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SECRETARY OF THE AIR FORCE**

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This publication implements Air Force Policy Directive (AFPD) 34-1, *Air Force Services*, and establishes procedures for the acquisition, maintenance and operation of Department of the Air Force Fisher Houses (DAFFH). This manual applies to all United States Space Force (USSF), Regular Air Force (RegAF), Air Force Reserve (AFR), and Air National Guard (ANG) uniformed personnel and their families, as well as Total Force service members from Sister Services and eligible veterans, and their families, who may be eligible guests at DAFFH. This instruction requires that collection and maintenance of information protected by the Privacy Act of 1974 authorized by Department of Defense Directive (DoDD) 5400.11, *DoD Privacy Program*. The applicable System of Record Notice (SORN), F034 AF AFSVA A Lodging Reservations System, is available at <https://dpcl.d.defense.gov/privacy/SORNS.aspx>. Ensure all surveys and forms are in compliance with the Paperwork Reduction Act and Office of Management and Budget (OMB) licensure for approval prior to collecting or gathering information in conjunction with the survey processes prescribed in this publication in accordance with Air Force Instruction (AFI) 33-324, *The Air Force Information Collections and Reports Management Program*. Contact SAF/CNZA, Information Collections, for processing requirements at DAF.Info.Collections@us.af.mil. Refer recommended changes and questions about this publication to the office of primary responsibility (OPR) using the DAF Form 847, *Recommendation for Change of Publication*; route DAF Forms 847 from the field through the appropriate functional chain of command. Ensure all records generated as a result of processes prescribed in this publication adhere to AFI 33-322, *Records Management and Information Governance Program*, and are disposed in accordance with the Air Force Records Disposition Schedule (RDS), which is located in the Air Force Records Information Management System. This publication may be supplemented at any level, but all supplements that

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SUMMARY OF CHANGES

This interim change revises DAFMAN 34-147 by updating language for clarity in paragraphs [4.14.3](#), [4.14.4.6](#), and revising [Table A3.1](#) in [Attachment 3](#). A margin bar (|) indicates newly revised material.

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Chapter 1

GENERAL PROVISIONS

1.1. DAFFH Program Overview. The DAFFH Fund was established by the Secretary of the Air Force on 28 February 1999 as a separate and distinct Air Force Supplemental Mission Nonappropriated Fund Instrumentality (NAFI). It was designed to provide a means whereby funds administered by the Secretary of the Air Force are used for the operation, maintenance, and improvement of the DAFFHs at Air Force installations.

1.1.1. This NAFI exists under the authority of 10 USC § 2493, *Fisher Houses: Administration as Nonappropriated Fund Instrumentality*, DoDI 1015.11, *Lodging Policy*, and DoDI 1015.15, *Establishment, Management and Control of Nonappropriated Fund Instrumentalities and Financial Management of Supporting Resources*, and is funded by: (1) gifts, donations, contributions, and grants; (2) proceeds from the disposal of any owned or acquired property; (3) fees and charges generated by the NAFI; (4) other income to include interest income; and (5) funds specifically appropriated by law.

1.1.2. The DAFFHs traditionally do not charge guests to stay at Fisher Houses (FH). The Fisher House Foundation (FHF), which gifts the construction of new Houses to the Air Force, routinely has offered an annual “bed-night” contribution to the Department of the Air Force to pay for the accommodations of all eligible guests. If the bed-night proffer is discontinued, the DAFFH Fund Board would need to assess the possible need to charge a small guest user fee.

1.1.3. The DAFFH Fund will be operated according to AFMAN 34-201, *Use of Nonappropriated Funds (NAFs)*, and AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation (MWR) and Nonappropriated Fund Instrumentalities (NAFIs)*, and this manual. **(T-0)** This publication provides supplemental information to AFMAN 34-201 and AFI 65-106.

1.1.4. The historical non-MWR commercial sponsorship/real property naming arrangement, to include the naming of the Houses and the bronze bust display of Zachary and Elizabeth Fisher in each house will continue in perpetuity. **(T-0)** Any new houses or Fisher House specific items (e.g., Bronze busts, Intrepid Picture, Portrait of the Fishers) associated with FHF donated to the program will be grandfathered under this stipulation. **(T-0)**

1.2. DAFFH (DAFFH) Program Mission. The mission of the DAFFH program is to provide a “home away from home” for military members, veterans, and their families when traveling to receive active medical treatment at a MTF and nearby healthcare facilities. The term Fisher House includes the Fisher House for Families of the Fallen and Meditation Pavilion (MP) at Dover Air Force Base (AFB) in Delaware.

1.2.1. Eligibility to stay at the Fisher Houses is dependent on several factors including, but not limited to, military affiliation, travel distance, and a verifiable active medical treatment plan.

1.2.2. The DAFFH supports the MTF. The Fisher House itself is a tenant unit supported by the Air Force installation and its subordinate units.

1.2.3. Due to the unique nature of the Fisher Houses, a DAFFH includes guest amenities, unusual to standard Air Force lodging operations, such as a home-like atmosphere to include

communal kitchens, dining rooms, family areas, with higher-end furnishings in keeping with the Fisher House brand and standards.

1.2.3.1. Due to the small number of in-residence guests, DAFFHs are not manned on a 24/7 basis. When warranted, staff may be assigned evening shift work to accommodate evening check-ins, supervise hosted meals and other guest related activities and requests.

1.2.3.2. Fisher House guests can experience several medical and mental health challenges including Post-Traumatic Stress Disorder, Traumatic Brain Injury (TBI), and substance abuse. Accordingly, DAFFH managers should coordinate house operations and guest situation responses with Security Force Squadron (SFS), other first responders, and a MTF mental health provider.

1.2.4. Pursuant to 10 USC § 2493 and DoDI 1015.11, DoDI 1015.15, AFI 65-106, and AFMAN 34-201, the Air Force operates the Department of the Air Force Fisher House Fund (DAFFHF) as a NAFL. **(T-0)** Some of the appropriated funds (APF) utilized by DAFFHF are received by transfers from APF Operational and Maintenance (O&M) funds to DAFFHF as authorized by the annual Consolidated Appropriations Act. Transferred appropriations made available by Congress remain available to pay for APF purposes but have the characteristics of NAFs (by operation of 10 USC § 2493) while direct appropriated funding retains APF characteristics. A significant portion of program funding also comes from gifts to the Air Force from the FHF and other supporting Non-Federal entities (NFE).

1.2.4.1. A key partner in the DAFFH Program is the Local Supporting Foundation (LSF); a local organization authorized non-profit status under 26 USC § 501(c)(3), *List of exempt organizations* (exemption from tax on corporations, certain trusts, etc.), whose primary mission is the support of the installation Fisher House. Because this is a trusted relationship, DAFFH managers have considerable discretion and authority in their dealings with the LSF. Refer to **Chapter 11** for further guidance pertaining to the roles and responsibilities between the DAFFH and LSF relationship.

1.2.4.2. The LSF may be a conduit for gifts and donations from outside sources (other than the FHF) offered for the benefit of the DAFFH Program.

1.3. Tiering Waiver and Exception to Policy Authority.

1.3.1. The tiering authorities contained herein have been adapted to the unique structure of the DAFFH Program. Unless explicitly restricted in the publication, DAFFH managers may waive non-tiered house specific requirements and the DAFFH Program Manager all other requirements.

1.3.2. Consistent with the roles and responsibilities contained in **Chapter 2**, and unless otherwise indicated in the particular compliance statement, the following tiering waiver approval authorities will apply to this instruction:

1.3.2.1. The Director, Air Force Services (AF/A1S) will coordinate waivers for T-0 compliance statements from higher authority (e.g., Office of the Secretary of Defense) when appropriate.

1.3.2.2. The Air Force Services Center (AFSVC/CC), with concurrence of AF/A1S, acts as the approval authority for T-1 compliance statements.

1.3.2.3. The DAFFH PM (AFSVC/VBF), with the oversight of AFSVC/CC, acts as the approval authority for T-2 compliance statements unless otherwise specified.

1.3.2.4. For the purpose of tiering waiver and exception to policy authority, DAFFH managers are equivalent to a squadron civilian leader. Unless otherwise indicated at the compliance statement, the installation commander's T-3 waiver approval authority is delegated to the installation DAFFH manager except for the Dover Fisher House, where Air Force Mortuary Affairs Operations Commander (AFMAO/CC) is the T-3 waiver authority.

1.3.3. All other exceptions to policy to the provisions of this instruction shall be coordinated by the DAFFH Program Manager, with concurrence of AFSVC/CC, and approved by AF/A1S.
(T-2)

Chapter 2

ROLES AND RESPONSIBILITIES

2.1. DAFFH Fund Board.

2.1.1. Voting Members.

- 2.1.1.1. Chairperson: Director, Air Force Services (AF/A1S), or designee.
- 2.1.1.2. Director, Manpower, Personnel, and Resources (AF/SG1/8), or designee.
- 2.1.1.3. Deputy Assistant Secretary of the Air Force Reserve Affairs, (SAF/MRR).
- 2.1.1.4. Deputy Assistant Secretary of the Air Force, Cost and Economics (SAF/FMC), or designee.
- 2.1.1.5. Deputy Assistant Secretary of the Air Force, Budget (SAF/FMB), or designee.
- 2.1.1.6. Air Force Services Center Commander (AFSVC/CC), or designee.
- 2.1.1.7. DAFFH manager.
 - 2.1.1.7.1. Appointed by DAFFH Program Manager for one fiscal year.
 - 2.1.1.7.2. Appointee is rotated annually.

2.1.2. Advisors.

- 2.1.2.1. Fisher House Foundation (FHF), representative.
- 2.1.2.2. Local Supporting Foundation (LSF) Representative.
 - 2.1.2.2.1. Invited by DAFFH Program Manager, with FHF concurrence, for one fiscal year.
 - 2.1.2.2.2. LSF representative is rotated annually and should not be from the same installation as the DAFFH Manager.
- 2.1.2.3. Director, Air Force Services Center Financial Management and Comptroller (AFSVC/VF), or designee.
- 2.1.2.4. Division Chief, Facility Management Division (AF/A4CF), or designee.
- 2.1.2.5. Director, Air Force Civil Law and Policy (AF/JACP), or designee.
- 2.1.2.6. Associate Director, Resources (SAF/AAR), or designee.
- 2.1.2.7. Director, Budget Operations and Personnel (SAF/FMBO), or designee
- 2.1.2.8. Chief, Human Resources Division (AFSVC/VIH), or designee.
- 2.1.2.9. Chief, Business Operations Branch (AF/A1XY), or designee.
- 2.1.2.10. Chief, Medical Service Corps, Office of the Surgeon General (AF/SG1/8), or designee.
- 2.1.2.11. DAFFH Program Manager (AFSVC/VBF).
- 2.1.2.12. Associate Director, Resources (SAF/AAR).

2.1.2.13. Chief, Resources & Requirements Division (HAF/A1SR)

2.1.3. Subject Matter Experts. Attendance by subject matter experts is encouraged to ensure that meetings include necessary expertise and maintain communications between the DAFFH Fund Board and the DAFFHs.

2.1.3.1. Names of subject matter experts recommended for inclusion in the DAFFH Fund Board meeting shall be furnished to and approved by the chairperson in advance of the board meeting. **(T-0)**

2.1.3.2. DAFFH managers may be invited to attend.

2.1.4. DAFFH Fund Board Operations.

2.1.4.1. DAFFH Fund Board Operating Philosophy.

2.1.4.1.1. Ensure the prudent use of available resources to provide the support and services reflected in **Chapter 1** and promote the best interest of the Department of the Air Force.

2.1.4.1.2. Ensure balanced support for all DAFFHs.

2.1.4.1.3. Provide support and services reflected in **Chapter 1** to guests at the lowest cost possible consistent with sound business management while maintaining a break-even operation.

2.1.4.2. DAFFH Fund Board Responsibilities. DAFFH Fund Board provides and administers the funds used in support of the operations of DAFFHs at Air Force installations on behalf of the Secretary of the Air Force. Serves as the Department of the Air Force-level Board of Directors for the administration and operation of the DAFFH Fund and is responsible for ensuring its financial solvency, strategic direction, and operation of the DAFFH Program.

2.1.4.2.1. Meets at least twice each fiscal year. **(T-0)** The chairperson may convene out of cycle meetings.

2.1.4.2.2. May establish committees to assist in carrying out its responsibilities.

2.1.4.2.3. Voting actions require a quorum of voting members. **(T-0)** A quorum is established as three voting members, including the chairperson. When a quorum is not present, voting actions are deferred to the next board meeting. If a quorum is present at any meeting, the action taken by a majority of the members or designees present shall be the act of the DAFFH Fund Board. **(T-1)**

2.1.4.2.4. Each voting member has one vote. **(T-0)** The chairperson shall not vote except in the case of a tie vote. **(T-1)** A majority vote is required to approve DAFFH Fund Board actions.

