. Resident sponsored guests may use the Club Room unaccompanied, but their sponsor remains responsible for their actions and proper use of recreation equipment during the duration of their stay. During tournaments the game equipment will not be available to guests.

(5) Computer Learning Center – Houses six (6) computer stations for ongoing computer classes that are routinely offered. Classes include basic computer orientation, social networking, and more. Guests may accompany their

Resident sponsor on a space available basis, but computer classes are not open to guests.

(6) Fitness Center/Exercise Room – Located at the west end of the building on the 1st Floor and is 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. Users should complete an introductory orientation before using the facility for the first time. Residents 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. The Exercise Room can host aerobic, fitness, and dance classes. See the Recreation Calendar for scheduled activities. Guests 15 years of age and older may use the Fitness Center, and should request assistance from the Fitness Assistant on the proper use of unfamiliar 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 (6) garden plots are provided for Residents' recreational enjoyment. The garden plots are open daily, dawn to dusk, during the gardening season: February 15 – February 14. See Recreation staff 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. You may contact the Librarian for assistance. 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.

(9) Lockers – Available in the Fitness Center, Swimming Pool area, Bowling Alley, Wood Hobby Shop, Art Room, 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 walking track, bicycles/tricycles shall go counterclockwise and walkers shall go clockwise.

(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, as well as group classes and events. Guests must be accompanied by their Resident sponsor. Guests may assist their Resident sponsor with a sewing project, but are not allowed to use the Sewing Room equipment for personal projects or to set up personal equipment such as sewing machines to use in the Sewing Room.

(13) Swimming Pool – Can be accessed from the stairs at the west end of the Boardwalk, or from the garage. The Swimming Pool is closed during quiet hours 2200-0600, and Monday/Wednesday/Friday 2200-0900 for cleaning. Seasonal and other pool closures will be posted. This 25 meter pool is heated during the colder months. Check the Recreation Calendar for classes. Pool Monitors are on duty at assigned times for those not able to swim using the “Buddy System.” Residents’ guests should be accompanied by their Resident sponsor except in special situations (guests of a hospitalized Resident or a Resident living in the Assisted Living, Long-Term Care or Memory Support areas) authorized by the Chief, Resident Services. All children under 17 years of age must be supervised by an adult in the pool area.

(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. Resident sponsored guests may use the Theatre unaccompanied.

(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. Residents may bring a non-Woodshop certified Buddy (Resident or guest over the age of 21) into the Woodshop. This Buddy is not permitted to use the power equipment and must follow the safety guidelines and procedures listed in the posted Woodshop Standard Operating Procedure.

(16) 24-Hour Computer & Sports Zone – Located on the Boardwalk across from the Theatre, and contains numerous computer stations for internet surfing and other computer games and programs. Guests must be accompanied by their Resident sponsor on a space available basis.

(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 to Residents, staff and guests 24 hours a day, seven (7) days a week. Owners of the arts and crafts may advertise to sell the displayed items.

o. **Meeting Spaces:** AFRH-G has meeting spaces available for approved groups. Please see the Chapel Office to reserve space in the Chapel, and the Lead Recreation Specialist to reserve Recreation spaces such as the Community Center, Theatre, and Activity Rooms.

p. **Chapel Kitchen:** The Chapel Kitchen is equipped with full-size appliances and is available for Resident use by making a reservation in the Chapel Office. Residents must first complete safety training. See the Safety Officer in Administration for the training. Cookware and utensils are at a minimum. Please ensure the kitchen is clean when you leave.

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 (1) 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 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 228-897-7653. Safety or cleanliness violations could lead to an Administrative 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). 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. The grievance or complaint should be submitted to the facility Ombudsman who will respond to the Resident within 48 hours, with resolution in 45 days.

(1) The first place to take a grievance or complaint is to the department involved, within 15 days of the infraction. For instance, if you have a maintenance issue, call the work order line. 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 should take their Grievance/Complaint to the floor charge nurse or Social Worker. Many issues may also be resolved by the Social Worker or Ombudsman.

