

AFRH-Washington

*The Premier
Retirement Community for America's Veterans*



Resident Guide

August 20, 2018

WELCOME TO THE UNITED STATES ARMED FORCES RETIREMENT HOME WASHINGTON

The Armed Forces Retirement Home is a continuing care retirement community (CCRC) accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) and The Joint Commission (TJC) with a remarkable history in Washington, DC and Gulfport, MS. Our purpose is to maintain the mission that began in 1851 to fulfill our Nation's promise to its Veterans by providing a premier retirement community with exceptional residential care and extensive support services. Thank you for your service to the United States of America.

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 have the opportunity to participate in a variety of life enriching adventures that promote personal wellness, growth, and fulfillment. You live in beautiful surroundings with interesting people from all walks of life who share a common bond of military service.

AFRH-W provides services in a manner that respects the rights of all Residents. All AFRH-W personnel 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 in 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 are 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 are asked to keep the Medical Professionals at AFRH apprised of your medical history and the current state of your health.

This publication offers a brief historical overview of the Home, general information concerning the Home, and a summary of community policies that are necessary to ensure enhanced 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 life style can offer many rewarding social, cultural and

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A handwritten signature in black ink, appearing to read "Susan E. Bryhan", with a long horizontal flourish extending to the right.

Susan E. Bryhan, CAPT, MSC, USN (Ret) FACHE
Administrator

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

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A. HISTORICAL OVERVIEW

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

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

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

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

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

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

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

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

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

B. POLICIES

1. General:

As with any community in our society, the AFRH-W 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, greatly assists us in maintaining the AFRH-W as a special place for special people.

2. Person-Centered Care:

At AFRH-W our philosophy of senior vitality is called “Person-Centered Care” defined as the careful manner in which resident needs are considered while developing proactive plans of care and delivering meaningful services. This concept recognizes that AFRH-W Residents are active participants in guiding and charting their own lives. In order for Person-Centered Care to be effective, everyone must identify and understand each Resident’s individual needs, listen carefully to the Resident’s expressed needs, and offer informed choices for consideration. Resolution and negotiation between staff and Residents will yield realistic actions taken within the scope of AFRH-W resources and capabilities with highly personalized results. 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 Resident desires are to be met without regard to available resources and the organization’s ability to successfully meet their needs.

3. Use of Official AFRH Logo’s and Branding Materials:

Resident use of the official “AFRH” logo’s and/or the wording “Armed Forces Retirement Home” or “AFRH” for private or personal gain 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, unofficial newspapers, banners, Resident stationary, t-shirts, hats, and other items. If a Resident is considering using the AFRH logo or the written wording “Armed Forces Retirement Home” or “AFRH” he or she should contact the Office of the Chief Operating Officer for guidance and/or approval. Violations to this policy will be dealt with using the Home’s Administrative

Hearings process, with the potential use of formal legal action for routine and/or serious violations.

4. **Jurisdiction:**

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

5. **Absences:**

Residents are encouraged to take advantage of the opportunities to travel and participate in the numerous AFRH-W sponsored social, entertainment, and fitness activities. An extremely liberal policy for absences is established to support Residents' needs and desires. However, the AFRH-W is required to maintain accountability for the whereabouts and well-being of Residents. Please fulfill this obligation by contacting the Security Desk if your absence will be longer than 24 hours. At the Residents request, Security can secure the Resident door with a locking device during absence.

6. **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. Alcohol is available for purchase in the Exchange store.

b. Public intoxication and other drunk and disorderly conduct are unacceptable behaviors.

7. **Drugs:**

a. The possession, use, introduction and sale of any illegal controlled substance on the AFRH-W grounds and properties are strictly prohibited. The presence of a controlled substance on a Resident's person, or within his or her personal property, including any vehicle brought onto the campus by a Resident, will be considered possession.

b. Individuals who introduce illegal controlled substances of any sort onto the

AFRH-W grounds and properties will be barred from AFRH-W grounds and referred to the District of Columbia authorities for appropriate disposition.

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

8. **Conduct:**

The atmosphere and harmony of the AFRH-W is largely dependent on the Residents' ability to get along with others. Cooperation and respect of the rights of others will enhance the traditions of the AFRH-W as a special place. In support of the community living atmosphere, the following conduct is expected of Residents:

a. Residents are expected to conduct themselves in a manner that will promote harmony, safety, security and consideration of others. Residents are also responsible for the conduct of their guests. Negative behavior, such as using racial slurs, threats; engaging in confrontations, assaults, sexual harassment, unauthorized recording; and damaging the property of the Home or another Resident's property will not be tolerated.

b. Proper conduct will be demonstrated while operating a motor vehicle. Any alcohol and drug related incidents such as driving while intoxicated and driving on a suspended license will not be permitted.

c. Any instance of a Resident's deliberate intent to demean, malign, slander or participate in the character assassination of a fellow Resident, staff member or management official will be dealt with immediately through the Home's Administrative Hearing process.

d. Inappropriate behavior applies to any physical, verbal or written instances of negative behavior. These provisions are not intended to interfere with the Residents' First Amendment rights. The First Amendment limits the government's ability to control speech and expression. Residents of AFRH-W served this country to protect our freedom, and they retain their right to engage in vigorous expression and debate.

NOTE: The use of drones on AFRH-W grounds is strictly prohibited.

(1) Resident-Employee Relations:

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

(b) Residents should avoid engaging in personal, non-official relationships with AFRH-W employees, contractors, contract personnel or concessionaire personnel beyond the workplace environment. The purpose of this recommendation is to protect Residents from potential exploitation and to help Residents avoid disruptive conduct which might cause the appearance of preferential treatment by AFRH-W employees or contractors.

(c) Residents will cooperate fully with inquiries and investigations conducted by AFRH-W and other agencies seeking information on behalf of AFRH-W. These investigations may be performed by AFRH-W's Security team, the Human Resources staff, the Equal Employment Opportunity Office, or any other persons authorized by the AFRH-W Inspector General or COO.

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

(e) Residents are not permitted to offer outside employment, tips, money, gifts or loans and should not otherwise engage in any financial transactions with an AFRH-W employee, contract personnel or concessionaire personnel. AFRH-W employees are strongly encouraged to politely decline acceptance of any gift from a Resident, no matter how small it may be. Employees may not solicit gifts, may not accept cash or any type of investment interest. An employee who receives a gift must immediately report this to their supervisor or Service Chief. A few things do not rise to the level of a "gift" under the regulations – modest food items (a piece of candy) or greeting card(s). These do not need to be reported.

Per AFRH-W Ethics Policy, if a gift is given to an employee, contractor, or contract personnel:

The supervisor or Service Chief verifies that the value of the gift is not valued at over \$20.00 or over \$50.00 in value from any one Resident during the course of the calendar year per federal guidelines. The Service Chief determines if the gift may be

retained or if it must be returned to the Resident.

(f) Residents are prohibited from seeking the assistance of employees for their own private financial activities, such as banking and other personal financial matters, with exception of their assigned social workers. In addition, Residents are prohibited from seeking the services of an employee as the executor or beneficiary of their estate.

(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. Quiet Hours:

(1) To promote a peaceful, fulfilling, quality of life at the AFRH-W, quiet hours are established between 2100 - 0600.

(2) Residents who enter the dormitory area during quiet hours should be considerate of their neighbors.

(3) Loud noise of any kind during the established quiet hours is considered unacceptable conduct except in the case of emergencies.

(4) 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.

9. Dining Facilities:

- a. In the Dining Facility Residents and guests are required 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 into line, running, and throwing objects are unacceptable. The removal of silverware, dishes, cups or drinking glasses from the dining facility is prohibited.
- b. Operators of Powered Mobility Devices (PMDs) in the dining hall must yield to pedestrians and yield to the speed of a slow walking speed or turtle setting. Parking PMDs in dining hall aisle ways is strictly prohibited.

- c. Clothing worn in the Dining Facility is to be clean and neat. T-shirts as outer garments, tank-top styled shirts, short shorts, bedroom or shower slippers (flip flops), pajama tops or bottoms, and bathrobes are not permitted in the dining facility. Urinary collection bags and tubing must be covered with clothing (long pants) and a bag cover.
- d. Guest, staff, and contract workers cannot enter the dining facilities until 30 minutes after the Residents' meal has begun and 45 minutes for holidays.

10. **Dress:**

a. 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-W. Shoes or sandals must be worn at all times in public space.

11. **Electrical Appliances:**

a. To maintain proper pest control, sanitation standards, and fire prevention, cooking appliances are prohibited in rooms and common areas of dormitory floors.

b. To prevent an electrical system overload, individually owned air conditioners and heating appliances are prohibited in dormitory areas. Small electric heaters equipped with a safety automatic on/off switch may be used. All heaters must first be inspected, approved and tagged by the Safety Officer.

c. If desired for small cooking needs, Residents may purchase a *small* refrigerator, microwave oven (no convection types), or coffee pot for use in their room. These items as well as the space heater must be plugged directly into the wall outlet.

12. **Equal Employment Opportunity:**

The AFRH-W is an equal employment opportunity organization. We are firmly committed to providing equal opportunity without regard to former rank/rate, sex, color, race, 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, employee, or guest will not be

condoned and will be addressed via the Administrative Hearing process.