2.1.4.2.5. May invite temporary advisors and subject matter experts to one or more board meetings with prior approval of the chairperson.

2.1.4.2.6. Reviews and prioritizes NAF budget requests from DAFFHs and allocates resources based on these priorities. Approves or disapproves the DAFFH Fund budgets.

- 2.1.4.2.7. Controls the use, equitable distribution, and disposition of DAFFH Fund assets to ensure equability of benefits, based on demonstrated needs.
 - 2.1.4.2.8. Establishes financial and other standards for the DAFFH Fund and DAFFHs. Approves the proposed annual NAF and APF budgets for the DAFFH Program.
 - 2.1.4.2.9. Reviews annual financial results of DAFFH operations and investments and directs program changes to meet standards as required.
 - 2.1.4.2.10. Reviews and approves or disapproves audit plans and audit results for the DAFFH Fund and DAFFHs to ensure adequacy of protection of DAFFH Program assets. A disagreement with an audit finding may be clarified and/or remedied through a corrective action plan.
 - 2.1.4.2.11. Approves or disapproves all major construction and renovation projects for DAFFHs.
 - 2.1.4.2.12. Approves or disapproves acceptance of all contributions and donations to the DAFFH Program or delegates this authority as appropriate. See [Attachment 10](#).
 - 2.1.4.2.13. Authorizes establishment of additional DAFFH Fund investment and subaccounts to ensure the safety of the principal, liquidity, and yield of funds.
 - 2.1.4.2.14. If the bed-night proffer from the FHF is discontinued, the DAFFH Fund Board may assess if there is a need to establish a nominal fee to guests for services.
 - 2.1.4.2.15. Approves program policies for administration and use of DAFFH Fund and DAFFH.
 - 2.1.4.2.16. Acts as the program advocate within the Department of the Air Force corporate structure.
 - 2.1.4.2.17. Considers requests for out-of-cycle (OOC) or emergency funding that were not presented during the annual budget vote.
 - 2.1.4.2.18. Approves transfers of DAFFH Fund assets to the NAFI.
 - 2.1.4.2.19. Approves DAFFH Fund borrowing cash assets from other NAFIs.
 - 2.1.4.2.20. Proceedings are open to the general public, unless closed for good cause by the DAFFH Program Manager and approved by the board chairperson.
 - 2.1.4.2.21. Responsibilities are subject to other applicable directives, and their successors and the general policies concerning all NAFs.
- 2.1.4.3. DAFFH Program Manager Responsibilities to the DAFFH Fund Board.
- 2.1.4.3.1. Communicates with AF/A1S to schedule bi-annual meetings. Provides administrative support to prepare for quarterly meetings. Once meetings are scheduled, may provide notice of meeting time and location to DAFFH Fund Board members and advisors as far in advance as possible.
 - 2.1.4.3.2. Prepares minutes, documenting acts and proceedings during board meetings being reported to AF/A1S.
 - 2.1.4.3.3. Submits minutes for coordination of AF/A1S approval within 45 days of conclusion of board meeting.

2.1.4.3.4. Prepares and routes electronic OOC or emergency funding requests for requirements that were not presented during the DAFFH Fund annual budget review and documents the results of the requests in the next DAFFH Fund Board meeting agenda and minutes.

2.1.4.3.5. Prepares emergency funding requests from DAFFH managers for DAFFH Fund Board voting.

2.1.4.3.6. Oversees assigned work of subcommittees established by the DAFFH Fund Board.

2.1.4.3.7. Prepares a Memorandum of Authorization for continued operations for signature by the DAFFH Fund Board Chairperson.

2.1.4.3.8. Responsible for reporting as requested by the DAFFH Fund Board.

2.2. Director of Air Force Services (AF/A1S).

2.2.1. Prepares policies for approval and develops guidance to support mission readiness for the DAFFH Program.

2.2.2. Acts on behalf of the Secretary of the Air Force for Operations and Maintenance of the DAFFHs.

2.2.3. Approves establishment or dissolution of the DAFFH Fund.

2.2.4. Reviews and prioritizes budget requests from DAFFHs and allocates resources based on these priorities.

2.2.5. Oversees the use, equitable distribution, and disposition of DAFFH Fund assets to ensure equability of benefits, based on demonstrated needs.

2.2.6. Reviews annual financial results of DAFFHs operations and directs program changes to meet standards as required. Approves proposed APF and NAF budgets for DAFFHs for submission to the DAFFH Fund Board.

2.2.7. Advocates for all construction and renovation projects for DAFFHs.

2.2.8. Establishes guidelines for distribution of all contributions designated for program guests.

2.2.9. Authorization for Continuing Operations. Generates an annual memorandum for the DAFFH Fund to continue operations based upon the DAFFH Fund Board vote of approval. Memorandum authorizes the execution of operational and capital budgets for the subsequent fiscal year, while the formal ratification of DAFFH Fund Board meeting minutes is completed. During this time, no new programs, facility upgrades, or capital expenditures, unless approved out of cycle by the DAFFH Fund Board, can be initiated.

2.2.10. Coordinate, as necessary, with the FHF on matters related to the DAFFH Program.

2.3. Chief, Services Operations Division (AF/AISO). Oversees Services Operations Program Policy.

2.4. The Department of the Air Force Morale, Welfare and Recreation Programs (AF/A1SOS).

- 2.4.1. Directs DAFFH Programs by developing, interpreting and disseminating policy, guidance, plans and resources. Collaborates with the total force on program, policy and guidance.
- 2.4.2. Provides input to AFSVC/VBF, DAFFH Fund Board, FHF, and other entities on matters impacting the DAFFHs.
- 2.4.3. Represents the DAFFH Program on policy matters in meetings and other settings involving the DAFFH, FHF, LSF and other entities.
- 2.4.4. Develops program wide APF budgets and provides strategic oversight of DAFFH resources.
- 2.4.5. Reviews and forwards waiver requests to this Manual.
- 2.4.6. Reports program data to support legislative, research and other requirements.
- 2.4.7. Provides input to the Office of the Secretary of Defense, Joint Staff, and other Uniformed Services on issues impacting programs.
- 2.4.8. Provides guidance to the AFSVC Business Operations Directorate (VB) on policy issues.

2.5. The Assistant Secretary of the Air Force for Cost and Economics, Business Management Division (SAF/FMCEB).

- 2.5.1. Provides NAF oversight for the DAFFHF to include fund source clarifications, budget review, policy review, and treasury report.
- 2.5.2. Reviews and coordinates on waivers to fund source as needed.

2.6. Air Force Services Center Commander (AFSVC/CC).

- 2.6.1. Voting member on the DAFFH Fund Board.
- 2.6.2. Provides management oversight of the DAFFH Program.
- 2.6.3. Provides oversight of base-level Human Resources, Financial Management and NAF Contracting support and operations subject matter expertise.
- 2.6.4. Manages NAF budget requirements.
- 2.6.5. Provides assistance and guidance to installations on DAFFH Program matters.
- 2.6.6. Monitors DAFFH benchmarks for adoption of procedures, programs, and standards as appropriate for the DAFFH Program.
- 2.6.7. The AFSVC/CC, delegable to the DAFFH Program Manager, has authority to approve expenditures for urgent operational issues up to \$25,000 and the authority to reallocate APF funding already approved by the board and distributed by SAF/AAR.
- 2.6.8. Coordinate, as necessary, with the FHF on matters related to the DAFFH Program.

2.7. DAFFH Program Manager (AFSVC/VBF).

- 2.7.1. Responsible for daily operation and management over the DAFFH Program and oversight of daily operations of each DAFFH.
- 2.7.2. Administers the DAFFH Fund Board functions, including management of meetings and recording and maintaining meeting minutes.
- 2.7.3. Responsible for all reports as requested or needed for the DAFFH Fund Board or the local command.
- 2.7.4. Ensures compliance for the safeguarding of cash, gifts, and donations.
- 2.7.5. Provides oversight of installation level programs and monitors compliance with this manual.
- 2.7.6. Advocates for budget, resources, facility requirements, and manpower to meet program requirements.
- 2.7.7. In coordination with the DAFFH managers, assists in developing NAF and APF budget requirements. Submits prepared NAF budgets to AFSVC/VF for inclusion into the annual budget (both NAF and APF) in addition to the annual APF to NAF transfer amount.
- 2.7.8. Provides oversight of the NAF and APF budgets.
- 2.7.9. In coordination with DAFFH managers, develops capital improvement, short- and long-range plans and submits NAF and APF requirements to DAFFH Fund Board for approval.
- 2.7.10. Ensures approved capital requirements are executed by the DAFFH managers during the budget execution year or coordinates with the DAFFH Fund Board to delay or cancel an approved requirement.
- 2.7.11. Provides oversight and supervision to DAFFH managers on services and administrative issues.
- 2.7.12. Establishes effective working relationships with house managers. Serves as the program subject matter expert and advises AFSVC and DAFFH managers on program related matters.
- 2.7.13. Serves as a resource and supports as the subject matter expert in operational, facility, and resource management responsibilities of the DAFFH manager in the case of an unforeseen emergency.
- 2.7.14. Acts as the direct supervisor of DAFFH managers and performs all supervisory actions to include hiring, performance management and administrative support. Completes personnel actions, time and attendance approval, training, disciplinary actions, and recognition for all subordinate personnel.
- 2.7.15. Establishes staffing standards for the DAFFH Program and designates positions as mission essential personnel on local and national levels. Mission essential personnel maintain the mission and operation of the DAFFH during periods of emergency response or adverse weather conditions whether onsite or through telework.
- 2.7.16. Ensures DAFFH managers implement a training program that ensures personnel are trained to accomplish primary and additional duties.

2.7.17. Develops a DAFFH Program recognition program to recognize individuals working and volunteering in DAFFH programs.

2.7.18. DAFFH PMs should endeavor to visit each location in person (or virtually if travel is restricted) annually for Staff Assistance Visit of local DAFFH to promote sound practices and program consistencies. The visit findings from on-site staff visits will be analyzed, compiled into reports and presented to the DAFFH Fund Board. **(T-2)** Ensures management assistance visits are conducted when problems related to operations, accounting and financial management are identified.

2.7.19. With the assistance of AFSVC/VF, develops, implements and ensures compliance with fiscal policy.

2.7.20. In coordination with AF/AISOS, reviews AFMAN and policy letters, publications, and instruction, SORN, OMB and Privacy Impact Assessments compliance biannually to ensure relevance and accuracy.

2.7.21. Designs, creates, and manages DAFFH program publications, printed marketing materials, forms, standards, and program media (e.g., social, digital), including oversight of installation DAFFH content.

2.7.22. Primarily responsible for regular transparent communication with DAFFH managers and the FHF.

2.7.23. Supports DAFFH managers, in coordination with appropriate installation representatives, with responses to inquiries (e.g., Congressional, Equal Opportunity (EO), LSF, FHF).

2.7.24. Acts as a liaison between the DAFFH Program and the FHF. Appoints DAFFH managers in writing as official liaisons to the LSF.

2.7.25. Based upon the nature and needs of the guests in DAFFHs, Program Manager may be available 24/7 for emergency calls.

2.7.26. May delegate duties to supporting program personnel; oversees personnel until delegated duty is completed.

2.7.27. Ensures guest relation guidance is developed at the program level and implemented at the local level which includes, but not be limited to, reservation procedures, check-in and out procedures, and guest removal.

2.7.28. Ensures eligibility, priority, length of stay, and DAFFH guest rules and policies are implemented at the local level.

2.7.29. Provides guidance to the DAFFHs for reporting serious incidents or deaths and uses the Serious Incident Report at <https://cs2.eis.af.mil/sites/10042/Pages/SIR.aspx>. Forwards reports, when appropriate, to the FHF. Evaluates reports for trends and implements training as needed.

2.7.30. Reviews and approves or disapproves operating instructions and locally created materials related to the DAFFH.

2.7.31. Establishes and implements a records management and file plan for program level records and ensures local DAFFH records management and file plans are implemented.

2.7.32. Oversees NAF and APF resources in accordance with 10 U.S. Code Part 2493, and AFI 65-106.

2.7.33. Coordinate, as necessary, with the FHF on matters related to the DAFFH Program.

2.8. Air Force Services Center Financial Management and Comptroller Directorate (AFSVC/VF).

2.8.1. Analyzes the operational performance of the DAFFH central fund.

2.8.2. Receives, reviews, and interprets reports for financial activity, program, and project requirements, and monitors, execution and cash flow of the DAFFH Fund.