(2) Residents should notify Security with concerns of personal or property damage.

(3) The Resident Advisory Committee (RAC) has Floor Representatives. Residents are encouraged to submit grievances, complaints, and/or suggestions to them. If the Floor Representative cannot answer the issue, they will forward it to the RAC Chairman and he/she will proceed to resolve it.

(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) There is a RAC/STAFF Grievance/Complaint/Suggestion box located in the mail room for getting concerns to the RAC Chair or staff. The

mailroom is stocked with forms for Residents to use. This box is serviced three (3) 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 the above, the Resident may also file a complaint with the AFRH Inspector General, or take it further to the DoD I.G.

s. **Reasonable Accommodations:** The AFRH-G management will make reasonable modifications to policies, practices, or procedures if the modifications are necessary 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.

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

(1) When you 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. **Residents' 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. After you have been a Resident for a period of six (6) months, you are eligible to become a member of the RAC, or serve on one (1) of the RAC Sub-Committees.

v. **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 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.

w. **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 Veterans. If you are interested in volunteering, please contact the Volunteer Coordinator and inquire about the Resident Stipend Program.

x. **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).

y. **Fiddler’s Green Lounge:** A contract service provided for the benefit of the Residents and their guests. Guests must be 21 years old.

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

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

bb. **Thrift Shop:** A Thrift Shop, operated by Resident Volunteers, is available to Residents and staff for the purchase or sale of items. See the Ombudsman for more information.

cc. **Clothing Store:** The AFRH-G Clothing Store is an amenity set-up for Residents to obtain necessary clean, used clothing for no cost. Staff or family members may assist or pick-up clothing for a Resident. Family members, visitors, and community volunteers are not authorized use of the Clothing Store. AFRH-G Federal and contract staff may purchase items from the Clothing Store. Residents may donate clean clothing items in good condition to the Clothing Store. A collection box is located in front of the store for after-hours donations.

dd. **Residents' Fund:** The AFRH-G has a non-appropriated fund known as the AFRH-G Residents' 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. Such projects include, but are not limited to, recreational programs, self-development courses, group social functions, organized trips under facility sponsorship, concerts, dances, and educational programs for groups or individuals; as well as incidental expenses associated with any of these activities such as transportation and refreshments. Oversight and management of the non-appropriated fund is the responsibility of the Resident Fund Advisory Board.

2. **SUPPORT:**

a. **Food Service:** Carefully planned, well-prepared meals are served in the Dining Hall. Each meal is served cafeteria style on a continuing basis.

b. **Storage Units:** In addition to personal closets and wardrobes in Resident rooms, all Independent Living Residents will be assigned a storage unit at check-in (located on the east wing of the first floor). The storage area is predominantly for long-term storage items. When an independent or assisted living room is permanently vacated, the storage unit must be cleaned out at that time.

c. **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

d. **Legal Assistance:** Legal assistance is provided by the Legal Office at Keesler Air Force Base (KAFB) to Residents that are military retirees with a military ID for assistance with Wills, Power of Attorneys, Living Wills and general legal advice. There is a sign-up sheet located in Administration for KAFB Legal Office's monthly visits. To make an appointment on Keesler AFB or inquire about walk-in times, the Legal Office can be reached at **228-376-8601**. If you are not able to get to KAFB Legal Office via the shuttle or your personal vehicle, please see your Social Worker for assistance. Residents who are non-retirees may contact their Social Worker to receive guidance on how to obtain information regarding legal services.