13. **Gambling:**

Gambling of any sort and the placing and accepting of horse and number bets on the AFRH-W grounds are prohibited. Minimal, infrequent “lottery type” activities sponsored by Recreational Services are exempt and you must be a Resident to be awarded.

14. **Solicitation:**

Solicitation for any purpose is prohibited on the AFRH-W grounds. The detection of 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-W.

15. **Smoking/E-Smoking:**

The policy of the AFRH-W is to provide a smoke-free environment for its Residents, employees/contract personnel, guests and visitors. Smoking is defined as the use or carrying of an e-cigarette, 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-W owned, leased, or administered buildings. This includes: all Resident rooms, common areas, elevators, corridors, stairways, dining facilities/canteens, restrooms, meeting rooms, toilets, reception areas, entrances, balconies, green roof areas and parking spaces located within 25 feet of an AFRH-W building or overhang, unless specifically designated as a smoking area.

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

c. Residents who wish to participate in a smoking cessation class are highly encouraged to contact their individual social worker. See your Primary Care

Manager (PCM) for a smoking patch prescription.

d. Smoking/E-Smoking violations will be addressed through the Administrative Hearings process.

16. Resident Fee:

Each Resident must pay a monthly Resident fee (up to a capped maximum) based on a percentage of the Resident's gross income received from all sources less approved deductions. Residents are required to pay their monthly fee by electronic fund transfer (EFT) authorization. EFT information must be provided to the Business Center via a blank check or a letter detailing bank account number, bank routing number and type of account (checking or savings), which can be obtained at the Resident's financial institution. Upon request, the CFO may adjust the amount of the Resident's fee due to extraordinary financial hardship, based on adequate documented proof provided by the Resident. Requests for exceptions are recommended by the Administrator and approved by the CFO. 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. This is a one-time hardship adjustment, no other recalculation of this type will be approved. If a Resident accrues a debt, notices of non-payment may be addressed via the Administrative Hearing process.

NOTE: The Resident must continue to pay the fee even while absent from the AFRH-W for extended periods and during hospitalization.

17. Administrative Hearings:

a. The community living environment of the AFRH-W is dependent upon mutual respect among Residents, the practice of established safety and security measures, and adherence to AFRH-W policies, directives and operating procedures. Disregard for the rights of others, conduct prejudicial to good order, slanderous comments, or the violation of AFRH-W policies will be addressed via the Administrative Hearing process.

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

(1) Examining the facts and circumstances and seeking to ascertain the truth relative to alleged infractions and violations of AFRH-W 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 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 the conduct of 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, Social Worker, and Chief of Security are also present. The Resident may request records, witnesses and other items he or she feels are necessary for the proper presentation of their case.

e. **Hearing Results:** Hearings normally result from an alleged individual act, such as abusive language directed toward others, alcohol-related incidents, smoking violations, assault, threat of bodily harm, fire/safety violations, repeated alcohol abuse, failure to pay Resident fee, and continuous disregard for the AFRH-W policies. Possible administrative actions for these infractions may range from a reprimand, a suspension of the Resident's privileges, the determination that the Resident needs to apologize to the offended party, the need for appropriate counseling, or the dismissal of the Resident from the AFRH-W.

f. **Appeal:** Residents may appeal the findings and the recommendations of the Hearing Officer to the Administrator, in writing, within 15 calendar days of receiving the written findings and recommendations of the Hearing Officer. The appeal process will be explained by the Hearing Officer at the conclusion of the hearing. If the recommendation is dismissal from the home and the Administrator concurs with this recommendation, the Resident may further appeal the Administrator's decision to the Chief Operating Officer. Normally, the Resident will

remain at the AFRH-W 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-W, may appeal the dismissal to the Agency's Chief Operating Officer (COO) within 30 calendar days. Appeals are required to be in writing, and submitted, with all supporting documents, not 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, such action is that official's prerogative.

NOTE: Residents discharged from AFRH for cause will only be eligible for re-admission after three years of the date of discharge and at the sole discretion of the COO.

18. Automobiles/Recreation Vehicles/Trailers:

a. The AFRH-W has oversight responsibility for vehicles operated on the AFRH-W grounds, which includes proper registration and the issuance of identifying decals. The AFRH-W Security Division has the responsibility of issuing AFRH-W registration decals to be displayed on vehicles such as automobiles, motorcycles, recreation vehicles and trailers that are parked on the AFRH-W campus. The Resident must provide the Security Division with copies of the vehicle's insurance card, registration card and driver's license. All documents must be valid and current.

b. All Residents of AFRH-W are assumed to be Residents of the District of Columbia and subject to its laws and regulations. Problems that may be encountered with the local government by failing to obey its laws for operating, inspecting, and registering motor vehicles are the Resident's responsibility. Being a Resident of the AFRH-W does not offer any immunity whatsoever in the Resident's dealing with the local government with its law and regulations. Residents are limited to two registered vehicles at the AFRH-W.

c. "Resident Parking Only" is located in the parking lot adjacent to the Lady Sheridan and in several spaces located in parking lot 7, which are indicated by signage for "Resident Parking Only".

d. All handicapped parking will be available for Residents, staff and visitors. Vehicles parked in such spaces are required to display parking permits as instructed in the District Municipal Regulations and DC Register, section 606. It is

illegal to park a motorized wheelchair (PMDs) in a parking space reserved for individuals with disabilities.

(1) Recreation vehicles (RVs), mobile homes, campers, trailers and any other motor vehicle that is too wide and/or large to be parked within the four corners of a parking space located on the grounds of the AFRH-W shall have a designated parking area. This parking area is located in the rear of parking lot number 5.

(2) No automobile, recreational vehicle or trailer will be used by Residents, visitors, staff or contractors as an overnight accommodation, anywhere on campus, without the express written approval of the Home Administrator or his/her designated representative. Residents, staff, and visitors to the Home will be required to park RV's in parking lot number 7 during hours of darkness.

(3) If a Resident's automobile, RV or trailer is found to be inoperable, unsafe, has an expired registration or, if the vehicle is causing the surrounding area to be unsafe, appropriate notification shall be issued to the Resident. The vehicle or trailer must be made operational and registered with the Washington, DC Motor Vehicle Administration within seven (7) working days from the issuance of the notice.

e. **Traffic Point System:** The traffic and parking point system provides a uniform administrative device to impartially judge driving performance of 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.

f. If a Security Officer observes a violation that is not listed above, the violation will be written-up and presented to the Chief of Security who will then determine the point(s) to be charged.

g. If a staff member or Resident receives a total of six (6) points a warning letter will be sent to the staff member or Resident. The letter will indicate that the driver will lose his/her driving privilege if he/she receives 12 or more points within a given year.

h. If a staff member or Resident receives a total of 12 or more points within a given year, his/her driving privileges will be suspended or possibly revoked for a period of time determined by the Home Administrator or his/her designated representative. 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.

19. **Visitation:**

Friends and relatives are strongly encouraged to visit the AFRH-W and individual Residents. However, in the interest of supporting our community, some administrative requirements are necessary for all visitors.

a. Entrance to the AFRH-W: Eagle Gate at the intersection of Upshur Street and Rock Creek Church Road is operational 24 hours a day. Visitors are required to be sponsored by a Resident or staff member and to obtain a visitor's pass prior to entering the AFRH-W grounds. The visitors pass is required to be worn at all times and the parking pass to be exhibited in the vehicle.

NOTE: If using a Global Positioning System (GPS) tracker to locate AFRH-W use the following address: 140 Rock Creek Church Rd NW Washington, DC 20011.

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. Visiting hours for dormitory areas to include vending areas, recreation areas, day rooms, lobbies, and all other dormitory areas, are limited to 0800 to 2100. Visitors must leave the grounds at 2100, unless staying in designated guest rooms or given special permission by the Administrator or Chief of Resident Services.

d. Friends and family members of Residents residing in Assisted Living, Long-term Care or Memory Support are strongly encouraged to visit in those areas; and visiting hours in these areas are unlimited. Occasionally some restrictions may apply.

20. **Outside Services:**

- a. If you wish to use an outside service such as a Home Health Agency, a house cleaning service, personal laundry service, etc. which is not one of AFRH-W's authorized concessionaires, please contact Resident Services with the company's name and address so we can complete a MOA (Memorandum of Agreement) with that agency.
- b. If you are having a tow truck or AAA come to assist you please let Security know that they will be coming and the location of the vehicle.
- c. If you have a moving or delivery truck coming onto the campus, let Security know the time of arrival and destination of the delivery.

21. **Weapons:** Firearms and other dangerous weapons are not permitted on AFRH-W grounds. 18 USC § 930 governs the possession of firearms in Federal facilities. The following law applies to AFRH-W:

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 1 year, or both."

b. This restriction does not apply to firearms and weapons memorabilia that has been dulled and/or disabled. AFRH-W has the right to inspect all memorabilia for compliance.

c. 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 1/2 inches in length.

d. District of Columbia Firearms Law - The law governing the possession of firearms in the District Columbia has changed in light of the 5-4 United States Supreme Court decision in *District of Columbia v. Heller*, 554 U.S. 570 (2008). The effects of this case were to strike down the District's tough 32-year-old ban on handguns and its trigger-lock requirement on other firearms. Accordingly, D.C. Code Ann. § 22-4503.02 (b) now states, "private persons or entities owning property in the District of Columbia may prohibit or restrict the possession of firearms on their property; provided, that this subsection shall not apply to law enforcement personnel when lawfully authorized to enter onto private property."

e. Dangerous weapons are prohibited in federal facilities pursuant to Title 18 of the U.S. Code. The Interagency Security Committee (ISC), chaired by the Department of Homeland Security, has determined that Stun Guns are dangerous weapons within the meaning of Title 18, and therefore prohibited in federal facilities.