2.8.3. Ensures cash availability for budgeted installation requirements.

2.8.4. Receives and validates, in collaboration with the DAFFH Program Manager, installation budget change requests.

2.8.5. Provides fund certification and tracks funds for refurbish, renovation, and other projects for the installation DAFFH.

2.8.6. Financial management, or designee, provides responses to inquiries during the annual audits of DAFFH central fund.

2.8.7. Conducts monthly installation financial reviews, documents recommendations for improvements and submits to the DAFFH Program Manager.

2.8.8. Conducts quarterly installation DAFFH financial reviews and documents recommendations for improvement.

2.8.9. Receives fiscal year income and expense budget files from the installation.

2.8.10. Discloses results of FY audit to DAFFH Fund Board.

2.9. Surgeon General Medical Liaison Officer (AF/SG 1/8).

2.9.1. Advises the DAFFH Program and DAFFH Fund Board on matters related to medical care, suitability, and resources available to DAFFHs.

2.9.2. Should attend the DAFFH Fund Board meetings in the role of advisor, unless selected as an alternate voting member.

2.10. The Installation Commander.

2.10.1. Provides support services to the DAFFH with a combination of APF and NAF resources (NAFs are sourced centrally and locally). Base operating support and indirect costs are funded with APFs (in accordance with AFI 65-106). The other direct costs of the day-to-day operations, maintenance, and improvements to the DAFFHs are supported with local DAFFH Fund subaccount or other DAFFH Fund funds or assets.

2.10.2. Supports DAFFH staff inclusion in the recall rosters for the purposes of disaster and emergency management accountability.

2.10.3. Requires the LSF, operating as a local 501(c)(3), to register as a Private Organization on the installation in accordance with AFI 34-223, *Private Organizations (PO) Program*.

2.10.4. Provides support for background screening for volunteers.

2.10.5. Ensures support to the DAFFH from installation activities such as Fire and Emergency Services, Public Affairs and Wing Staff Judge Advocate (SJA) as necessary. The support may be provided through an installation Support Agreement, in accordance with AFI 25-201, *Intra-Service, Intra-Agency, and Inter-Agency Support Agreements Procedures*.

2.11. Force Support Squadron (FSS) Commander (CC) or Civilian Leader (CL).

2.11.1. Supports DAFFH with all NAF resources needed to maintain operations to include NAF Resource Management, NAF Contracting, NAF Human Resources and NAF Information Technology (IT).

2.11.2. Through the FSS Resource Manager, provides NAF accounting, contracting, and financial management support.

2.12. Security Forces Squadron (SFS) Commander.

2.12.1. Supports installation access to registered guests or those in support of the DAFFH mission. For emergency situations, the DAFFH manager can contact the Base Defense Operation Center (BDOC) for assistance after-hours.

2.12.2. Supports the DAFFH manager as requested (e.g., provide escort of individuals from DAFFH grounds, defuse potential situations that may escalate, assist and coordinate with the appropriate installation authorities in the event of a service member or their family member's death at the DAFFH).

2.12.3. Guest removals. When requested, security forces personnel will respond and contact local authorities as needed to assist DAFFH managers with guests that are disruptive or noncompliant. **(T-0)**

2.12.4. Provides support and assistance in the event of a death at a DAFFH. Coordinates any further action with appropriate installation or local authorities.

2.12.5. Conducts a security check upon request by DAFFH manager.

2.12.6. Communicates with the DAFFH manager when emergency, fire and security dispatches are made to the DAFFH.

2.13. Civil Engineer (CE) Squadron Commander. Accounts for the DAFFH as part of the Air Force Real Property Inventory (RPI). Supports the APF-funded maintenance and repair of the DAFFH.

2.14. Comptroller Squadron Commander.

2.14.1. Provides APF funds control and accounting support to include funds certification, document processing, and serves as the primary liaison between Fisher House and the DFAS operating locations.

2.14.2. Verifies proper fund source for supplies, maintenance and repair, and other requirements to maintain DAFFH facility readiness. For items authorized funding with APFs (in accordance with AFI 65-106) supports the DAFFH with the APF processes and procedures at the installation. Provides monthly status of funds report to FH manager to ensure timely execution of resources.

2.14.2.1. Ensures APF requirements are included in the APF funding requests.

2.14.2.2. APFs may not be substituted as a fund source where NAFs are authorized, unless a waiver to fund source has been granted.

2.15. Military Treatment Facility (MTF).

2.15.1. It is anticipated that the Defense Health Agency (DHA) will provide confirmation of guest appointments and/or inpatient verification to the DAFFH managers through TRICARE Operations and Patient Administration, discharge planners, case managers, and VA case managers.

2.15.2. Review available records and provide recommendations for suitability for guests with mental health issues to safely use communal family-like living and occupy a guest room without a non-medical attendant.

2.15.3. Allow posting in the MTF of DAFFH promotional and printed advertising materials regarding services and volunteer opportunities.

2.15.4. MTF commanders appoint a liaison officer, at the Chief of Medical Staff level, to assist the local DAFFH with operational requirements of the local Fisher House and guest suitability. The liaison officer will provide the necessary medical expertise for the DAFFH to accommodate both guests and, where applicable, their sponsors, undergoing approved active medical treatments.

2.15.5. Provide support through the MTF Public Health, Mental Health and other clinics to the DAFFH, when the DAFFH supports their patient pool.

2.15.6. May support the DAFFH with specialized equipment and personal protective equipment (PPE) in times of emergency when resources are unavailable for public purchase.

2.15.7. The MTF facility manager may support the DAFFH with subject matter expertise.

2.15.8. MTF may invite the DAFFH manager to sit on the Patient Advocacy Board.

2.16. Wing Safety Office.

2.16.1. Conducts annual inspection of the DAFFH facilities to ensure safety requirements are met.

2.16.2. Validates corrective action report submitted by the DAFFH manager fully addresses findings identified on the inspection.

2.17. DAFFH Manager.

2.17.1. Oversees daily operation and management of local DAFFH.

2.17.2. Accountable and reports to the DAFFH Program Manager.

2.17.3. Supervises, mentors, and coaches personnel and volunteers. Provides oversight of contracted services. Supervises and manages a program staff consisting of assistant manager(s), operations assistant(s) (OA), housekeepers and volunteers. Completes personnel actions, timekeeping, training, disciplinary actions, and recognition for all subordinate personnel and volunteers.

2.17.4. Conducts orientation and training for staff and volunteers and disseminates operational guidance.

- 2.17.5. Establishes policies for employees to include mealtimes, break times, grooming standards, rules for guest and room access and use of personal electronic devices.
- 2.17.6. Develops, executes, reviews and analyzes NAF and APF budgets to include long-term capital improvement projects. Reviews and recommends changes to budgets.
- 2.17.7. Reviews fiscal status to adhere to budget controls and provides justification to deviate from approved budgets.
- 2.17.8. Acts as the accountable official for local budgets with delineation of NAF and APF expenditures and the respective purchase card (P-Card) actions.
- 2.17.9. Establishes, reviews and updates an installation support agreement for common support services, in accordance with AFI 25-201.
- 2.17.10. Ensures facilities are maintained, clean and safe.
- 2.17.11. Appointed as an official liaison to LSF Board of Directors to identify house and guest needs per Joint Ethics Regulation (JER) 3-201. Supports the LSF by attending regular and special Board meetings, provides updates and attends functions as requested in a supportive role.
- 2.17.12. Provides monthly, quarterly and annual reports as requested by FHF, LSF and DAFFH Program Manager.
- 2.17.13. Notifies the DAFFH Program Manager of any mission changes, typically within 24 hours, that would affect house operations.
- 2.17.14. Acts as a responsible management official for all EO complaints and other actions.
- 2.17.15. Schedules all administrative staff (i.e., managers and OAA) to perform duty phone officer duties that offer on-call 24/7 support to guests at the DAFFH.
- 2.17.16. Reports all serious incidents or accidents as outlined in this manual to the DAFFH Program Manager and submits a Serious Incident Report within 24 hours of incident.
- 2.17.17. Establishes and implements a records management and file plan for the local DAFFH.
- 2.17.18. Designates a volunteer coordinator, typically the DAFFH Manager, Assistant Manager, or the OA, to manage the volunteer program for the local DAFFH program. See [Chapter 15](#) for further guidance on volunteer operations.
- 2.17.19. Provides the quarterly workload and occupant-bed-night information to the FSS resource manager for submission to AFSVC/VF by the 10th of the month following the end of the quarter.
- 2.17.20. Submits the fiscal year annual income and expense and nonappropriated fund requirements budget to the FSS resource manager for submission to AFSVC/VF no later than 30 June.

2.18. FSS Resource Manager.

- 2.18.1. Supports DAFFH NAF contracting processes and procedures for requirements in accordance with AFMAN 64-302, *Nonappropriated Fund (NAF) Contracting Procedures*.
- 2.18.2. Reviews and compiles budgets from the DAFFH manager and submits annually, and as requested, the NAF income and expense and capital requirements to AFSVC/VF.

2.18.3. Identifies proper fund source for supplies, maintenance and repair, and other requirements to maintain facility readiness. For items authorized NAF, budgeted or expensed through the APF processes and procedures at each installation. Ensures these appropriated fund requirements are included in the appropriate funding requests. NAF may not be substituted as a fund source where APFs are authorized, unless a waiver to fund source has been granted.

2.18.4. Supports NAF equipment IT requirements.

2.18.5. When a LSF is registered as a private organization, ensures financial statements, documents, and related records, are maintained locally in accordance with AFI 34-223. Ensures an annual review of LSF financial records and processes recertification of the LSF as a Private Organization on the installation.

2.18.6. Provides local nonappropriated fund (NAF) accounting and contracting, P-Card, and financial management support to the local DAFFH.

2.18.7. Acts as the Fisher House APF resource advisor, verifies proper funding mechanism for funds execution and provides monthly status of funds report to the Fisher House manager to ensure timely execution of resources. In the event the FSS resource advisor has been re-assigned to the MSG, these duties will fall to that position.

2.18.8. Provides training on NAF accounting processes and requirements.

2.19. FSS NAF Human Resources Office.

2.19.1. Using NAF personnel policies and procedures, recruits, hires, and services DAFFH program staff.

2.19.2. When any DAFFH employees are part of the local collective bargaining agreement, provides support of labor relation functions.

2.20. Fisher House Foundation (FHF). The FHF has a mission to improve the quality of military medicine by facilitating comfortable, home-like accommodations for attendant family members accompanying RegAF Service Members, Retired and Veteran Service Members under an active medical treatment plan. See [paragraph 9.10](#) for further information on the relationship between the DAFFH and the FHF.

Chapter 3

FACILITIES

3.1. Facility Standards.

3.1.1. Guests staying in DAFFHs may have the same quality facilities, furnishings, services and home environment as they would find in any other Fisher House property throughout the world. The standards identified are designed with the safety and comfort of the guests in mind. The décor, furnishings, and amenities should be of comparable high quality in all DAFFHs.

3.1.2. The use of standards maximizes economies and efficiencies in the DAFFH Program. The goal is to adhere to all facility standards at all locations.

3.1.3. The DAFFH Program ensures that each of the individual DAFFHs meet applicable Federal uniform building codes and Department of the Air Force safety, infection control, hazardous material and recycling, and pest control requirements. **(T-0)**

3.1.4. All DAFFHs shall be compliant with Title II of the Americans with Disabilities Act (ADA); Title 28, Code of Federal Regulations (CFR), Part 35.151, *New Construction and Alterations*; and ADA *Standards for Accessible Design*. **(T-0)** Since many Fisher House guests are undergoing medical treatment, rooms should be maintained at an ambient temperature appropriate for the region or location of the house. The furniture should be arranged in a manner to accommodate any durable medical equipment needs. Guest rooms and common areas should have furniture placed appropriately and rugs that are in good condition, free of snags and curling, to allow for the safe movement of mobility assistance devices.

3.2. Roles and Responsibilities. In addition to the roles and responsibilities outlined in [Chapter 2](#), the following are additional facilities management responsibilities which apply to designated personnel.

3.2.1. The DAFFH Program Manager:

3.2.1.1. Should develop long-term requirements, facility refurbishments and submit renovation requirements to the DAFFH Fund Board in accordance with recapitalization guidance and the *Fisher House Foundation Standards Policy* in [Attachment 18](#).

3.2.1.2. Submits requirements to the DAFFH Fund Board for approval.

3.2.2. The DAFFH Manager:

3.2.2.1. Ensures safety and facility standards for exterior and interior common areas and guest rooms, and external structures are met and takes corrective action for any discrepancies.

3.2.2.2. Ensures the DAFFH is maintained in a safe and clean condition, and free from safety hazards. Clean and safe condition includes adequate maintenance of the residence. Refer to [Chapter 10](#).