The Naval Construction Battalion (CB) Base also provides legal services to all AFRH-G Residents by appointment only. 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.

e. **Maintenance Support:** Campus Operations provides facility repair services through CMI contract staff by a CMI dispatcher during normal business hours. If the staff is on the other line or unavailable, the request is recorded and processed as soon as staff becomes available. A work order request can be sent by e-mail to: pam.davis@cmimgmt.com. 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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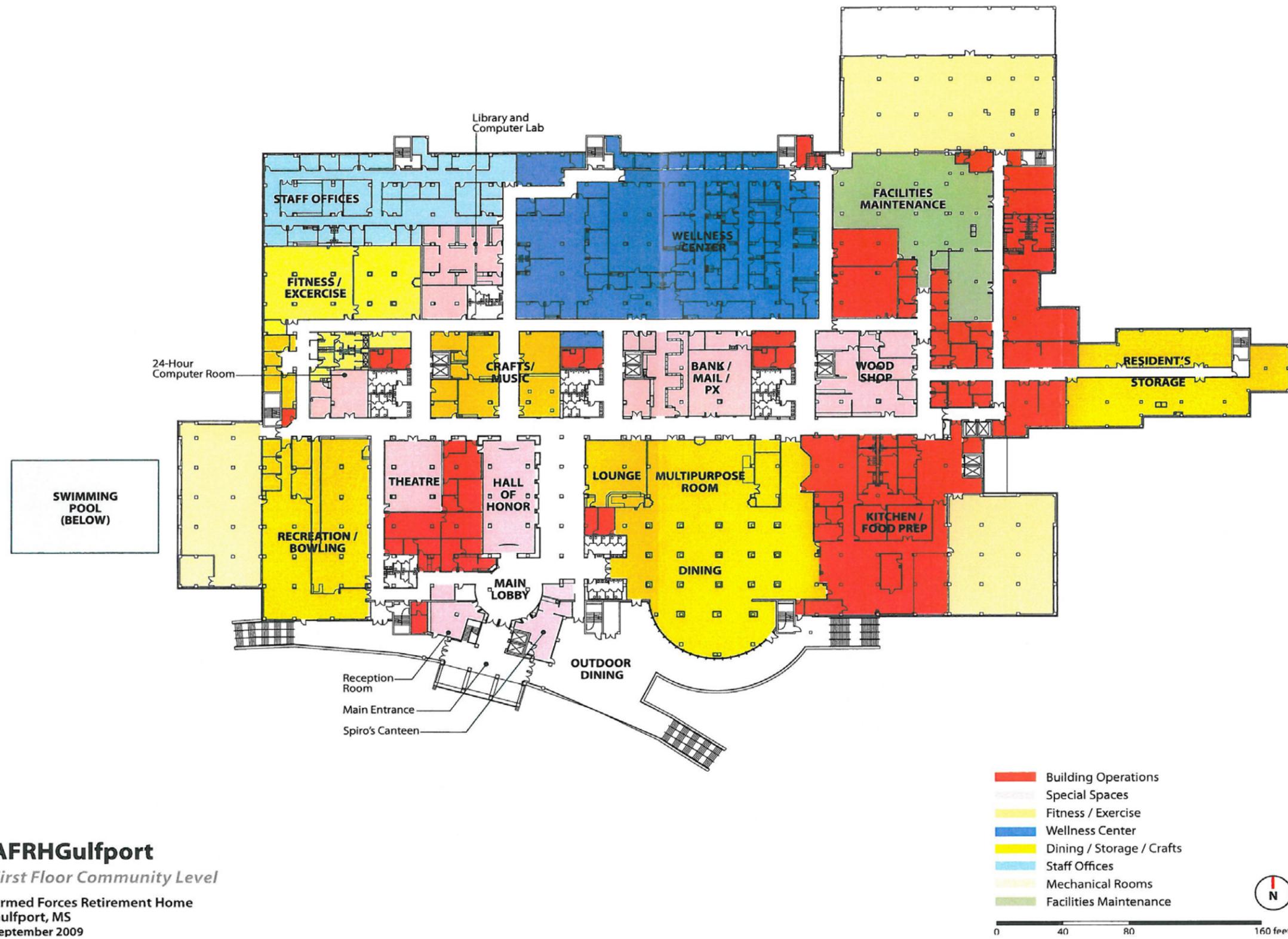
AFRH – GULFPORT RESIDENT GUIDE

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AFRH Gulfport
 First Floor Community Level
 Armed Forces Retirement Home
 Gulfport, MS
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