22. **Pest Control:**

In the event of an infestation, treatment will be provided by AFRH-W contracted pest control personnel. Due to the nature of communal living, Resident compliance with the pest control process is mandatory. To foster the proper pest control and sanitation measures, any food item kept in the dormitory living areas must be kept in sealed containers. The amount of food removed from the Dining Facility or Capitol Canteen should be moderate in size and number and maintained in a sanitary manner. Food-related trash should be promptly removed from the room. Resident rooms are expected to be maintained in an uncluttered, clean and sanitary manner. Flagrant and/or repeated sanitation violations could result in administrative sanctions.

23. Identification:

Upon admission, Residents are issued an identification badge which is required to be worn prominently displayed above the waist at all times while on the grounds.

24. Pets:

Because of the close community living conditions, the lack of veterinarian services and kennel facilities, Residents are not permitted to have individual pets in any building at the AFRH-W.

AFRH does permit the use of a service animal as defined under Title II and II of the ADA by an individual with a disability. Only dogs that are individually trained to perform work or tasks on behalf of the individual with a disability will be considered service animals. The tasks or work performed must be directly related to the disability. AFRH will require a statement from the Residents physician that the animal is considered a service animal, that it is not a pet or emotional support animal, and that the service animal is required because of a disability and what work or task the animal has been trained to perform.

Certified service animals are not pets and are permitted in AFRH facilities to include common dining areas. Sanctioned visitation by animals for recreation and therapeutic activities are also authorized. Pets are not allowed to stay in AFRH-W guest rooms unless they are certified service animals.

CAUTION: Numerous wild animals do live on the grounds and observation can provide many hours of pleasure. Please do not pet or feed the wild animals. Many of the animals are carriers of disease that can be harmful to your health.

25. Fire Prevention:

Concern for the preservation of life and property requires that all Residents, employees/contract personnel, and visitors, become familiar with posted fire regulations. The use or burning of incense, open flamed candles and any products or heat sources that could ignite combustible material are strictly prohibited. All persons must take every precaution to prevent fires and immediately report any detection of smoke to the Security Desk. In the event of an actual fire, fire drill, or the activation of a fire alarm, all occupants must immediately take appropriate

action. The following pages give the Fire Evacuation Plans for Sheridan, Sherman and Scott buildings:

Sheridan Building Fire Evacuation Plan

Resident's role during a fire

Resident involvement during a fire should be kept to a minimum. If you discover a fire, **Do not attempt to fight the fire! Immediately pull the nearest fire alarm**

In the event of a fire, the “Defend in Place” strategy is used.

When the fire alarm sounds:

- Listen for the announcement.
- If you are in your room, “Defend in Place” **close your door and wait for further instructions**. An announcement will be made over the PA system.
- If you are instructed to leave your room, feel the door for heat. If the door is warm, **Do Not Open Door**. If you are not in your room and you can safely do so, stay in place and wait for verbal instructions or an announcement. If you are near an exit, get out of the building if it is safe to do so.

If alarm is on your floor;

- “Defend in Place” in your room. **Close your door and wait for further instructions**. Should a move be necessary, prepare to evacuate to the next safe smoke compartment (wing). (This is known as a Horizontal move) The closed double doors (fire doors) separate each floor into smoke compartments.
- Feel the door for heat before opening the door.
- If you must evacuate the building, use the nearest stairwell and assemble in the Scott Community Center and avoid interfering with the operations of First Responders.

Should you have to evacuate your room be sure to **hang the “Evacuated” tag on door once your room has been evacuated**. This sign indicates your room is vacant.

If you must evacuate and have a mobility problem, evacuate to the nearest elevator or stairwell and wait for assistance.

Reminder

- Sheridan is a non-smoking building

- Avoid using extension cords, if needed, the cord must be plugged into the wall outlet not into a surge protector (power strip). These are to be used for such items as a radio or lamp.
- Surge protectors (power strips) are encouraged when multiple plugs are needed. Examples include televisions, computers and other electronics. They must never be plugged into one another or into an extension cord.
- Never run power strips or extension cords through walls, ceilings, doors or under rugs/carpets.
- Items such as heaters, microwaves, coffee pots and refrigerators must be plugged directly into the wall, not into a power cord or extension cord.
- Do not leave food unattended in microwaves and use containers with lids to store food. Small electric heaters equipped with a safety automatic on/off switch may be used. All heaters must first be inspected, approved and tagged by the Safety Officer.
- Microwaves are allowed providing they are not a convection type with a heating element exposed.

Sherman Building Fire Evacuation Plan

Resident's visiting the Sherman Building

Resident involvement during a fire while visiting the Sherman Building should be kept to a minimum. If you discover a fire, **Do not attempt to fight the fire!**
Immediately pull the nearest fire alarm

When the fire alarm sounds;

- Prepare to evacuate to **nearest** stairwell.
- Feel door for heat before opening door.
- If door is cool and there is no smoke in the hallway, move to the exit.
- If door is warm, **Do Not Open Door**. Go to window and wait for assistance.
- Proceed to nearest stairwell and exit and assemble in the Scott Community Center.
- Avoid interfering with the operations of First Responders.

If you have a mobility problem, evacuate to the nearest elevator and wait for assistance

Scott Building Fire Evacuation Plan

Resident's role during a fire

Resident involvement during a fire should be kept to a minimum. If you discover a fire, **Do not attempt to fight the fire! Immediately pull the nearest fire alarm**

In the event of a fire, the “Defend in Place” strategy is used. Initially, Residents should remain in your room with the door closed. On both the 2nd and 3rd floor, Residents will defend in place in your room. In the event you need to move, relocate to the “House” opposite from where you are (this is known as a Horizontal move). Please become familiar with the “House” you live in.

When the fire alarm sounds;

- Listen for the announcement of the fire alarm location.
- Defend in Place in your room and **close your door and wait for further instructions**. An announcement will be made over the PA system.
- If you are not in your room and you can safely do so, stay in place and wait for verbal instructions or an announcement. If you are near an exit, get out of the building if it is safe to do so.

If the alarm is on your floor;

- Defend in place in your room and close the door. Should a move be necessary prepare to evacuate to the next smoke free compartment (a horizontal move to another “House” on your floor.
- Feel the door for heat before opening the door. If it is hot, don't open the door.
- If the door is cool and there is no smoke in the hallway wait for further instructions.
- In case of an evacuation, the area of safety (assembly area) is in the Sheridan building, 1st floor Lobby.

When you evacuate your room be sure to **hang “Evacuated” tag on door once room has been evacuated.** This sign indicates your room is vacant.

Reminder

- Scott is a non-smoking building.

- Only surge protectors (power strips) provided by AFRH are authorized to be used on the Scott 2nd and 3rd floors.

26. **Wireless Alert System and Health and Welfare Check:**

The wireless alert system offers Residents in Independent Living three distinct features. The first part of the service installed in the Sheridan rooms, are the Pull Cords. The second part of the service is the red button which states “Check In” on top of the bedroom Pull Cord used for the Health and Welfare Checks. Third, Pendants are offered for use by those in Independent Living per individual request and at other levels per medical recommendation. The pendant uses wireless monitoring units, strategically placed throughout the Home to help security staff locate you if you are having an emergency. Pull Cords are also located strategically throughout the Sherman and Scott building, common areas and bathrooms.

a. Pull Cords: When you need assistance in your room or any location in which a Pull Cord is located, it should be pulled to summon assistance. Pull down on the cord and the red light will activate. Security and/or a Medical staff will respond IMMEDIATELY to the alert for assistance. The device can be reset to cancel the call by pushing up on the front of the bottom of the device at which time the red light will go out. Please do not wrap the cord around the device to get it out of your way. This action makes the device unable to operate correctly during an emergency; you may not be able to reach it or unwrap it. Security and Medical staff will respond to the alert for assistance.

b. Red Button Daily Health and Welfare Check: A daily health and welfare check is made on every Resident each morning. Each Resident is requested to press the red button on the top of the TekTone emergency call unit located in their bedroom between the hours of 0400 and 1000. If you do not press the red button, an AFRH-W representative is required to check your room.

c. Pendant: Independent Living Residents may sign out a pendant to wear on the AFRH-W grounds, if a Resident needs to call for help. The pendant is **NOT** part of a Global Position System (GPS). When you activate a pendant, the radio signal will send a signal to the first location transmitter it reaches on the grounds of the AFRH-W. AFRH staff will then respond to that location transmitter, which could be as far as 100 yards from your actual location. The pendant is offered at no charge to any Resident. After receiving a request for a

pendant the Security Department will assign the pendant to the Resident, who will then be required to sign a document agreeing to pay replacement costs, if the pendant is lost or destroyed. The Security Office will then activate the pendant. If you are discharged from the AFRH-W, you must return the pendant or you will be charged for the cost of the pendant. If you have any questions about the Wireless Alert System, please feel free to call or stop by the Security Department.

Pendants only work in certain areas of AFRH-W

- Sheridan building
- Scott building
- Sherman building
- Golf Course House
- Pond area
- Main center flag pole area

Pendants will NOT work at the Golf Course, behind Housing Quarters or off AFRH-W grounds.