3.2.2.3. Appointed as the Facility Manager and is responsible for the care, custody, and protection of the assigned real property on the house grounds. The DAFFH manager will

appoint at least one alternate Facility Manager. **(T-2)** See AFI 32-1001, *Civil Engineer Operations*, for additional information on the Air Force Facility Manager Program.

3.2.2.4. Should complete a daily facility walkthrough, take corrective action and annotate any discrepancies. On a monthly basis, the DAFFH manager will document the completion of a facility check of both the interior and exterior of the DAFFH and any findings and corrective actions. **(T-1)** See the DAFFH SharePoint® for the current *DAFFH Facility Checklist* for both common areas and guest rooms. **(T-2)**

3.2.2.5. Accomplishes or delegates the annotation, submission of work orders, and tracking of discrepancies on an auditable work order log for corrective actions, as needed. **(T-3)** The DAFFH manager or appointed staff will ensure a work order notice for any corrective actions is completed and post the notice in applicable room until the discrepancy is resolved. **(T-3)** See the DAFFH SharePoint® for a current sample of a work order log and notice.

3.2.2.6. Tracks all work orders and provides the DAFFH Program Manager updates on any work orders with significant life safety or structural issues or work orders that have been open for more than 30 days. **(T-2)**

3.2.2.7. May block rooms on a limited basis for the length of time required to resolve maintenance issues, pest control, and any other requirements as necessary.

3.2.2.8. Coordinates all corrective maintenance requirements with the DAFFH Program Manager to ensure all requirements are funded.

3.2.2.9. Ensures that contractual preventative and corrective maintenance requirements are met and elevate incomplete contract work to the contracting officer's representative. **(T-1)**

3.2.2.10. Ensures that contractual landscape maintenance requirements are met. **(T-1)**

3.2.2.11. Ensures the DAFFH is included in the installation Emergency Response Plan and recall rosters for the purposes of disaster and emergency management accountability by coordinating with the command post. **(T-3)**

3.2.2.12. Develop long-term requirements, facility refurbishments and submit renovation requirements in accordance with current recapitalization guidance and the *Fisher House Foundation Standards Policy* in [Attachment 18](#). Submits projects to accomplish identified requirements during the annual budget call. **(T-2)**

3.2.2.13. Ensures maintenance personnel (CE or private sector contractor) check in as they arrive and exit the facility to communicate the work completed or additional corrective actions required.

3.3. Guest Room Standards.

3.3.1. Program staff shall make every effort to ensure guests have clean, comfortable rooms that support a good night's rest and offer clean, inviting common areas that afford a communal family atmosphere. **(T-3)** All program staff should support this effort.

3.3.2. Guest rooms shall be attractively furnished, appropriately supplied, clean, and properly maintained. **(T-2)** Guest room furnishing and linen quality standards are referenced in [Attachment 18](#).

3.3.3. Guest Room Accessories and Amenities. DAFFH rooms are distinguished by the attention to detail that is put into the rooms to make them as comfortable as possible for all guests. To ensure consistent service from one DAFFH to the next, all House operations must provide guests the same standard accessories and amenities. **(T-1)** However, each Fisher House is designed to have a memorable individual character and may have region-specific décor and amenities. Guest rooms may have a room safe installed for the protection of guest's valuable items. See the DAFFH SharePoint® for samples of clean room checklists.

3.3.4. All DAFFHs guest rooms will lock from the interior of the room. **(T-1)**

3.3.5. Guest rooms should have alternative heating and cooling sources (e.g., table or box fans and space heaters), dependent upon the climate and need of the local DAFFH. Refer to **paragraph 10.7** for further guidance on space heaters.

3.3.6. Occupied Room Entry and Inspections. DAFFH managers have the authority to enter all guest rooms as necessary (e.g., maintenance, repairs, security, housekeeping, health and wellness observations, and inspection) to ensure guest wellness and compliance with DAFFH rules. For further guidance on guest room entry and inspection see **paragraph 6.7.3**.

3.3.7. DAFFH Guest Rules are approved by the DAFFH Program Manager and are prominently posted in the guest room. **(T-2)**

3.4. Common Area Standards.

3.4.1. Kitchen Standards. Kitchens shall be clean and sanitized, open, well-stocked with tableware, kitchen utensils, and small appliances (e.g., blender, coffee maker) comparable to the level of comfort one would find in a private residence. **(T-2)**

3.4.1.1. All appliances should be compatible for residential use. Kitchens include a microwave, coffee pot, oven or stove top, dishwasher, and freezer or refrigerator. **(T-2)**

3.4.1.2. Guests may store dry and refrigerated foods in the designated kitchen. Guests label all items with their room number and the date stored. **(T-3)**

3.4.2. Restroom Standards. Each DAFFH should include at least one lockable restroom in the common areas. **(T-3)** The restroom should be aesthetically pleasing to guests and supplied with toilet paper, paper towels, and hand soap. Feminine hygiene products and appropriate disposal means may also be provided.

3.4.3. Playroom Standards. If space permits, DAFFHs may incorporate a designated playroom for children. DAFFH managers inspect at least weekly the safety features and operability of all donated toys and other items accessible to children. **(T-3)**

3.4.3.1. A notice that children are to be supervised by their parent or guardian at all times must be prominently displayed. **(T-3)**

3.4.3.2. Particular attention to arts and crafts supplies should be made. Permanent adhesives and markers should generally not be stocked.

3.4.3.3. Toys shall be free from damage, of a material which may easily be sanitized and not contain items that would be a potential choking hazard. **(T-3)**

3.4.3.4. Playroom toys, books and games shall be sanitized at least weekly by staff or volunteers. **(T-3)** Playroom consumables shall be sanitized in the event of an immunocompromised child visiting the house. **(T-3)**

3.4.3.5. Electronics and video game consoles may be incorporated into playrooms. All games must be age appropriate (i.e., G Rated) for minor guests. **(T-3)** Game consoles should include volume control. Video game use is prohibited during the established quiet hours. **(T-3)**

3.4.4. Dining Room Standards. Dining rooms shall be set up for communal and family dining. **(T-3)** Highchairs and booster seats should be available for guest use. Guests are expected to clean up after themselves after each use, however, the dining room furniture and accessories shall be sanitized on a weekly basis by housekeeping staff or volunteers. **(T-3)**

3.4.5. Family Room Standards. Family Rooms shall provide a comfortable environment for family visitation and relaxation. **(T-3)**

3.4.6. Laundry Room Standards. DAFFHs shall incorporate at least one guest use washer and dryer. **(T-2)** House employees will not use the guest use laundry facility for personal use. **(T-3)**

3.4.6.1. DAFFH shall supply laundry cleaning supplies (e.g., laundry soap, fabric softener). **(T-3)**

3.4.6.2. Household cleaning supplies (e.g., disinfectant cleaner, multi-surface cleaner, hard-surface cleaner, duster, broom and mop) are stocked and easily accessible for house guest use. **(T-2)**

3.4.6.3. Safety Data Sheet (SDS) binder shall include products used at the DAFFH, be current and be prominently placed near the stored cleaning and laundry supplies for guest use. **(T-3)**

3.4.7. Business Centers. A guest use business center may be provided in each DAFFH. Business centers should include a guest use Wi-Fi enabled computer, printer, scanner and common office supplies. The DAFFH may provide Common Access Card reader equipment at the business center. On at least a weekly basis, all business center computers should be scrubbed to ensure privacy browsing history and personal account information has been closed. **(T-3)** Volunteers may be used to support business center activities.

3.4.7.1. Although guest use computers are not connected to the Department of the Air Force network, DAFFH rules for guest conduct should incorporate the installation guidelines for computer and Wi-Fi usage. **(T-2)** Guests will not access pornographic or extremist websites or images, or unlawfully access, copy, download, or distribute copyrighted material. **(T-0)**

3.4.7.2. A notice of computer guidance must be visibly posted at the business center. **(T-1)** The computer guidance includes: the internet and Wi-Fi guidance; guests shall abide by copyright laws and licensing agreements; guest shall not download or view sexually graphic, degrading, gratuitous, lewd or lascivious, or extremist or supremacist material or images; guest shall close out all personal email, bank, and other personal accounts; and guests shall delete password and browsing history. **(T-0)**

3.4.8. Lactation Rooms. A safe, sanitary, and lockable area (from the inside) within the DAFFH will be identified as a lactation room to meet the needs of nursing staff to breastfeed or express milk as directed in DAFI 36-3013, *Lactation Rooms and Breast Milk Storage for Nursing Mothers*. **(T-0)**

3.4.8.1. The area can be temporary depending on the needs of the staff member.

3.4.8.2. Lactating staff provide their own breast pump equipment, storage device for breast milk, and hygiene cleaning materials.

3.4.9. Security Systems. A stand-alone video security system, that is not connected to an AF network or monitored by the installation SFS, may be utilized.

3.4.9.1. Cameras shall not be installed in guest rooms or restrooms. **(T-1)**

3.4.9.2. Cameras may be installed in all other common areas and are recommended for use at all exterior entrances. Guests shall be informed that their images may be recorded on such a system at time of check-in and on posted *DAFFH Guest Rules*. **(T-2)** See the DAFFH SharePoint® for sample guest rules.

3.4.9.3. Video recordings should be retained in the event of any suspected criminal activity for a minimum of 30 days, and indefinitely after a known or suspected incident of inter-guest theft or assault or any incident that would otherwise violate the DAFFH rules for Guest Conduct. Recordings should be retained indefinitely if there is a potential claim against the United States or in the event of a requested or ongoing investigation by appropriate installation and local law enforcement agency. With approval from the DAFFH Program Manager, video recordings may be released to the appropriate authority (e.g., Security Forces Squadron (SFS), Office of Special Investigation (OSI)). **(T-1)**

3.4.9.4. Guests may request a copy of video recordings for such incidents as described above through the installation Freedom of Information Act Office and in accordance with Department of Defense Manual (DoDM) 5400-07 and AFMAN 33-302, *Freedom of Information Act Program*.

3.4.9.5. A DAFFH manager has the discretion to watch the recording contemporaneously with the guest and may defer the viewing, if scheduling requires.

3.4.10. Emergency Communication Systems. All DAFFHs shall be equipped with an emergency communication system that can communicate with emergency services. **(T-2)** At a minimum, each house shall be equipped with a telephone land line in at least one common area. **(T-2)** If possible, such lines should connect automatically with the installation SFS. A list of emergency contact numbers shall be posted conspicuously near the telephone. **(T-2)**

3.5. External Facility Standards.

3.5.1. Parking Lots and Ingress or Egress.

3.5.1.1. The DAFFH should be equipped with at least one parking spot for each guest and employee. Since many of the guests are undergoing active medical treatment and may have limited mobility, a minimum of one handicap parking space should be allocated for every four guest rooms. **(T-2)**

3.5.1.2. Handicap ingress or egress and designated parking spaces are available and maintained in inclement weather. **(T-3)**

3.5.1.3. Guest and vendor loading or unloading areas may be designated in coordination with the DAFFH Program Manager.

3.5.1.4. For areas not covered by a contract for snow ice removal, the DAFFH manager is responsible for ensuring that areas on DAFFH grounds have snow removed from short term parking, sidewalks, handicap areas, and entrances, and ice melt products applied in a timely manner. **(T-2)**

3.5.1.5. DAFFH parking areas are maintained, well-marked (e.g., signage and parking lot striping), free of debris, and adequately lit at night. **(T-2)**

3.5.2. Playgrounds.

3.5.2.1. Playgrounds, location specific, shall be safe and inviting for children. **(T-1)** The playground shall include a wrought-iron or similar fence with non-locking gate and latch. **(T-2)**

3.5.2.2. All playgrounds shall be free of hazards, obstacles, and debris. **(T-1)**

3.5.2.3. Ensure all playground equipment is in compliance with Unified Facilities Guide Specification (UFGS) 11 68 13, *Playground Equipment*, and installation guidance. **(T-0)**

3.5.2.4. Professional signage will be posted and shall adequately convey house rules to include: access limited to DAFFH guests only; age limits; operating hours; proper footwear required; no animals allowed; secure playground when exiting, and adult supervision while children play. **(T-2)**

3.5.2.5. All children are supervised in accordance with installation guidance. **(T-2)** DAFFH staff shall not be responsible for monitoring or supervising playground activities or children at play. **(T-0)**

3.5.2.6. All DAFFH playground areas are installed by the DAFFHs and are designated for the exclusive use of the minor children of DAFFH guests. **(T-1)**

3.5.3. Outdoor Entertainment Facilities.

3.5.3.1. DAFFH external area design may incorporate gazebos, picnic shelters and BBQ pits.

3.5.3.2. DAFFHs may provide propane gas grills for guest use. Propane canisters must be stored according to local installation fire and hazardous material (HAZMAT) guidance. **(T-1)**

3.5.3.3. Guests and volunteers must coordinate with a DAFFH manager prior to supplying personal outdoor cooking equipment or flammables. **(T-3)**

3.5.3.4. Guests must receive operational and safety briefings from DAFFH staff before using installed propane gas grills. **(T-3)** Guest must cleanup outdoor entertainment facilities after use as noted on the *DAFFH Guest Rules*. **(T-2)** See the DAFFH SharePoint® for sample guest rules.

3.5.3.5. Outdoor structures (e.g., gazebos) should be well maintained, free of debris, insects and pests.

3.5.4. Service and Working Dog Area.

3.5.4.1. DAFFH exterior facility design may include a designated service dog relief area.

3.5.4.2. DAFFH may provide a station with supplies for removal of service dog waste matter. At a minimum, waste disposal bags and outdoor waste receptacle should be made available.

3.5.4.3. See [Chapter 14](#) for further service dog guidance.

3.6. Smoking Area Standards.

3.6.1. Smoking and vaping are not permitted in DAFFHs or within 50 feet of the building. **(T-3)**

3.6.2. The DAFFH manager, in coordination with installation representatives, shall create a designated smoking area exterior to the DAFFH at a minimum of 50 feet away from the house and playground area. **(T-2)**

3.6.3. Guests shall be briefed at the time of check-in of the no smoking or vaping guidance and location of the outdoor smoking and vaping area. **(T-3)**

3.6.4. Smoking area shall include an approved ash receptacle. **(T-1)** Cleaning of the ash receptacle should occur at least once a month by DAFFH staff.

3.7. Capital Improvement Plans.

3.7.1. The DAFFH manager shall create a Master Capital Improvement Plan that incorporates design upgrades to interior and exterior common areas and guest room refurbish efforts and guest room renovation efforts in accordance with current recapitalization guidance and the *Fisher House Foundation Standards Policy* in [Attachment 18](#). **(T-2)**

3.7.2. The DAFFH manager shall incorporate the Master Capital Improvement Plan into local annual budgets submitted to the DAFFH Program Manager. **(T-2)**

3.7.3. The DAFFH Program Manager may request funds from the FHF in support of immediate, short-term, and long-term capital requirements that are unfunded.

3.7.4. The DAFFH manager may request funds from the LSF in support of immediate, short-term, and long-term capital requirements that are unfunded. See [paragraph 11.6.2](#).

3.7.5. Master Fixed Asset Listing. In order to avoid errors or late submissions of the Fixed Asset Form, it is best practice that all parties (DAFFH managers, NAF Approving Official, and RMs) are involved when determining the cost and useful life of the purchased asset or expense item. The installation is responsible for periodically reviewing their property listings to ensure information is accurate. Any changes to useful life must be made in accordance with AFMAN 34-209, *Nonappropriated Fund Financial Management and Accounting*.

Chapter 4

DAFFH OPERATIONS

4.1. Purpose. This chapter governs daily activities that support the sustainment of personnel, guest, and internal operations in carrying out the mission of the DAFFH Program. The DAFFH Program Manager and individual DAFFH managers set the tone for the entire operation and will ensure compliance to this AFMAN and other applicable AF functional guidance. (T-2)

4.2. Roles and Responsibilities. In addition to the roles and responsibilities outlined in [Chapter 2](#), the following are additional operations management responsibilities which apply to designated personnel.

4.2.1. The DAFFH Program Manager establishes personnel and guest operational standards and ensure DAFFH staff implement locally. See the DAFFH SharePoint® for additional resources.

4.2.1.1. Personnel standards shall include, but not limited to, workforce continuity, staff and volunteer requirements (e.g., background screening, vaccinations, drug testing, physical examination), training, employee code of conduct, dress and appearance standards, evaluation and recognition. (T-1)

4.2.1.2. Guest standards shall include, but are not limited to, eligibility, priority, occupancy, guest information book, social media, outreach briefings, and duty phone usage. (T-2)

4.2.2. DAFFH managers oversee the operation of their DAFFH in a fiscally responsible manner as good stewards of taxpayer funds while meeting the needs of Fisher House's special population of guests. They oversee operations: including accepting and processing requests for accommodations; arranging for lodging stays; ensuring orientation briefs for DAFFH guests are provided; tracking utilization, budgeting and operating costs; supervising, training, and evaluating housekeepers and other employees; vetting and supervising volunteers; preparing reports for the DAFFH Program; and conducting authorized liaison activities with the LSF.

4.2.3. DAFFH manager implements personnel and guest standards established by the DAFFH Program Manager to include promoting the employee code of conduct; enforcing uniform dress standards; hiring and evaluation of staff; maintaining employee work files; and establishing work performance standards. (T-1)

4.2.4. DAFFH managers conduct semi-annual self-assessments of their operations using the current *DAFFH Clean Room Standard Checklist* and *DAFFH Facility Checklist* located on the DAFFH SharePoint®. (T-2) The DAFFH Program Manager will review DAFFH self-assessments during their annual on-site staff visit. (T-1)

Section 4A—Personnel Operations.

4.3. Workforce Continuity. DAFFH staffing levels must be sufficient to ensure that DAFFH services are always available, (e.g., evenings, weekends, and holidays) to service members, veterans, and their attending family or non-medical attendants when they are in need of accommodations. (T-3)

4.3.1. Staffing models for DAFFHs may vary by location, facilities, and occupancy; however, staffing decisions must optimize available DAFFH resources. **(T-3)** Each DAFFH is staffed with a full-time DAFFH manager. Additional staff may include: Assistant DAFFH manager(s), OAs, and Housekeeping staff.

4.3.2. DAFFH managers conduct annual reviews to ensure adequate staffing to meet the needs of guest, DAFFH operations, and recommendations of the FHF, and staff are compensated according to their duties and performance level. **(T-2)**

4.4. Background Screening.

4.4.1. Background screening will be conducted for NAF employees and specified volunteers as outlined in DoDI 1402.05 *Background Checks on Individuals in DoD Child Care Services Programs* and this manual. **(T-0)** Conduct checks prior to individuals working or volunteering at the DAFFH. Suitability and fitness determination will be completed in accordance with DoDI 1400.25 V731, *DoD Civilian Personnel Management System: Suitability and Fitness Adjudication for Civilian Employees*, or Department of the Air Force suitability instruction. **(T-0)**

4.4.2. Receive Background Check Record identifying preliminary suitability decision prior to the individual working with children or youth. **(T-0)** DAFFH staff and volunteers may not have contact with children or youth without Line-of-Sight Supervision (LOSS) until the suitability decision is on file at the DAFFH. **(T-0)**

4.4.3. Applicable background screening documentation and favorable suitability decision will be retained in the personnel or volunteer folder in accordance to records management guidance. **(T-2)**

4.5. Physical Examination Guidance.

4.5.1. DAFFH staff, as a condition of their employment, are to satisfactorily complete a physical examination within the first 60 days of appointment, to ensure they are physically capable of performing the duties specific to their position at the DAF expense. **(T-2)** (Refer to Title 5 CFR, Part 339.304(a), *Payment for Examination*)

4.5.2. The DAFFH manager reviews the results of all physical examinations with the NAF Human Resources Office. When a physical examination documents limitations of the employee to perform duties specific to the position, the DAFFH manager works with the Human Resources Office to determine required action.

4.5.3. Documentation of the most recent physical examination will be retained in the employee medical file. **(T-2)**

4.6. Drug Testing.

4.6.1. DAFFH staff may be subject to drug testing, when required for duties in support of the DAFFH mission (e.g., government motor vehicle (GMV) utilization).

4.6.2. Reasonable suspicion drug testing is accomplished in accordance with AFMAN 44-198, *Air Force Civilian Drug Demand Reduction Program*.

4.7. Immunization Guidance.

4.7.1. DAFFH will use DAF policy for staff immunizations and medical and religious exemptions in accordance with AFI 48-110_IP, *Immunizations and Chemoprophylaxis for the Prevention of Infectious Diseases*, and DAFI 52-201, *Religious Freedom in the Department of the Air Force*. (T-0)

4.7.2. For staff personnel who will have frequent and recurring contact with children follow AFI 34-144, *Child and Youth Programs* and AFI 48-110_IP. (T-0)

4.7.3. When a documented outbreak of a contagious disease occurs that does not have a vaccine, Center for Disease Control and Prevention recommendations will be followed. (T-0) Consult with the local Public Health office for guidance on exclusions.

4.8. Employee Training. The training of DAFFH staff is vital to the mission of the DAFFH. Training ensures all staff understand and recognize their duties and responsibilities in support of the mission. See [Chapter 13](#) for training guidance.

4.9. Employee Code of Conduct.

4.9.1. DAFFH Code of Conduct is a written standard established by the DAFFH Program Manager and implemented locally as a tool to ensure DAFFH staff have a constructive knowledge and understanding of conduct and responsibility in the workplace in relation to the DAFFH mission. (T-2)

4.9.2. Local bargaining obligations when implementing the code of conduct are completed with the assistance of the installation NAF Human Resources Officer. (T-2)

4.10. Dress and Appearance.

4.10.1. Dress and appearance standards are based on comfort, productivity, health, safety, and type of position occupied. Uniform attire may be issued to employees in accordance with AFI 65-106.

4.10.2. DAFFH staff are expected to comply with reasonable dress and grooming standards established by the DAFFH Program Manager. Standards align with job requirements and specific position description. (T-1)

4.10.3. Exceptions to dress and personal appearance for religious accommodation shall be considered in accordance with DAFI 52-201 *Religious Freedom in the Department of the Air Force*. (T-0)

4.10.4. Before implementing a uniform policy, DAFFH managers must coordinate with the DAFFH Program Manager. (T-2)

4.11. Time and Attendance.

4.11.1. DAFFH managers use the AFSVC employee electronic timekeeping system to manage time, attendance and pay for NAF employees. (T-1)

4.11.2. Schedules may be entered into the electronic timekeeping system and printed for posting, or managers may post a locally generated schedule to advise employees of their schedule. Managers have employees annotate arrival, lunch period (if applicable) and departure time in the approved electronic timekeeping system or on a time and attendance log. (T-1)

4.11.3. DAFFH managers work with the local FSS NAF payroll office to implement published instructions for NAF time and attendance. **(T-1)**

4.12. Employee Recognition Program.

4.12.1. An employee recognition and award program is a means to acknowledge positive, exceptional, and noteworthy work performance, successes, and behaviors. A successful program creates positive impact within the organization resulting in better employee performance, increased morale, and increased productivity.

4.12.2. Each DAFFH is encouraged to establish special employee recognition programs. When implemented, recognition programs follow *the Nonappropriated Fund Personnel Program Management and Administration Guide* (contact AFSVC) and DoDI 1400.25V451_AFI 36-1004, *Civilian Recognition Program*, and will be processed by the local NAF HR Office and approved by the DAFFH Program Manager. **(T-0)** Recognition events may be conducted on a monthly or quarterly basis and may be combined with employee training days or program events (e.g., Hail and Farewell).

4.12.3. DAFFH Program Manager shall establish and implement a DAFFH Program employee recognition and awards program for DAFFH Program and staff to focus on functional aspects of the related position in accordance with the *NAF Fund Personnel Program Management and Administration Procedures Guide*. **(T-1)**

4.12.4. DAFFH managers will locally implement the employee recognition and awards program.

4.12.5. Awards and recognition shall be systematic, timely, and appropriate to the employee performance. **(T-0)**

4.12.6. DAFFH Program Manager and DAFFH managers will account and budget for awards and recognition at their respective level. **(T-2)**

4.12.7. A volunteer recognition program will be developed at both the program and installation level. **(T-2)** See [paragraph 15.2.1.1](#).

4.12.8. The LSF may sponsor employee and volunteer recognition and awards (e.g., pay for recognition items having little intrinsic value and intended primarily for recognition) in accordance with DAFMAN 36-2806, *Military Awards: Criteria and Procedures*. Such recognition items can include plaques, trophies, and certificates. See [paragraph 11.13.1](#).

4.13. Supervisor's Employee Work Folder.

4.13.1. The employee work folders are a set of records (e.g., employee data, training, evaluations, personnel actions) used in managing the performance of the employee. Folders are maintained in accordance with the *NAF Personnel Program Management and Administration Procedures Guide*, paragraph 2.2.2.. **(T-1)**

4.13.2. The supervisor's employee work folders will be securely stored to protect employee privacy. **(T-1)**

*Section 4B—Guest Operations.***4.14. Guest Eligibility and Priority.**

4.14.1. Guest eligibility and priority to stay at a DAFFH is determined by uniformed service affiliation, family member status, medical status of the patient, and location of regular place of domicile. Guest on temporary duty (TDY) orders may use Fisher House only if they have a non-availability letter from Lodging.