27. Personal and Financial Affairs:

Residents are expected to meet their personal debts and obligations, including the responsibility to pay their monthly Resident fee. AFRH may not be used as a personal credit reference and will not act as a collection agency for your personal obligations. It is the Resident's responsibility to establish and maintain a payment plan with the Business Center immediately for outstanding debt with AFRH including the monthly Resident fee. A 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 will refer all debt to FedDebt for collections, to include fees and interest, if a payment plan is not established and maintained.

28. Medical Insurance:

Resident agrees to purchase and maintain the following health benefits:

- a. All Residents--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 medical insurance is mandatory prior to admission and will be verified before entering AFRH and audited annually.

1. 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.
2. 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.
3. 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. Individuals will be responsible for payment of any annual deductible and all co-pays associated with medical services.
4. 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.
5. **Non-military retirees with Medicare benefits** are required to have and maintain a Medicare supplement or enroll in a HMO, if available. Individuals will be responsible for payment of any annual deductible and all co-pays associated with medical services.
6. **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 VA and Department of Defense medical facilities is not guaranteed. Individuals will be responsible for payment of any annual deductible and all co-pays associated with medical services.
7. **Non-military retirees under 65, with no Medicare or VA benefits**, must have and maintain 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.

b. Residents residing within the Upper Levels of Care at the AFRH are required to maintain Medicare Part D Insurance. The Upper Levels of Care include: Assisted Living, Long-Term Care and Memory Support. Medicare D Insurance provides for prescription drug coverage for medications administered by AFRH nursing personnel. Premiums for basic coverage are reimbursed to the Resident via credit to the Resident's monthly fee. Copays for medications provided will be paid for by the AFRH. Residents requiring assistance with Medicare D enrollment are invited to contact their Social Worker on staff at the AFRH.

All medical insurance plans and supplemental policies which the Resident is required to purchase must be maintained and paid in full while the Resident resides at AFRH. Failure by a Resident to maintain required medical insurance for the entire duration of a Resident's stay at AFRH may lead to an Administrative hearing and ultimately the Resident being discharged from the Home.

29. **Mortuary Services:**

a. Residents may select their own private mortuary based on personal preference and cost. It is recommended that each Resident complete pre-need arrangements by arranging services from a mortuary, with a licensed mortician, and a designated 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 the Social Worker or the Admissions Officer.

c. Funeral services for deceased Residents may be held at one of the AFRH-W chapels for final religious services attended by fellow Residents.

30. **POWERED MOBILITY DEVICES (PMD's):**

PMD's 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 PMD's are not approved for AFRH-W Resident use. Residents who operate a PMD at an AFRH-W facility are required to provide, demonstrate, and/or show proof of the following:

a. Written prescription (order) by a Physician or Nurse Practitioner for the PMD.

b. History and physical examination demonstrating the need for a PMD that results in a physician order.

c. Demonstrate the ability to safely operate the PMD in the facility's home environment.

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.

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

f. Operators of PMD's shall ensure that the PMD is maintained in a safe and hygienic manner. PMD's are subject to a safety inspection at any time. For safety reasons; only one PMD per Resident is allowed to be parked in the hallways.

g. PMD's used on a sidewalk or while crossing a roadway shall have all the rights and responsibilities 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.

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

i. Only four (4) or more wheeled PMD's are authorized for use at AFRH-W. These vehicles must be equipped with the following features:

- (1) Gel-type, re-chargeable battery.
- (2) Dynamic braking system, in which, once the Resident's hand is removed from the power control, the PMD stops automatically.
- (3) PMD's that comply with transportation guidelines; i.e., PMD can be strapped securely in AFRH-W hosted transportation.

31. **Resource Conservation:**

AFRH-W 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.

32. **Anderson Suites:**

The primary purpose of Anderson Suites is to provide overnight accommodations for visiting relatives and friends of AFRH-W Residents. All guests have the responsibility to follow guest check-in and check-out rules and to use the amenities provided (TV, Blue Ray, iron, clock radio) in a safe manner. The Reservations Office, located in the Scott Building, Room 1054, is open Monday - Friday, 7:30 a.m. - 4:00 p.m., closed 12:00 - 1:00 p.m. Guests or the sponsoring Resident can make the reservation either in person or by phone. Reservations are taken on a first come-first served basis up to 90 days prior to arrival date. Residents may reserve a maximum of three (3) guest rooms during the same period not to exceed seven (7) nights. No more than 14 nights in a three (3) month period, unless approved by the Administrator. Guests must be sponsored by a Resident and follow all rules published in this Guide. Fees are payable by credit card and debit card only. Residents are responsible for ensuring their guests pay for and receive a meal ticket for every meal attended. Residents are also responsible to ensure their guests wait 30 minutes after the Dining Hall opens (45 minutes for Holiday meals) before entering the serving line. For more information or to make guest suite reservations contact the Reservations Office.

Other authorized participants include; newly admitted Residents, prospective Residents touring AFRH-W up to two nights, AFRH-G Residents no more than seven (7) days per month not to exceed twenty one (21) days per year, or exceptions approved by the AFRH-W management and/or Agency. For more information on Anderson Suites reference Standard Operating Procedure W-RS-ADM-5-08.

33. **Emergency Contact Information:**

Residents are required to complete and update their emergency contact information annually on the AFRH-W 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 file is current.

34. **Resident/Guest Room Entry by Federal and Contract Personnel:**

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

a. **Routine Room Entry:** Morning Health checks, Health, Welfare and Morale Quarterly room checks, and 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 personnel, at their discretion, is allowed to enter the room and report findings or complete the scheduled task. A Room Entry Notification form will be left in the Resident’s room.

b. **Security/Safety Room Entry:** The Safety Officer will conduct random

safety checks of Resident rooms. If the Resident/guest is not present, a Room Entry Notification form will be left in the Resident's room. Security will enter Resident/guest rooms as needed due to reports of fire, smoke, smoking, morning health checks, noise pollution, odors, pendants pressed, emergency pull cord activations, medical emergencies, and any reasonable security/safety related concern. Security Officers will knock before entering. If they do not receive an answer, they will proceed with entry and report findings to the Security Desk. If the Resident/guest is not in the room, Security will leave a Room Entry Notification form. All entries into Resident/guest rooms by a Safety or Security Officer will be documented in the daily Security Blotter for review by the Administrator. Campus Operations and contractors may enter Residents rooms for pest control, routine or emergency repairs.

C. HEALTHCARE SERVICES

1. General:

a. The AFRH-W provides professional primary healthcare services to Residents in the independent, independent plus, assisted living, and long-term levels of care. AFRH-W is accredited by The Joint Commission for Ambulatory and Nursing Care standards. The AFRH-W is not a hospital. The home most closely resembles the functionality of a private sector Continuing Care Retirement Community (CCRC). This facility specializes in geriatric care with nursing, rehabilitation, social work and pharmacy distribution services. Limited services are available in dentistry, optometry, psychiatry, podiatry, and speech pathology.

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 city or private ambulance services are used, the Residents are responsible for the cost. Bus transportation from AFRH-W grounds and to/from area medical facilities is provided on a scheduled basis.

c. Primary health care at AFRH-W is augmented through consultations at the Walter Reed National Military Medical Center (WRNMMC), Veterans Administration Medical Center (VAMC) and Washington Hospital (MEDSTAR). Appointments for these facilities can be made through the central appointment desk in the Wellness Center, or directly through the Walter Reed system. Transportation to these facilities is provided Monday – Friday, excluding holidays or inclement weather by the AFRH-W at no cost to the Resident.

d. AFRH-W has two (2) physicians and two (2) Nurse Practitioners to provide medical care. All Residents are assigned to one of these providers when entering AFRH-W. The AFRH-W Chief Medical Officer collaborates with internal and external providers, as needed. Residents have access to physicians at Walter Reed National Military Medical Center, the Veterans Administration (VA), and other local hospitals. Residents have freedom of choice in choosing their Primary Care Manager (PCM) in the private sector.

e. The Resident Health Care Committee (RHCC) meets as called by the chairperson. Emergency meetings can be called any time circumstances warrant. The committee's charter is to address certain healthcare matters brought to its attention by Residents, their families, or others where resolution with existing medical or administrative staff cannot be obtained. The committee is not to address issues or concerns with general health care matters. These should be addressed through the normal channels available within Health Care, Ombudsman, RAC, or the Administrator.

2. Health Services

a. Resident Health Record: Upon admission to the AFRH-W, an electronic health record is initiated for each Resident. The health record is considered AFRH-W property. Upon the Resident's request, the Resident may inspect, review, and photocopy (at their expense) their records. These records will be protected from disclosure as required by law.

NOTE: For care received outside AFRH, we strongly encourage you bring any documentation to the Wellness Center to maintain continuity of your medical record.

b. Basic Services: Non-acute limited services are available in the following areas:

1	Ambulatory Care	6	Podiatry
2	Medication Distribution	7	Psychiatry
3	Blood Draw	8	Rehabilitation
4	Optometry	9	X-Ray and EKG
5	Dentistry	10	Hospice Care

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

(a) **Sick Call:** Monday – Friday from 0800 to 0900 (except holidays).

(b) **Scheduled Appointments:** Monday – Friday from 0900 to 1600 (except holidays). Staff maintains scheduled appointments for: prescription renewals, physicals, medical consultations, etc.