4.14.2. The DAFFH Program Manager ensures that the local DAFFH manager is implementing eligibility and priority policies. **(T-2)**

4.14.3. DAFFH manager is responsible for making priority determinations based upon the ensuing criteria at the time of the reservation request. **(T-3)**

4.14.4. Guest eligibility. Guests must be:

4.14.4.1. RegAF or USSF service member or member of the National Guard or Reserve component. **(T-2)**

4.14.4.2. Retiree or veteran of the Armed Forces. **(T-0)**

4.14.4.3. Be either the patient, an immediate family member of the patient, extended family member such as grandparent, father-in-law, mother-in-law, uncle, aunt, cousin, etc., a person providing the equivalent of familial support to the patient, or primary next of kin (PNoK), or be an appropriate medical attendant. **(T-0)**

4.14.4.4. Civilians without this military connection are prohibited from staying in a DAFFH, even though they may be health care beneficiaries of the MTF. **(T-0)**

4.14.4.5. Military grade of the guest is not a factor in a guest's placement.

4.14.4.6. For further reference on eligibility classifications and exception to policy authorities for guest eligibility see [Attachment 3](#).

4.14.5. Guest priority.

4.14.5.1. First Priority. RegAF and USSF Combat Injuries - Family member of an inpatient RegAF, USSF, National Guard, and Reserve component service member under treatment for combat or in line of duty and training related injury/illness. Immediate consideration shall be given to family members of combat casualty or instrumentality of war. **(T-0)**

4.14.5.1.1. Inpatient RegAF/USSF/Guard/Reserve - Family member of an inpatient RegAF, USSF, National Guard, and Reserve component service member under treatment for non-combat injury/illness.

4.14.5.1.2. Inpatient RegAF/USSF/Guard/Reserve Dependent - Family member of an inpatient RegAF, USSF, National Guard, and Reserve component family member.

4.14.5.1.3. Outpatient RegAF/USSF/Guard/Reserve or their Dependent – RegAF, USSF, National Guard, and Reserve component service member and/or their family member undergoing medically necessary, non-elective outpatient treatment at the MTF or local servicing healthcare facility.

- 4.14.5.1.4. Elective Procedure – RegAF and USSF Service Members, National Guard, and Reserve component service member and/or their family member undergoing elective outpatient treatment at the MTF or local servicing healthcare facility. (e.g., PRK/Lasik Procedure)
- 4.14.5.1.5. Retiree – Retired military and/or their family member undergoing inpatient or outpatient treatment at the MTF or local servicing healthcare facility.
- 4.14.5.1.6. Veteran – Veteran and/or their family member undergoing inpatient or outpatient treatment at the MTF or local servicing healthcare facility.
- 4.14.5.1.7. Gold Star Families – Gold Star Families who receive the Gold Star lapel button in accordance with DAFI 36-3002, *Casualty Services* and undergoing inpatient or outpatient treatment at the MTF or local servicing healthcare facility.
- 4.14.5.2. The following criteria shall be considered when determining each guest's relative priority for placement in the house: compatibility for communal living, severity of medical condition, financial need, expected length of stay, and availability of private support in the MTF area, such as friends or family who reside there, personal vehicle, additional funding sources for accommodations. **(T-3)**
- 4.14.5.3. For further reference on priority classification see [Attachment 4](#).
- 4.14.6. The DAFFH manager may approve exceptions to policy for guest priorities when unique circumstances exist.

4.15. Guest Length of Occupancy.

- 4.15.1. Authorized lengths of stay at a DAFFH is directly dependent upon the medical status of the patient and the active medical treatment being received during the reservation. A length of stay refers to the number of bed-nights a guest will need from the day the guest arrives for check-in until the day the guest checks out.
- 4.15.2. The DAFFH Program Manager ensures the local DAFFH manager is implementing length of occupancy policy. **(T-2)**
- 4.15.3. The DAFFH manager verifies:
 - 4.15.3.1. The guest occupancy is in accordance with active medical treatment being received. **(T-3)**
 - 4.15.3.2. The guest or affiliated sponsor is scheduled for continual and active medical care at an MTF or other local servicing healthcare facility. The term "health care facility" of the Air Force includes both Military Treatment Facilities, as well as regional VA and referring/referred community hospitals and clinics (including those operated by state and local governments, publicly funded universities, and Federal or Tribal governments). **(T-3)**
 - 4.15.3.3. A written treatment plan supports the length of stay is for a medical necessity. **(T-3)**
 - 4.15.3.4. Guests or an authorized referral agent normally provide proper documentation of active medical treatment at, or prior to, the time of check-in to a DAFFH staff member. **(T-3)**

4.15.3.5. Approved medical documentation (e.g., clinic appointment reminder, conversation with authorized referral agent, DAF Form 34, *Department of the Air Force Fisher House Referral Form*,) includes provider or medical facility name and contact information, patient name, and date of applicable appointments or hospitalization. If obtained from an authorized referral agent, applicable POC information shall be obtained. **(T-3)** Approved documentation will not include HIPAA (Health Insurance Portability and Accountability Act) protected information. **(T-0)**

4.15.4. Approved documentation or completed DAF Form 34 may be submitted to the DAFFH manager prior to guest arrival; however, it does not guarantee availability or reserve accommodations in a DAFFH. **(T-3)** Accommodations are based upon priority and eligibility policy, and availability at the time of the request.

4.15.5. Approved documentation may be hand carried, faxed or emailed to the DAFFH manager.

4.15.6. Approved paper or electronic documentation shall be retained with the guest registration packet. **(T-3)**

4.15.7. Verbal verification from guest shall not be considered a valid medical verification. **(T-3)** Verbal verification may be obtained by the DAFFH manager or Assistant Manager through consultation with an authorized referral agent.

4.15.8. Guests are responsible for providing updated information and/or documentation to substantiate any changes to occupancy needs. **(T-3)**

4.15.9. DAFFH staff will protect printed and electronic files containing sensitive data from unauthorized release, loss, alteration, or unauthorized deletion in accordance with AFI 41-200, *Health Insurance Portability and Accountability Act* and AFI 33-332, *Air Force Privacy and Civil Liberties Program*. **(T-1)**

4.15.10. If valid medical documentation is not provided or updated by the guest, use of a DAFFH guest room may be denied.

4.15.11. Authorized length of occupancy is in accordance with an active medical treatment plan and will be limited to:

4.15.11.1. One to two nights per outpatient medical appointment. **(T-3)**

4.15.11.2. Two to three nights per same day surgery. **(T-3)**

4.15.11.3. Occupancies for lengthy active medical treatment (e.g., chemotherapy, radiation, kidney dialysis, stork-nesting, neonatal hospitalization, major medical procedures, and rehabilitation services) will be based upon the recommendation of the patient's case manager or doctor. **(T-3)**

4.15.11.4. DAFFH managers may accommodate guests for additional nights based upon extenuating circumstances of the patient (e.g., late hospital discharge, the patient's health, weather, and other reasons deemed appropriate by the manager).

4.15.12. There is no minimum length of stay at a DAFFH.

4.15.13. Any continuous occupancy that exceeds 90 days, but is less than 179 days, must be approved by the DAFFH manager, and reported to the DAFFH Program Manager. **(T-3)** Occupancy is reviewed every 30 days.

4.15.14. The maximum length of stay is 179 days unless proof of medical necessity is provided by a physician and approved by the DAFFH Program Manager. **(T-2)**

4.15.15. The guest must occupy their assigned room on a daily basis unless other arrangements have been made in advance with the DAFFH manager. **(T-3)** A guest may be asked to checkout when away for two or more consecutive days in order to accommodate other guests on the wait list.

4.15.16. The DAFFH manager has the right to deny lodging for any reason they deem appropriate, especially if active medical treatment is unsubstantiated. **(T-3)**

4.15.17. Appeals to policy length of stay or denial of accommodation are addressed to the DAFFH manager and elevated to the DAFFH Program Manager for consideration. **(T-2)** If an appeal is denied, the DAFFH Program Manager will elevate further appeals to AFSVC/VB for decision. **(T-2)**

4.16. Guest Fee Guidance.

4.16.1. Although authorized by 10 USC § 2493(e), it is the historical practice of the DAFFH Program that guest fees and deposits are not charged for staying at the DAFFH. The Department of the Air Force utilizes DAFFH Program funds to operate the DAFFHs. The FHF traditionally donates an annual “bed-night” gift to the Department of the Air Force for every occupied room.

4.16.2. Early check-in, late check-out and reservation cancellation fees may not be charged. **(T-2)**

4.16.3. Guests with an accompanying service dog will not be charged any pet, cleaning or other pre-assessed fees. **(T-2)** See [Chapter 14](#) for service dog guidance.

4.16.4. Guest may be charged for damages including but not limited to, cleaning fees, or fees related to the replacement of property.

4.17. Guest Directory and Information Book. A guest directory and information book containing DAFFH, installation, and local community information will be current, relevant and prominently displayed in each guest room. **(T-2)**

4.17.1. Guest information book must include: a welcome to the DAFFH letter, Zachary Fisher’s story and legacy, local DAFFH information, installation and community contact information, transportation information, installation map (if available), DAFFH *Guest Rules*, DAFFH guest amenities and resources, emergency procedures, disaster preparedness and a customer comment form (e.g., feedback comment card). **(T-3)**

4.17.2. The guest information book may include an informational sheet on how guests may make voluntary donations to the LSF and the FHF. The informational sheet will not communicate the idea that such donations are expected or should be viewed as payment in lieu of lodging fees. **(T-0)** All such information sheets should clearly state that no Department of Defense (DoD) or DAF endorsement of these Non-Federal Entities (NFE) is implied. **(T-0)** Any donation information will not be prominently displayed within the house. **(T-1)** The book

may also include a donation envelope for voluntary donation to the LSF. See [Attachment 14](#) for donation options and [Attachment 15](#) for DAFFH Donation Envelope Sample. A copy of the donation information page may be posted at the Front Desk only. See [Chapter 9](#).

4.17.3. Additional information and resources that are location specific and would be of a benefit to the guest may be added in coordination with the DAFFH Program Manager.

4.17.4. DAFFH funds should be allocated for professional printing of guest information book. (T-2) Guest information books may also be made available electronically.

4.17.5. See the DAFFH SharePoint® for guest information book templates.

4.18. Reservation Operations.

4.18.1. A reservation software system approved by the DAFFH Program Manager shall be utilized to efficiently manage guest profiles, room availability, and guest reservations ensuring streamlined and dynamic reservation operations. (T-2)

4.18.2. All reservation requests will be recorded in the authorized reservation software system. (T-2)

4.18.3. Data entry of reservation, guest and volunteer information will be reviewed monthly for accuracy no later than three (3) working days after the last day of the previous month. (T-3)

4.18.3.1. Reservation and guest information shall be entered into the authorized reservation software system. Information contained within the system should contain name of guest, number of guests, valid contact information, date of arrival and departure, uniformed services affiliation priority and special accommodation or amenity requests. (T-2)

4.18.3.2. Allowable information which may be entered into the reservation system would include amenity requests; priority, eligibility and occupancy requirements; missing documentation and installation access requests and third-party referral contact information.

4.18.3.3. Do not include birthdates, credit card information, medical information (e.g., diagnosis, treatment plan, and/or prognosis) related to the patient, and/or SSN. (T-2)

4.18.4. See the DAFFH SharePoint® for further reservation operation resources.

4.19. Accommodation of Service Dogs. Guests that require a service dog to assist with a disability are entitled to have the service dog stay with them in their assigned room. See [Chapter 14](#) for further guidance.

Section 4C—Miscellaneous Operations.

4.20. Gift Card/e-card Guidance.

4.20.1. Gift card donations to a DAFFH are an efficient means to directly support the various needs of the Fisher House families. Gift cards may also be used to support general resupply or replacement of common use items to the house. Proper storage and accountability measure shall be followed due to the monetary value of the cards. (T-2)

4.20.1.1. DAFFH personnel who have authorization to control cash and cash equivalents establish control activities pertaining to gift cards. There is a two-person control for the acceptance, issuance or utilization, and reconciliation of gift cards and auditable logs.

(T-1) For example, the DAFFH manager reconciles gift cards and gift card logs, while the Assistant Manager shall maintain gift card ledgers or logs, or vice versa. (T-1)

4.20.1.2. Gift cards shall stay safeguarded with the same precautions as cash. (T-1)

4.20.1.3. Gift cards must be secured in General Services Administration approved safe until used or issued, in accordance with AFMAN 34-202, *Procedures for Protecting Nonappropriated Fund Assets*, Chapter 3, paragraph 3.3.

4.20.2. Gift Card Accountability.

4.20.2.1. The paper or electronic auditable log (e.g., ledger, tracking sheet) shall contain the following: date of receipt, donor name, description of retail company, bank, or service, dollar value, individual identifier related to the card, entire card number or e-card number, expiration date (if applicable), designated purpose (if applicable), date issued to recipient or consumed, name of recipient, purpose or use of gift card, (e.g., birthday, groceries, house use), remaining balance (if applicable), name or initials of issuer, name or initials of witness to the issuance of the card. (T-2) For a log sample meeting audit requirements see [Attachment 8](#).

4.20.2.2. Upon acceptance of donated gift cards, the log shall be updated with applicable gift card information. (T-2)

4.20.2.3. Upon issuing a gift card to a guest, the log shall be updated with date of issue, guest identifier (e.g., reservation ID#), last six numbers of the gift card, room number, reason for gift, remaining balance and initialed with two-person control. (T-2) The DAFFH manager will complete a written receipt to document utilization or distribution of gift card. (T-2) See [Attachment 9](#) for a DAFFH Gift Card Receipt.

4.20.2.4. Upon utilization of the gift card by a paid staff member for house use, the gift card log will be updated with the specific use, date of use, and remaining gift card balance. (T-2) The retail store receipt will be retained and attached to a handwritten document that shall record date gift card was used, by whom gift card was used by reason for use, retail or merchant card name and identifier, any remaining balance and initialed by issuer. (T-2)

4.20.2.5. If an electronic log is utilized, save monthly as a PDF document to the file plan folder for accountability. A paper copy of the log may be retained along with receipts in accordance with the file plan, in case of electronic failure and for back up documentation. If retaining a paper copy, the copy should be updated and current to the prior month's reconciliation.

4.20.2.6. No later than the third business day of each month, the log and all receipts must be saved in the records management folder designated in the file plan. (T-2)

4.20.3. Gift Card Acceptance.

4.20.3.1. A DAFFH manager may accepts gift card donations in any value from stores, banks, restaurants, gas stations, and entertainment venues that are assessed to be beneficial for distribution to guests, for purchase of guest sundry items, or for house use to purchase goods and services in accordance with [Chapter 9](#).

4.20.3.2. A conditional gift must be used by the local DAFFH for the purpose specified by the donor. **(T-0)** For example, a donor may wish to make sure a certain card is used for a Veteran or a family with a Neonatal Intensive Care Unit baby.

4.20.3.3. Gift cards should be accepted for authorized purchases only. Gift cards will not be accepted, if for the purpose of acquiring alcohol. **(T-2)**

4.20.3.4. When gift card donation exceeds \$500 in value, a gift acceptance letter shall be completed for gift card donations in accordance with [Chapter 9](#) and [Attachment 10](#) and retained in the file plan. **(T-2)** A copy of the receipt documentation shall be kept on file. **(T-1)**

4.20.4. Gift Card Issuance and Utilization.

4.20.4.1. DAFFH managers must account for the distribution or use of any gift card. **(T-1)** Refer to [paragraph 4.20.2](#).

4.20.4.2. Gifts of cash funds will not be dispersed to DAFFH guests. **(T-1)** Refer to AFMAN 34-202, Chapter 4.1 for the definition of cash.

4.20.4.3. The DAFFH manager has the discretion to issue gift cards, both universal and non-universal, to guest families when financial needs are identified. However, universal gift cards (e.g., universally accepted gift cards) due to their cash like nature shall only be dispersed to DAFFH guest with a demonstrated financial need for basic necessities of food, clothing, personal items, and sundries. **(T-2)** Receipts must be provided by DAFFH guest for all purchases made with gift cards. **(T-2)** Refer to [paragraph 9.23.6](#). The DAFFH Program Manager must approve in advance the distribution of universally accepted gift cards to guests with a cumulative value of \$100.00 or more per month due to their cash-like nature. **(T-1)**

4.20.4.4. DAFFH manager may distribute non-universal gift cards to guests in the interest of morale building to celebrate holidays or special events such as birthday, anniversary, end of treatment, celebration of birth, etc.

4.20.4.5. DAFFH manager may use gift cards for bulk purchases of common guest use items.

4.20.4.6. DAFFH manager may use gift cards to supplement house unfunded requirements not met by AFI 65-106 funding sources.

4.20.4.7. DAFFH manager will not reimburse staff and volunteers who incur legitimate and authorized official expenses with universal or non-universal gift cards. **(T-1)** Reimbursement shall be made utilizing Optional Form (OF) 1164, *Claim for Reimbursement for Expenditures on Official Business*. **(T-1)**

4.20.4.8. DAFFH managers shall make every attempt to spend the card value prior to expiration of the cards. **(T-1)** Therefore, as a best practice, gift cards with the earliest expiration date should be the first used or issued.

4.20.4.9. DAFFH managers may authorize the use of a gift card for purchasing house use items, when the gift is unconditional, or the purchase aligns with the conditions of the gift.

4.20.4.10. In the event a gift card is utilized, and a balance or refund is only available by cash, the cash will be accounted for as a gift of cash, with a note annotated on the gift card log, and deposited in accordance with [paragraph 7.10.3](#). **(T-3)**

4.20.5. Reconciliation of Gift Cards.

4.20.5.1. Reconciliation of the gift cards must be accomplished on days there is a receipt, usage, and/or issuance of gift cards. **(T-3)** If no activity has occurred during the month, reconciliation must be accomplished monthly, typically on the first business day of the new month.

4.20.5.2. Any known discrepancies between the log and cards on hand must be annotated on a memorandum for record (MFR) with any known reasons for discrepancy and reported to the FSS Resource Manager. **(T-2)**

4.20.6. Resolving losses associated with gift cards is based upon the dollar amount and type of loss, in accordance with AFMAN 34-202, paragraph 8.5.

4.20.6.1. The DAFFH manager or assistant manager, will conduct a review, document loss and report to the DAFFH Program Manager accordingly. **(T-2)**

4.20.6.2. The DAFFH Program Manager, as the equivalent of the Squadron Commander, shall be notified of losses, and report negligence (simple or gross) or willful misconduct to AFSVC/VB and take further action accordingly. **(T-2)** The DAFFH Program Manager will appoint an individual to conduct inquiries for losses over \$250 up to and including \$2500 or those that appear to involve negligence or willful misconduct. **(T-1)**

4.20.6.3. AFSVC/CC will appoint an independent investigating officer to conduct an investigation for losses that exceed \$2500, and report findings to the DAFFH Fund Board. **(T-1)**

4.21. Website and Social Media Guidance.

4.21.1. Official DAFFH website and social media accounts are an effective means to connect and communicate to the viewer information about the DAFFH Program at the local level or program level. Social media and social networking are a primary means of communication used by service members, Veterans, families, and visitors of a DAFFH and allow for an informal and transparent connection on a personal level.

4.21.2. Procedures for the development, use, and maintenance of website and social media platforms within the DAFFH will be established by the DAFFH Program Manager and implemented at the local DAFFH level. **(T-2)** Guidance should include, but is not limited to, standard requirements for website and social media platforms, use of FHF and LSF links, what and how to present information, cadence and frequency of posts, maintenance and retention of records, in accordance with AFI 35-101, *Public Affairs Operations*.

4.21.3. Official DAFFH Program website for the program and local DAFFHs shall be developed and managed in accordance with established guidance. **(T-2)** Due to the sensitive nature of the mission of the Dover Fisher House for Families of the Fallen, website accounts should be limited to educating guests on the mission and services available. Official DAFFH Program websites may be developed through the purchase of web design services as needed to design and maintain said website.

4.21.4. Official social media accounts should be developed and managed in accordance with established guidelines. Special consideration for the unique mission of the Dover Fisher House for Families of the Fallen may limit or prevent a social media account.

4.21.5. Website and social media accounts should have an approved logo, and if applicable, a link back to the organization's .mil website, and a .mil email address.

4.21.6. DAFFH staff and representatives responsible for official posts on official websites and social media shall conduct themselves in an appropriate and tasteful manner. **(T-0)** Offensive and/or inappropriate behavior or language on any platform of social media or networking that would be harmful to the respect of authority, program cohesion and mission, morale, or the trust and confidence that the public has in the FHF, DAFFH Program, and United States Air Force (USAF) shall not be used. **(T-0)** DAFFH staff and representatives' behavior and posted information will not degrade or diminish the mission, supporters, nor be hypothetical or speculative, but will promote cohesive core values of trust and mutual respect. **(T-0)** DAFFH staff or representatives that are users of an official website, social media and networking whether acting in an official or personal capacity shall conduct themselves in accordance with AFI 35-101. **(T-1)**

4.21.7. DAFFH staff that are users of social media shall not use government emails to establish personal social media accounts. DAFFH staff shall follow DoDI 5400.17, *Official Use of Social Media for Public Affairs Purposes*, Section 8, when using personal social media for AFFH purposes or events **(T-1)**

4.21.8. DAFFH official websites and social media may be linked to FHF and LSF social media posts and websites. See [section 9D](#) and [section 9E](#). DAFFH staff must not author or be editing agents of FHF and LSF digital media. **(T-2)**

4.21.9. When capturing and publishing audio and visual information such as photos, video, or voice recordings for use and publication by the DAFFH, an DAF Form 37, *Department of the Air Force Fisher House General Consent and Release Form*, will be completed. **(T-1)** Photo consents shall be retained in accordance with record management guidance. **(T-1)**

4.21.9.1. Visual Information captured during official DAFFH events is considered public and does not require a photo consent or general release.

4.21.9.2. Visual Information posted in an official capacity are considered public domain.

4.21.9.3. Visual Information authorized for release with a signed DAF Form 37 may be forwarded to FHF for publication.

4.22. Cellular Telecommunication and Duty Phone Guidance.

4.22.1. The use of government cellular devices and cellular communication is essential to providing continuous service to guests, installation peers and leaders, and medical professionals at all times. DAFFH staff may assist the caller using multiple means of communication, including, but not limited to, voice call, text, or email to effectively resolve issues while not on site.

4.22.2. DAFFH managers establish and implement cellular duty phone usage guidance and training at the local level. **(T-3)** Guidance will include issuance and appointment of duty phone, budget and validation of invoicing, timekeeping procedures, records management, and training. **(T-3)**

4.22.3. Each DAFFH location may be issued up to three cellular phones through local installation resources, unless provided as a gift and/or donation of services by the LSF. Cellular phone capabilities shall include incoming and outgoing phone calls, text messaging, and data services. **(T-2)**

4.22.4. DAFFH manager shall budget and account for DAFFH funds for cellular device and services, repairs and maintenance, as applicable, per APF funding guidance. **(T-2)** DAFFH manager shall justify and validate cellular device billing accuracy to ensure that no federal excise, state or local tax was applied and no misuse of the issued cellular device occurred. **(T-2)**

4.22.5. The DAFFH manager shall carry an after-hours duty phone and appoints Assistant Managers and Operational Assistants (OA) as alternates. **(T-3)** There should be a minimum of two staff members appointed and trained to carry the after-hours duty phone.

4.22.6. The cellular device shall be used for official use only to carry out the mission of the DAFFH and is subject to monitoring. **(T-1)** Appointed duty phone users:

4.22.6.1. Should exercise professional communication techniques while they communicate to guests, medical professionals, and/or contractors. Calls and text messages by carriers of the cellular device shall be work related and fall within the intended use of the duty phone. **(T-3)** Communications should be concise yet professional when composing text messages and refrain from text-speak terminology.

4.22.6.2. Shall adhere to local installation or LSF operating instructions on use of issued cellular phones. **(T-1)** Hand-held cellular phone usage shall not be used while driving. **(T-3)**

4.22.6.3. May be responsible for potential charges resulting from personal use, neglect, damage, and/or abuse.

4.22.6.4. May be subject to disciplinary action for inappropriate use of cellular devices, even if the action does not cause additional expenses. All cellular usage is subject to audit.

4.22.7. Incidental usage of the duty phone may be allowed if it does not interfere with official duties. The usage shall be of reasonable duration and frequency, and generally made on personal time not to interfere with duties of the duty phone officer. **(T-3)**

4.22.8. Only one after-hours duty phone number and one after-hours duty phone officer will be identified, regardless of how many cellular phones are issued to the house. **(T-1)**

4.22.9. The designated After-Hours Duty Phone Officer will:

4.22.9.1. Be capable of performing work duties in order to provide a one-hour response time, whether responding by phone or call-in or callback. **(T-1)**

4.22.9.2. Respond to urgent calls within an hour (e.g., SFS, Fire and Emergency Services, authorized referral agent, facility maintenance). **(T-1)** Routine reservation requests and non-urgent calls may be addressed the next duty day.