(c) **Appointments:** Appointments may be made by calling 202-541-7598/7600 during normal business hours, Monday – Friday 0730 to 1600 (except holidays).

(d) **After Hours Medical Concerns:** Residents with medical concerns, after normal working hours, during weekends, and holidays, are encouraged to visit or call the Duty Nurse located in the Sheridan Building, Room 1019 or office phone at 202-541-7641/7924 or cell phone at 202-288-8042 (this number is answered 24/7). The Duty Nurse will conduct an initial assessment, and contact the on-call provider if necessary. If immediate medical attention is needed, and the situation is beyond the scope and capability of the Duty Nurse he/she will call for an ambulance to transport the Resident to the nearest available hospital emergency room. Non-emergency transportation to a medical facility within 30 miles will be provided by Security.

(2) **Pharmacy Services – Medication Distribution Room:**

(a) **Pick Up:** The AFRH-W has a medication distribution room for pick-up of prescribed medications that are filled by the Walter Reed National Military Medical Center. The filled prescriptions are dispensed at the Medication Distribution window in the Wellness Center, Monday – Friday, excluding holidays, during the posted times. During other times, Residents can receive their medications or order refills via the Wellness Center nursing staff. Residents can receive their medications within three days of the prescription being submitted.

(b) **Refills:** Turnaround time for refills is approximately three (3) 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 medications at all times.

(c) House Stock Medications: The Wellness Center stocks, within house, a range of the most common medications. A list of house stock medications and items are available in the Wellness Center for staff reference. When a Resident requires a new prescription, immediately or after hours, for an antibiotic or any other prescribed medication (including narcotics), the procedure is as follows:

i. New Antibiotic Orders:

- i) Certain new antibiotic orders are started immediately via house stock medications and the prescription will be filled by the Pharmacy Technician the next day.
- ii) Antibiotics can be filled the same day, if ordered by 12:00 p.m.
- iii) The medication will continue to be administered via the Wellness Center staff from house stock until the Resident's medication arrives.
- iv) If a Resident needs an antibiotic after hours, the provider-of-the-day will be notified. If not stocked in the Wellness Center, the provider will then call the prescription in to the nearest local pharmacy. The Resident will either pick up the filled prescription or be taken via non-emergency transport to pick it up. The Resident and his/her insurance are responsible for the co-pay and prescription costs.

ii. New Prescriptions (General):

- i) If ordered by 12:00 p.m., new prescriptions can be filled the same day.
- ii) If a Resident needs a new prescription (including narcotics) after hours, the provider of the day will be notified. For medications not stocked in the Wellness Center, the provider calls the prescription in to the nearest local pharmacy. The Resident

will either pick up the filled prescription or be taken via non-emergency transport to pick it up. The Resident and his/her insurance are responsible for the co-pay and prescription costs.

(d) Pharmacies Outside of the AFRH-W: Residents may purchase prescription drugs at their pharmacy of choice outside the campus, using their medical insurance or at their personal expense. The Resident will be required to provide their own transportation for pick up of these medications.

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

(f) Pharmacy After Hours, Weekends, and Holidays: Residents will have limited over-the-counter medications available to them after hours in the Wellness Center for initial dosing. If a Resident becomes ill after hours, weekends, and holidays, the Wellness Center nurse will call the provider-of-the-day for an order (which is required). If a Resident needs a new prescription (including narcotics) after hours, the provider-of-the-day will be notified. For medications not stocked in the Wellness Center, the provider will then call the prescription in to the nearest local pharmacy. The Resident will either pick up the filled prescription or be taken via non-emergency transport to pick it up. The Resident and his/her insurance are responsible for the co-pay and prescription costs.

(3) Phlebotomy Services: The AFRH-W offers on-site phlebotomy services. These services are currently provided by a contract company. The services offered include reference clinical laboratory services ordered by providers for AFRH-W Residents. The Lab operates Monday – Friday 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 dilated eye examination every one to two years for adults who are 65 years of age or older in order to screen for

- impairment of vision or any eye disease.
- (b) **Driver's License:** Completion of driver's license forms.
 - (c) **Eye Glasses:** Fittings and adjustments of eye glasses.
 - (d) **Appointments:** Appointments may be made by calling the Optometry Clinic at (202) 541-7595, during the posted times.
- (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:** (Canal system must be single and straight when viewed on a radiograph.)
 - (f) **Single Crowns:** (Of teeth without gum problems)
 - (g) **Initial Periodontal Therapy:** Treatment of gum disease.
 - (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 teeth bordering empty spaces are 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 in less than three (3) years that is not directly related to plan treatment (such as lost dentures),

(k) **Appointments:** Independent Living Residents may make appointments by calling the posted number (301-587-7406) in the Hours of Operations Directory, Monday – Friday (except holidays). The nursing staff will call to schedule appointments for Assisted Living and Long-Term Care Residents. Urgent care calls will be responded to as follows --

1. Weekday: Within 24 hours.
2. Weekends: The next business day.

(6) **Podiatry Services:**

- (a) **Podiatry Evaluations:** Vascular, neurologic, and dermatologic.
- (b) **Routine Foot Care:** Debridement of corns, calluses, and toe nails.
- (c) **Biomechanics:** Orthotics and padding of inserts to correct gait abnormalities.
- (d) **Infections, Ulcers:** Treatment of foot infections and foot ulcers.
- (e) **Appointments:** Tuesday and Thursday 7:00am-3:00pm (except holidays and inclement weather)
Upper Level Care appointments (*Tuesdays only* 7:00am-8:30am)
Independent Living appointments (8:30am-12:00) and (12:30pm-3:00pm).

(7) **Psychiatry and Psychology Services:**

- (a) **Outpatient Counseling**

(b) Medication Management**(c) Nursing Home Consultation**

- (d) Appointments:** Appointments may be made by calling 202-541-7598/7600, Monday – Friday (except holidays) during posted times in the Hours of Operations Directory.

(8) Rehabilitation Services:

- (a) Services:** Outpatient rehabilitation services are provided under Medicare Part B and third-party supplemental insurance. Such services include occupational therapy, physical therapy and speech therapy that are implemented on a physician-referral basis. 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	5	Musculoskeletal
2	Neurological	6	Cognitive
3	Sensory	7	Psychomotor
4	Cardiopulmonary	8	Psychosocial

- (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 adaptive equipment 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, then 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 of

daily living tasks for a better, healthier, and active senior lifestyle.

- (e) **Appointments:** Appointments for Rehabilitation services are made directly by the Rehabilitation Department after a physician referral has been received. Appointments are scheduled Monday – Friday (except holidays and weekends) during posted times in the Hours of Operations Directory. Cancellation of appointments should be made as soon as possible by calling 202-541-7680.
- (9) **X-Ray and Electrocardiogram (EKG) Services:** The AFRH-W contracts with a private vendor (on-call radiology service), who provides on-site x-ray and EKG services in the Resident's room or in the Wellness Center. Turnaround time is usually 2 – 3 hours for the private vendor to read the X-ray and contact the AFRH-W to report the results by phone to the unit nurse. 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-W offers referrals for Hospice Care to keep the Resident near their friends and familiar care givers 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.
- (11) **Visitors:** Your friends and family members are strongly encouraged to visit you in the Assisted Living and Long Term Care areas; and visiting hours in these areas are unlimited. Occasionally some restrictions may apply.

3. **Advanced Directives:**

Residents are strongly encouraged to complete an advance directive and provide appropriate file copies to the Medical Records Office. The District of Columbia honors Living Wills from any state, but you are advised to prepare a Living Will and a Durable Power of Attorney for Health Care for this jurisdiction. For assistance see your Social Worker or Resident Services.

4. **Safeguarding Personal Valuables and Effects:**

a. Residents who know in advance of assignment to either Assisted Living or Long Term Care should make every effort to safeguard their personal effects and valuables prior to the move. This process can be accomplished with assistance from a Social Worker if requested.

b. Upon admission to either Assisted Living or Long Term Care, the Resident will be requested to complete a form which references safekeeping of valuables and personal effects. Independent Living Residents are highly encouraged to request a safe to be installed in their rooms. This can be done by contacting the Service Request line: 202-541-7770 or Campus Operations: 202-541-0613.

5. **Social Worker:**

a. In the event you need information and/or assistance, or if you have any concerns about the Assisted Living or Long Term Care services, you are encouraged to contact any of the assigned social workers.

D. SERVICES AND SUPPORT

1. Services

a. **Housing**: The AFRH-W is committed to providing a method for “Aging-in-Place” for our Residents, who meet the requirements for admission. The five categories of care that are available on a limited scale at the AFRH-W are Independent Living, Independent Living Plus, Assisted Living, Long-term Care and Memory Support.

(1) **Independent Living**: Veterans who are admitted to the AFRH-W are initially required to live totally independent in a dormitory community. Residents who live in the Independent Living dormitories are expected to take care of their personal affairs, practice proper individual hygiene and sanitation measures, maintain their individual living area, and to be physically mobile to accomplish the independent living requirements.

(2) **Independent Living Plus**: This program provides support to Independent Living Residents to enable them to “age in place” and to reduce the need to move them to another level of care. A team comprised of an RN clinical supervisor, LPNs, CNAs, and Social Worker will provide assistance with medication, health care, and activities of daily living. These services are available to allow Residents to remain independent as long as possible.

(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-W offers, on a limited scale, assisted living, where Residents continue to reside in a dormitory environment but can have assistance with room maintenance, bathing, dressing, and reminders to take medications. These services are available to delay, and perhaps avoid, more long term care/memory support services.

(4) **Long-term Care/Memory Support**: AFRH-W offers 24-hour nursing care, intermediate care, rehabilitative care, and memory support care. Additional information about those services is covered in Section C.

b. **Room Furnishings**: Independent living rooms are furnished with a twin bed, mattress, box spring, night stand, and dresser. Residents may purchase

individualized room furnishings; however, the furnishing must be of fire retardant materials.

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 fire hazards. A request must be made to Campus Operations for the removal of Home Furnished furniture no less than 48 hours prior to the delivery of the Resident purchased items. The AFRH-W does not have or maintain any on-site storage space or facility and thus will be unable to store any room furnishings.

NOTE: Please see Resident Services prior to the purchase of individual furniture.

(1) Residents with a special need furniture request must submit a reasonable accommodation request through the Ombudsman or Social Worker.

(2) Assisted Living and Long Term Care/Memory Support Furnishings Furniture items are provided in the consideration of care, ease of sanitizing and space for safety precautions. Substitutes for the basic Resident room furnishings are not accepted.

(3) Cardboard boxes are not permitted to remain in Resident rooms. Residents will be given 30 days to dispose of their moving boxes. Cardboard boxes should not be stored on the floor at any time. To alleviate pest infestation in the facility; no boxes or clothing should be stored on the Resident's room floor.

c. **Room Maintenance:** Independent Living Residents are required to maintain their individual room in a clean, neat manner, and free of all fire hazards and combustible materials, including cooking equipment. The floors must be cleaned and damp mopped. Although not required, the floors can be waxed with a non-skid, non-flammable wax at the Resident's expense. In some instances, and at their own expense, Residents are allowed to make certain alterations to their rooms (painting, for instance). Any room alterations must be cleared by Campus Operations. 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 glue down carpet in your room. Before any room alteration is done; Residents must first fill out a Room modification application and have it approved by the Facility Corporate Director and COO. Application can

be received by contacting Campus Operations at 202-541-0613 or the service request line, 202-541-7770. To secure their valuables, Residents can request a safe be installed in their rooms by contacting the service request line.

d. **Concessionaire Services:**

(1) The Army and Air Force Exchange Service (AAFES) provides a branch exchange, and all the vending services for the AFRH-W. Those employed at the Exchange work for the Exchange and not AFRH-W.

(2) The beauty/barber shop is operated by concessionaires who are authorized to operate at AFRH-W via a Memorandum of Understanding approved by the AFRH-W Administrator. These vendors are not AFRH-W employees.

e. **Telephone, Cable Television Services and Internet Services:**

(1) Private telephone, internet and cable connections are available in the dormitories. You are encouraged to purchase these services as desired, and at your expense. Please see the Contact Representative located in the Admissions Office for assistance with telephone, cable, and internet hook up. Satellite Dish Service is not permitted.

(2) Senior TV and/or Internet are services provided by AFRH. 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.

(3) 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. Campus Operations is only responsible for televisions replacement and repairs in the upper levels of care: AL, LTC and MS.

f. **Transportation:**

(1) **Off-Campus Scheduled Transportation:** AFRH-W provides scheduled off campus transportation Monday through Friday (except on holidays and inclement weather) to/from the WRNMMC; the Veterans Administration, Washington Hospital Center and Providence Hospital. Buses pick-up and return Residents from the Scott and Sheridan Buildings.

(2) **On campus transportation:** There is a Resident golf cart shuttle

which will transport Residents to the Golf Course, Gardens, and ponds routinely. Scheduled hours will vary based on the volunteer's availability and weather conditions.

(3) **Non-Emergency Medical Transportation:**

Listed Below is the process for requesting non-emergency transportation to and from a Medical or Rehabilitation Facility.

a.) **Transportation from an outside Medical or Rehabilitation Facility.**

i. **During Normal Shuttle Bus Business Hours:**

- Procedures for the "Off-Campus Shuttle" shall be adhered to during normal business hours. The current "Off-Campus Shuttle" schedule is located in the Sheridan lobby
- If during those scheduled hours the shuttle has a route from the location of the Resident's medical appointment, the Resident must use the shuttle, or another form of transportation acquired by the Resident, to reach the appointment instead of the non-emergency medical transportation.

ii. **After Normal Shuttle Bus Business Hours:**

A Resident who misses the last scheduled shuttle bus back to AFRH will contact the Scott Security Desk at 202-541-7500. The Resident will report that they missed the last AFRH Shuttle Bus and are requesting transportation back to AFRH. The Resident will provide the following information.

- Resident's name.
- The exact location for the pick-up.
- The Resident's cellular telephone or another contact number.
- Advise the Security Officer that they are not being medically discharged from the facility. If a Resident is being medically discharged, please follow the below directions.

iii. **Resident being discharged from a Medical or Rehabilitation**

Facility:

Resident must ensure that the Medical or Rehabilitation Facility personnel contact AFRH Medical Staff to be readmitted back to AFRH. Once AFRH Medical staff are satisfied with the results of the Residents condition, AFRH Medical staff will authorize a Security Officer to be dispatched to pick up the Resident.

b.) Transportation to an outside Medical or Rehabilitation Facility.

- Resident must report to the Wellness Center to request for non-emergency transportation.
- AFRH Medical staff will determine if non-emergency medical transportation is appropriate.
- AFRH Medical staff will authorize a Security Officer to be dispatched.

g. **Estates:** For the protection of your estate, and to ensure your legacy and inheritance rights are advanced, Residents are encouraged to make and properly execute a current, valid, and legal Will and to provide Resident Services with the location and/or copy of this document. The Social Worker can arrange an appointment with an attorney for the Resident to create a will or to make changes in an existing will. Proceeds from Resident estates can be given to the AFRH. The Resident should annotate whether the estate goes to the AFRH Trust Fund or AFRH-W Resident Fund.

h. **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 a copy to the Resident Services Administrative Specialist. It will be recorded on their Emergency Data Record that is a part of their personal file and updated annually, also located in the Resident Services office. Residents who desire assistance with acquiring or updating a power of attorney should contact their social worker.

i. **Notary Services:** The AFRH-W provides notary public services at no cost. Notary public services are available in the Scott Building, Rm. 1070.

j. **Religious Services:** Catholic and Protestant services are available at the AFRH-W. Individual chaplains, spiritual counseling, special activities, and related services are readily available for Residents of all faiths on a “by-appointment”, “drop-in”, and/or “referral” basis. Faith-based activities are a routine part of the Home’s weekly schedule. Residents can gain additional information by contacting the Chaplains’ Office in the Scott Building, Rm. 1099.

k. **Security Services:** The Security Office is provided to protect individual property and ensure safety and security for all Residents. Residents are requested to support this office by immediately reporting any unauthorized, suspicious persons and/or activities on the grounds. Resident cooperation with security personnel is required.

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

m. **Recreation Services:** Many comprehensive, diversified recreational and entertainment programs are available to the Residents. On-going activities include: pool, golf and bowling tournaments, bingo, movies, fitness/stretching classes, computer/internet classes, arts & crafts (painting, ceramics and woodworking, to name a few), trips, cookouts, ice cream social, and table/card games. A library, fitness center with therapeutic pool, bowling center, auto hobby shop, fishing ponds, garden plots, golf course and driving range are also available. Some of the annual special events may include the following: Holiday dance, fun fest, garden judging contest, fishing rodeo, antique car show, talent show, Hawaiian Luau, casino night, and Super Bowl party.

n. **Quarterly Health, Welfare, and Morale Room Visits:** Quarterly, the Chief of Resident Services or a designee, will conduct a complete check of Residents’ rooms to ensure that Residents in the dormitory community are able to continue to care for themselves, such as their personal affairs, individual hygiene, sanitation measures, personal physical mobility, and maintain their individual living areas. Special preparations are not necessary for these visits. Rooms that require attention will have (1) week to comply, and another visit will take place to ensure the room is in compliance with sanitation 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 rooms in a clean, uncluttered manner, and free from all fire hazards and combustible materials including cooking equipment. The floors must be vacuumed, swept and/or mopped. Housekeeping services can be arranged for a fee by contacting the Housekeeping manager. Flagrant and/or repeated sanitation violations could lead to an Administrative Hearing.

o. **Grievances/Complaints:** The AFRH-W management has a rational, systematic way of handling Grievances/Complaints. In most cases, problems can be resolved. AFRH-W provides a means for any Resident, their representative, and/or other concerned individual to complain or to object to any treatment or service that they have received. The Grievance/Complaint will be responded to promptly.

(1) The first place to take a Grievance/Complaint is to the department involved. For instance, the Resident who has a maintenance issue, they should call the work order line. Independent Living/Independent Living Plus Residents with Grievances/Complaints concerning health care, should contact the Wellness Center Supervisor. Residents assigned to AL/LTC should take your Grievance/Complaint to your floor charge nurse or social worker. Many issues may also be resolved by the Social Worker or Ombudsman.

(2) The Resident Advisory Committee (RAC) has Floor Representatives. Residents are encouraged to submit Grievances/Complaints/Suggestions to these Representatives. If the Floor Representative cannot answer the issue, the issues should be forwarded to the RAC Chairman, and he/she will proceed to resolve it. There is a RAC Grievances/Complaints/Suggestions box in the tunnel between the Sheridan Building and Scott Building.

(3) Grievances/Complaints may also be voiced through Resident Community meetings, Town Halls, and Focus Groups. The Administrator has established a Suggestion Box in the Scott Building. This box is located on the lower level at the Mail Room between Box 473 and 474 on the side facing the dining hall in a mail drop slot labeled "Administrator's Suggestion Box". The mail

room staff will collect all suggestions and deliver them weekly to the Administrator. All suggestions are welcome.

(4) If the Grievance/Complaint is not resolved by the above, the Resident may also file a complaint with the AFRH-W Inspector General.

p. **Reasonable Accommodations**: The AFRH-W 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 this environment. Residents can directly request through their Social Worker or the Ombudsman for a Reasonable Accommodation request.

q. **Separation, Clearance, and Readmission**:

(1) When the Resident elects a discharge from the AFRH-W, he/she is required, for accountability purposes, to follow an out-processing clearance procedure. The Admissions Office will initiate the clearance paperwork. After a brief interview, the Resident will receive a form listing the activities that require clearance.

(2) Failing to complete the out-processing procedure can result in a delay in the Resident fee adjustment.

(3) Requests for readmission must be submitted to the AFRH Public Affairs Office and sent to:

Public Affairs Office
3700 N. Capitol St. NW
Washington D.C. 20011
1-800-422-9988
www.afrh.gov

r. **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. The Resident, shortly after initial in-processing, will be greeted by the respective RAC

representative or chairman who can answer any questions the Resident might have. If problems arise during the Resident's stay at the home, the Resident is encouraged to report these problems to the floor representative for proper action. After a period of six (6) months Residents are eligible to become elected members of the RAC.

s. **Sponsor Program:** The Sponsor Program is designed to welcome, inform, and orient new Residents to AFRH-W. The Sponsor Program, made up of dedicated volunteers, is to ensure that each new Resident is greeted by a sponsor who may accompany that Resident through in-processing. The sponsor may give the new Resident a tour of the AFRH-W and provide introductions to staff and other Residents. In short, new Residents have someone they can depend on during the first days of their transition into AFRH-W.

t. **Volunteer Activities:** The AFRH-W is the Resident's home. Residents are encouraged to volunteer to improve AFRH-W activities and to assist fellow veterans. Residents interested in volunteering, please contact Volunteer Services and inquire about the Resident Stipend Program.

u. **Suggestions:** Residents are encouraged to use the RAC representative for suggestions and recommendations. All suggestions will receive the personal attention of the appropriate AFRH-W Officer.

v. **Thrift Shop:** A Thrift Shop is available to Residents and employees for purchase or sale of items and is located on the Ground Floor of the Sheridan Building. The Thrift Shop volunteer or Residents will determine the price of items to be sold. Thrift Store volunteers are available at the store to assist with the receipt and subsequent sale of items.

w. **Residents' Fund:** The AFRH-W has a Non-appropriated Fund, known as the AFRH-W 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.

x. **Recycled Batteries:** All types of household batteries are recycled locally. There is a recycling container for used batteries at the Safety Bulletin board located in the Tunnel or you may bring your batteries to the Safety Officer, located in the Scott building, room 1072

2. **SUPPORT**

a. **Food Service:** Carefully planned, well-prepared meals are served cafeteria style in the Scott Building Dining Area. Meals are also served in the Sheridan Assisted Living areas and the Scott Long Term Care areas in small home-like kitchen/dining rooms.

b. **Mail Room:** The Mail Room is located on the ground floor of the Scott Building. Residents residing in the dormitories will receive mail delivery in private boxes. Exceptions to box delivery must be approved by the Chief, Resident Services. To ensure that your mail is not misrouted, delayed and/or lost, the word “box” is not to appear in your address. The following example shows the correct address format:

USPS:

JOHN DOE

3700 N CAPITOL ST NW # XXX

WASHINGTON, DC 20011-8400

FEDEX/UPS:

JOHN DOE

140 ROCK CREEK CHURCH RD, NW

SHERIDAN OR SCOTT BLDG #XXX
WASHINGTON, DC 20011

c. **Legal Services:**

Legal assistance is provided by military and civilian Judge Advocates to Residents who are military retirees. Appointments for this service are made by contacting your social worker. Residents who are not retirees may seek assistance from the social worker to arrange outside legal assistance.

d. **Maintenance Support:** Campus Operations provides facility repair services through a facility management contractor. Some services include unclogging toilets, hanging pictures, mounting fixed shelves, repair door locks, a/c/heating repairs, etc. Some services not included are mounting flat screen TV's, installing Murphy beds or carpets in Resident rooms. All wall mountings under 40lbs will be installed by Campus Operations. Resident must provide all hardware for

these items including the brackets for flat screen TV. These services are to be provided and paid for by Residents in coordination with Campus Operations and an outside contractor. Service requests should be reported by telephone to the Work Order Line (202-541-7770) or by email to: service.requests@afrh.gov. If the staff is on the other line or unavailable, the request is recorded and processed as soon as the staff becomes available. Non-emergency after hour requests are recorded and processed the next business day. In the event of an emergency or after hours, contact Security.

The maintenance contractor will categorize service requests into three categories: Emergency, Urgent and Routine.

(1) **Emergency Service Requests**: During normal business hours the response time is 30 minutes. For after-hours the response time is 75 minutes.

(2) **Urgent Service Requests**: During normal business hours the response time is 75 minutes. For after hours the response time is 135 minutes.

(3) **Routine Service Requests**: The response time is within five days. There is no after hours response for routine service requests. These are all handled within normal business hours.

D. RESOURCES1. AFRH Directory/ Hours of Operations*HOURS OF OPERATIONS DIRECTORY: AFRH-W (20 AUG 2018)*



WELLNESS CENTER (WC)					
SERVICE	LOCATION	PHONE	DAYS	FROM	TO
Chief, Healthcare Michael Bayles	Scott 1001 (WC)	541-7712	Mon-Fri	0730	1600
Clinical Nurse Supervisor – Assisted Living	Sheridan 3021	541-1402	Mon-Fri	0730	1600
Clinical Nurse Supervisor – Long Term Care	Scott 2030	541-7762	Mon-Fri	0730	1600
Director of Nursing	Scott 1002 (WC)	541-7711	Mon-Fri	0630	1500
Social Worker- Independent Living	Scott 1105	541-7581	Mon-Fri	0730	1600
Eye Clinic	Scott 1040 (WC)	541-7595	Mon-Fri	0700	1530
ILP Supervisor	Sheridan 1019	541- 1423	Mon-Fri	0730	1600
Laboratory	Scott 1032 (WC)	541-7593	Mon-Wed-Fri	0700	1000
	Scott 1032 (WC)	541-7593	Tue, Thur	0830	1000
Medical Records	Scott 1037 (WC)	541-7600 541-7598	Mon-Fri	0730	1600
Nutrition Consults	Scott 1041 (WC)	541- 7670/7598	Every Tue	1300	1500
Pharmacy Services	Scott 1022 (WC)	541-7606	Mon-Fri	0730	1600
Podiatrist	Scott 1009 (WC)	541-7591	Tue & Thur	0800	1600
Psychiatrist			By provider referral		
Resource Nurse	Scott 1037 (WC)	541-7684	Mon-Fri	0630	1500
Wellness Center Clinical Supervisor	Scott 1018 (WC)	541-0668	Mon-Fri	0730	1600
Wellness Center Manager Vacant	Scott 1029 (WC)	541-7679	Mon-Fri	0730	1600
Wellness Center Scott 1st Floor	Central Appointments	541- 7600/7598	Mon-Fri	0730	1600

After Normal Working Hours and Holidays: Cell # answered 24/7 202-288-8042 / 202-450-9760	Front Desk	541-7598	Mon-Fri	0730	1600
	Providers Scheduled Appointments	541-7600/7598	Mon-Fri	0900	1200
	Sick Call	541-7598	Mon-Fri	1300	1600
	Nursing	541-7588	Daily	0800	0900
		541-7602	After Hours	0730	1600
				1600	0730
Dental: "The Mobile Dentist"	Dental Suite (WC)	301-587-7406 541-7761	Mon, Tue, Fri	0730 1300	1200 1600
Rehabilitation Services	Scott G068	541-7717/7680	Mon-Sun by provider referral	0730	1600
NON-HEALTHCARE SERVICES					
SERVICE	LOCATION	PHONE	DAYS	FROM	TO
Administrator Susan Bryhan	Scott 1063	541-7536	Mon-Fri	0730	1600
Admissions Office	Scott 1056	541-7618	Mon-Fri	0730	1600
Artist Colony Call 541-7733 for details	Scott 1109	541-7574 varied	"when class is in session"		
Auto Hobby Shop	Building #43 (Behind Rose Chapel)	541-7779	Mon-Fri	0900	1100
			Mon, Wed, Fri	1300	1500
			Tue, Thur	1330	1530
Bank (Pen Fed Credit Union ATM)	Sheridan-Ground Floor	1-800-247-5626	FULL SERVICE ATM		
Barber Shop	Sheridan G105	541-7575	Mon & Fri	0730	1015
Beauty Shop	Sheridan G105	541-7575	Tue & Wed	0600	1100
Bowling Center	Sheridan-Ground Floor	541-7652	Daily	1300	1600
Business Center	Scott 1067	541-7527	Mon-Fri	0800	1600
			Closed 1130 - 1300		
Campus Operations Chief, Patrick Benjamin	Scott G049	541-7547	Mon-Fri	0630	1500
Ceramics Office & Studio; Art Specialist	Sheridan G408	541-7574	Mon-Thur	0730	0400
			Tue	0930	1800
			Sun	0830	1700
Club Room	Scott 1042	541-7725	Daily	24 Hours	
Commission on Accreditation of	4891 E. Grant Road Tucson, AZ 85712	Phone: 888-281-6531	Fax: 520-318-1129	Email: www.carf.org/home/	

Rehabilitation Facilities (CARF)					
Computer Game and Internet Rooms	Scott 1090 Sheridan G211	541-7650	Daily	24 Hours	
Computer Lab	Sheridan G006	N/A	Tue	1300-1500	
Dining COR	Scott G028	541-7613	Mon-Fri	0730-1600	
Dry Cleaner	In Thrift Shop	N/A	Mon and Fri Wed	0830-1130 1300-1600	
Exchange	Sheridan-Ground Floor	291-6252	Mon-Fri Sat Sun and Holidays	0900 0900 Closed	1700 1500
Fitness Rooms	Sheridan 7 th Floor Lobby	N/A	Daily	0600-2100	
Gardens	Gardens	726-2163	Daily	Dawn	Dusk
G.I. Gym	Scott G067	541-7732	Daily	24 Hours	
Golfing	Golf Course	414-7956	Daily/Seasonal	Dawn	Dusk
Anderson Suites Guest Room Service	Scott 1055	541-7632	Mon-Fri	0730	1200
				1300	1600
Housekeeping	Scott G035	541-7611	Mon-Fri	0730-1600	
Laundromat	Sheridan G001	N/A	Daily	24 Hours	
Library	Scott 1087	541-7648	Daily	24 Hours	
Lounge – Defender's Inn (space usage)	Scott G062	541-7702	Daily	24 Hours	
Mail Room	Scott -Ground Floor G005	541-3492	Mon-Fri	1300	1500
Meditation Rooms	Scott 1097 Sheridan 1327	N/A	Daily	24 Hours	
Notary Public Bill Striegel	Scott 1070	541-7536	Mon-Fri	0730	1530
Ombudsman Rob Webb	Scott 1104	541-7608	Mon-Fri	0730	1600
Pass/I.D.	Scott 1050	541-7500	Mon-Fri	0800	1630
Recreation Services	Scott G087	541-7733	Mon-Fri	0730	1600
Recreation Therapy	Scott G087	541-7626	Mon-Fri	0730	1600
Religious Services-- Protestant Chaplain John P. Goodloe Sr. Scott 1101 202-541-7612	Stanley Chapel	541-7780	Sun – Bible Class	0900	1000
	Scott Meditation	541-7614	Sun - Worship	0900	1000
	Stanley Chapel	541-7780	Sun – Worship	1015	1115
	Scott Meditation	541-7614	Tue – Bible Class	1330	1430

	Scott Meditation	541-7614	Wed–Ask the Chaplain	1300	1400
	Holy Communion--Administered on the 1st Sunday at both locations.				
Religious Services-- Catholic Father Carlos Roman Scott 1100 202-541-7616	Sheridan 1103	541-7616	Wed – Rosary	1530	1600
	Rose Chapel	541-7781	Thur – Penance	1500	1600
	Rose Chapel	541-7781	Thur – Holy Hour	1500	1600
	Rose Chapel	541-7781	Mon-Fri Mass	0800	0900
	Rose Chapel	541-7781	Sun – Mass	0900	1000
	Scott Meditation	541-7614	Sun – Mass	1015	1115
Resident Services Chief, Ron Kartz	Scott 1061	541-7620	Mon-Fri	0730	1600
Safety Officer, Andre Henderson	Scott 1072	541-7756	Mon-Fri	0700-1530	
Security Chief, Patrick Cavanagh	Scott 1050- Front Desk	541-7500	Daily	24 Hours	
	Scott 1052	541-7565	Mon-Fri	0730-1600	
Swimming Pool	Scott G078	541-1422	Mon-Sat	0800	1600
Theater	Scott G009	N/A	Daily	24 Hrs	
The Joint Commission	One Renaissance Blvd Oakbrook Terrace, IL 60181		Fax: 630-792-5636	Email: patientsafetyreport@jointcommission.org	
Thrift Shop	Outside P/X Entry	N/A	Mon and Fri	0830	1130
Transportation Services	Shuttle Bus – Off Campus	541-7544	Mon-Fri	0655	1805
	Golf Cart Shuttle – On Campus, Recreation Services	N/A	Check Sheridan Lobby for schedule	Schedule Varies	
	Non-Emergency Medical Transportation	541-7500	After Normal Business Hours	7 Days a week	
Volunteer Services	Scott G088	541-7627	Tue-Sat	0700	1530
Volunteer Homeroom	Scott G088	N/A	Daily	24 Hours	
Wood Shop	Sheridan G209	541-7653	Mon-Fri	0830	1130
Work Orders	service.request@afrh.gov	541-7770	Mon-Fri	0700	1530
	Emergency Service	541-7500	After Normal Hours / 7 days	1530	0700
Wrapping Room	Sheridan G105	N/A	Daily	0800	1600

2. The Joint Commission



The Joint Commission

To Report a Resident Safety Event

Do you have a Resident safety event issue or concern?

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

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

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

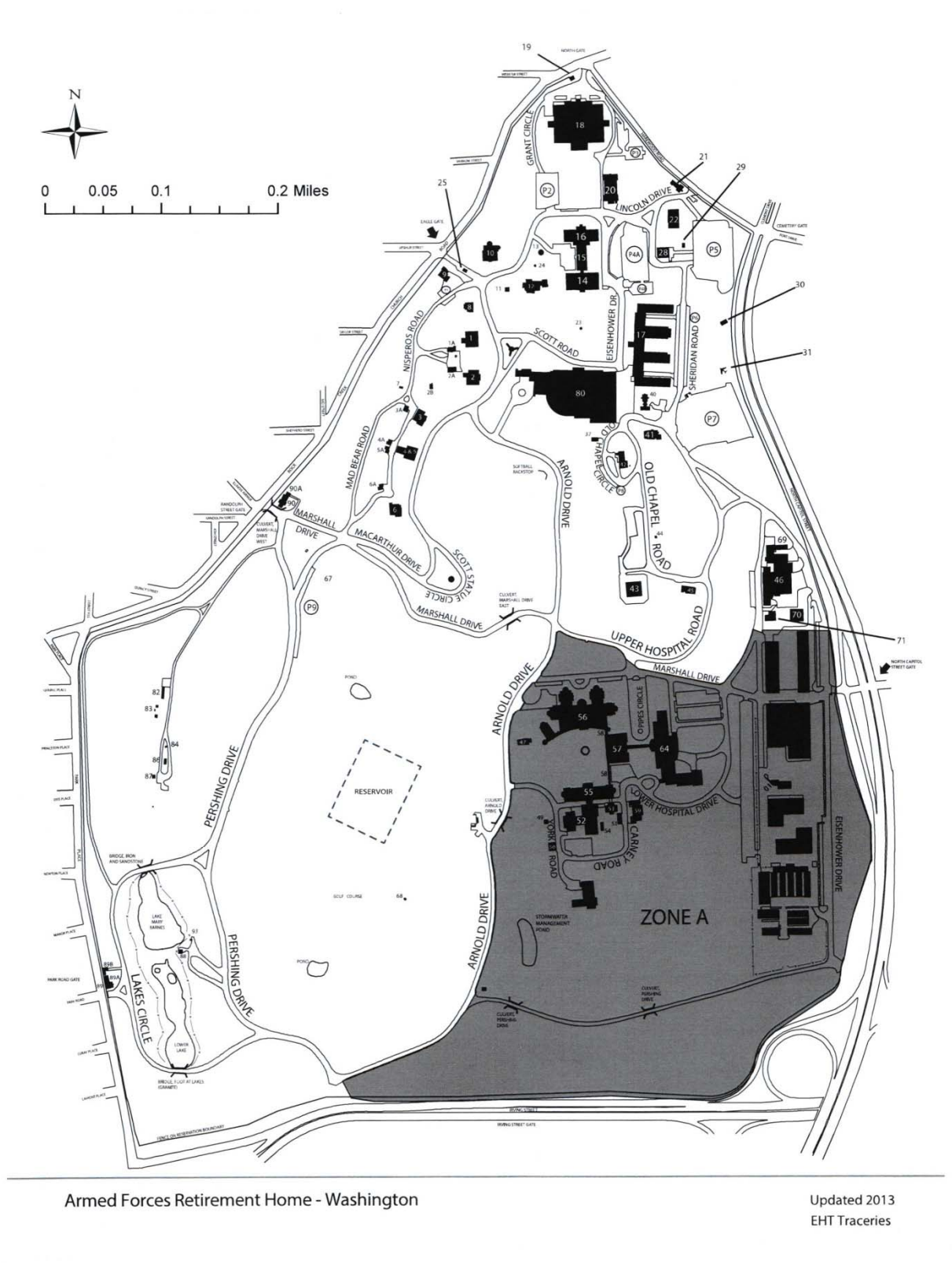
What information do I need to include?

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

What happens to my incident?

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

3. Campus Map



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