4.22.9.3. Record duty time outside of normal duty hours. **(T-1)** The time related to managing the duty phone shall be accounted for on the respective staff member's official timesheet. **(T-1)** Employees shall record duty hours in accordance with *NAF Personnel Program Management and Administration Procedures Guide*. **(T-1)**

4.22.10. DAFFH staff members shall:

4.22.10.1. Report lost, damaged, or destroyed cellular devices and cellular usage abuse in accordance with installation or LSF policy. **(T-1)**

4.22.10.2. Prominently display the number for the after-hours duty phone. **(T-3)**

4.22.10.3. Notify guests to call the number for emergency purposes only. **(T-3)**

4.22.11. Refer to the DAFFH SharePoint® for further duty phone resources.

4.23. Transportation and Motor Vehicle Guidance.

4.23.1. NAF General Purpose Vehicle.

4.23.1.1. A capital requirement budget may be prepared for the purchase of a NAF general purpose vehicle for passenger services for the local DAFFH, unless supported by a private donation or by the LSF with a loaned or leased vehicle. The DAFFH manager shall coordinate the purchase request with NAF Vehicle Management and NAF Contracting for the procurement of the NAF vehicle, in accordance with AFMAN 34-204, *Property Management*. **(T-1)**

4.23.1.2. DAFFH managers shall budget and account for fuel, maintenance, and other vehicle requirements in accordance with NAF funding guidance. **(T-1)**

4.23.1.3. DAFFH manager ensures that installation guidance, documentation, and requirements for the management and use of the vehicle are met accordingly. Training, fueling, mileage, maintenance, insurance and registration, and other necessary requirements of a NAF Vehicle, shall be supported by the NAF Vehicle Management. **(T-1)** If all vehicle requirements are met by the LSF for donated and leased vehicles, local NAF Vehicle Fleet Management services and support may be waived.

4.23.2. LSFs may, as a gift of services to the Department of the Air Force, provide a loaned or leased vehicle for House use, pursuant to 10 USC § 2493(e)(1)(A). The DAFFH manager ensures compliance with the installation guidance for extended use and storage of an LSF loaned or leased vehicle on the installation.

4.23.2.1. LSFs may also gift fuel, maintenance costs, licensing and liability insurance for such a vehicle.

4.23.2.2. LSFs must not provide driver services for such loaned and leased vehicles. **(T-1)** However, LSFs may provide short-term rental vehicles and drivers to support guest transportation to sporting and musical events and to House or LSF-sponsored special community events. Such events may be on or off the installation.

4.23.3. Gifted vehicles to the DAFFH shall be accepted in accordance with the DAFFH Gift Acceptance Table referenced in [Attachment 10](#). **(T-1)** The accepting official shall certify the new or used gifted vehicle is serviceable and in the best financial interest of the DAFFH. **(T-1)** Gifted vehicles will become part of NAF property and will be inventoried by the NAF Vehicle Management. **(T-0)** Refer to [paragraph 4.23.1](#) for further guidance on NAF vehicles.

4.23.4. DAFFH vehicles may be used for the movement of goods and supplies necessary to support DAFFH operations.

4.23.4.1. Due to the unique nature of the DAFFH guest population and the fact that guests and their attending family members may not have adequate personal transportation, GMVs may also be utilized to transport guests and non-medical attendants to and from medical treatment facilities (both on or off the installation), pharmacy refill operations (on or off the installation), commissaries, exchanges, shoppette, child and youth centers, places of worship (on or off the installation) and places of sustenance located on the installation and official administrative support activities. See AFMAN 24-306, *Operation of Air Force Government Motor Vehicles*, paragraph 2.8.3.. Transportation is closely scrutinized and may only be provided to and from on base military air terminals and commercial air terminals when authorized by AFI 24-301, *Ground Transportation*, paragraph 3.13, DoDI, 4500.36, *Acquisition, Management, and Use of DoD Non-Tactical Vehicles*, Enclosure 5, and local installation official use guidance. **(T-0)** Other transportation to and from similar facilities may be provided to guests not having commissary or exchange eligibility.

4.23.4.2. Transportation to off base grocery stores, pharmacies and similar retail establishments may be provided if on base resources are inadequate and/or to accommodate special guest needs.

4.23.4.3. Transportation to off base restaurants, entertainment or recreation facilities shall not be provided. **(T-1)**

4.23.4.4. Guest group transportation to on base fitness facilities, movie theatres, bowling alleys, indoor and outdoor parks and children play areas, and other MWR facilities may be coordinated.

4.23.4.5. DAFFH vehicles may be used to transport DAFFH guests with an accompanying service dog to approved destinations described above or to necessary veterinary appointments.

4.23.5. All DAFFH staff that operate DAFFH or LSF loaned or leased vehicles must have a valid state driver's license in the state where the DAFFH is located or their state of residence. **(T-0)** DAFFH staff must also comply with any local NAF Vehicle Management training requirements for the operation of GMVs. **(T-1)**

4.23.6. DAFFH staff will not rely on their personally procured automobile insurance to protect themselves and others injured, or property damage incurred, in the case of a vehicle accident while operating a GMV or LSF vehicle. **(T-3)**

4.23.7. A local Memorandum of Understanding (MOU) regarding the operation and licensing LSF leased and loaned vehicles shall be established. **(T-2)** Proof of current insurance and registration on the LSF vehicle shall be retained by the DAFFH manager and verified by vehicle operators prior to operating the vehicle. **(T-2)**

4.23.8. Errands to support DAFFH operations are performed during duty hours and approved in advance by the DAFFH manager. **(T-2)** If approved by the DAFFH manager to use a privately owned vehicle, and a government vehicle is not available, reimbursement for mileage may be approved.

4.24. Facilitation of Installation Access.

4.24.1. DAFFH staff may facilitate installation sponsorship of registered guests and their non-medical attendant, and those in support of the DAFFH operations and mission (e.g., volunteers, contractors, LSF representatives, and visitors).

4.24.2. Based on need, a waiver may be submitted to Security Forces to increase sponsorship to a suitable number of individuals at one time that need or support the DAFFH.

4.24.3. DAFFH guests and non-medical attendants shall be sponsored for the length of time they are occupying a DAFFH guest room in accordance with occupancy guidance. **(T-3)** See [paragraph 4.15](#) for occupancy guidance.

4.24.4. Visitors of DAFFH guests requiring installation access shall be sponsored by the individual guests. **(T-3)** If they are unable to sponsor installation access, DAFFH guests may meet at alternative off installation locations.

4.24.5. Sponsorship by a DAFFH staff member for individuals in support of DAFFH operations and mission shall be for the length of time necessary to complete their support. **(T-3)**

4.24.6. When an officially sponsored individual has been removed from DAFFH grounds, the DAFFH manager shall contact Security Forces to have installation access revoked. **(T-3)**

4.24.7. When an officially sponsored individual has their installation access revoked for any reason, DAFFH staff shall coordinate the individual's removal from DAFFH grounds. **(T-1)** If a registered guest has installation access privileges revoked, they may be denied future reservations at any DAFFH.

4.24.8. The actions of individuals officially sponsored by DAFFH staff that have installation access privileges revoked due to, but not limited to, a disturbance or unlawful activity, shall not negatively affect the DAFFH staff or their sponsor. **(T-1)**

4.24.9. See the DAFFH SharePoint® for further installation access and sponsorship resources.

4.25. Outreach and Educational Briefings.

4.25.1. Outreach and Educational briefings are an effective public and personal means to inform and communicate the mission of the DAFFH to the installation and surrounding civilian community. Outreach and education briefings may be in the form of, but not limited to, house tours, presentations and briefings, and special events.

4.25.2. Outreach and marketing guidance shall be established and enforced by the DAFFH Program Manager. **(T-1)** At a minimum, guidance will include required types of outreach, educational briefings, and marketing to be utilized, cadence and frequency of outreach, and type of marketing materials to be developed. **(T-1)**

4.25.3. DAFFH managers are encouraged to engage in outreach and educational briefings both on the installation and within the community at least once a month.

4.25.4. Excluding Dover Fisher House for Families of the Fallen, DAFFH staff are encouraged to host a minimum of two open houses or tours per year.

4.25.5. Outreach and marketing is encouraged to the following audiences: installation leaders (e.g., installation commander and MTF commander) and Chaplains; installation supporting

organizations (e.g., Military and Family Readiness Center, Military and Family Life Counseling Program, family-oriented Private Organizations); Veterans Services Organizations and the VA Medical Center; local medical facilities and hospitals; and community and civic organizations that have a direct relationship with the local DAFFH.

4.25.6. DAFFH managers shall document and report completed outreach and marketing events to the DAFFH Program Manager as requested. **(T-1)** The documentation may include reports, pictures, attendee list, and social media posts.

4.25.7. Advertising or marketing materials (e.g., banners and brochures) in support of the DAFFH mission are usually purchased, prepared, and produced at the program level. **(T-2)** Business cards are a prohibited purchase. **(T-0)** Business cards may be printed by the program on purchased business card stock.

4.25.8. See the DAFFH SharePoint® for further outreach and marketing materials and resources.

4.26. Special Events and Celebrations.

4.26.1. DAFFH managers may coordinate informal gatherings of guests in order to promote the rehabilitation mission of family members and non-medical attendants.

4.26.2. Decorations should center on the major U.S. Federal holidays and generic decorations for adult/child, birthdays. Birthdays of guests and staff may be celebrated to enhance the sense of family.

4.26.3. APF may only be used to purchase holiday decorations in accordance with DAFMAN 65-605V1, *Budget Guidance and Technical Procedures* and AFI 65-106. **(T-0)** The purchase of individualized birthday decorations with APF or NAF funds is not authorized.

4.26.4. The purchase of food and beverages for special events with DAFFH APF or NAF funds is prohibited. **(T-0)** Food and beverages may be supplied through a volunteer hosted meal program or through gifts made by the LSF.

4.26.5. In the interest of recruiting and retaining volunteers, DAFFH managers and Volunteer Coordinators may use DAFFH facilities to support volunteer recruiting and volunteer appreciation events. See [paragraph 7.4.7](#) and [paragraph 15.4](#).

4.26.6. DAFFH managers may also use DAFFH facilities to support community informational events when the purpose of such events is to advertise DAFFH Program services, volunteer opportunities, and capabilities to the installation, MTF, and surrounding civilian community. The event or activity will not interfere with guest services and daily operations. **(T-1)**

4.26.6.1. Events may be held in conjunction with the LSF. An acceptable secondary purpose of such events is to advertise volunteer opportunities at the DAFFH.

4.26.6.2. If the LSF is a participant in such events, DAFFH managers must be sensitive to the primary purpose of the special event. If the LSF promotes, attracts and solicits potential donors to their fundraising mission at such event, then the provisions of AFI 34-223 apply and the event will count against one of the LSF's three allowable fundraisers per quarter. **(T-1)**

4.26.7. The use of Official Representation Funds, governed by AFI 65-603, *Emergency and Extraordinary Expense Authority*, will not normally be authorized for Fisher House events.

(T-0) Events involving distinguished US citizens, retired 4-star general officers, Congressional delegations and foreign dignitaries may indicate the acceptable use of Official Representation Funds. The FHF Chairman, Vice Chairman and Chief Operating Officer are automatically considered distinguished U.S. citizens.

Chapter 5

HOUSEKEEPING

5.1. Purpose. To ensure the health and safety of guests by providing a clean and sanitized, facility, that is free of clutter and debris resulting in a healthy and safe living environment.

5.2. Roles and Responsibilities. In addition to the roles and responsibilities outlined in [Chapter 2](#), the following are additional housekeeping and custodial responsibilities which apply to designated personnel.

5.2.1. The DAFFH Program Manager establishes and ensures housekeeping standards and guidance are implemented at the local level. Housekeeping standards and guidance shall include cleaning standards for guest rooms and common areas, light service, full service, and deep cleaning standards, outline staff responsibilities of cleaning, inventory, light maintenance, and quality assurance and inspection, and include the inventory, storage, and disposition of linen and consumables. **(T-2)**

5.2.2. The DAFFH manager implements housekeeping standards and guidance for overall operations of the houses in order to meet mission standards. The DAFFH manager may delegate responsibilities to staff in order to disseminate workload as necessary per location.

5.2.3. All DAFFH staff play a significant role ensuring this high-level of standard and that each guest has a comfortable stay. DAFFH guests should expect high-quality facilities, furnishings, and service standards to produce a welcoming and comfortable home-like environment that is clean, safe, properly appointed, serviced, and maintained.

5.2.4. Screened and trained volunteers, through the direction of the Volunteer Coordinator can be used to assist with general housekeeping within common areas in the DAFFH or on the DAFFH grounds. See [Chapter 15](#) for further guidance on volunteer operations.

5.2.5. Dover Fisher House. Cleaning of guestroom bathrooms and common areas will be accomplished by installation NAF Lodging housekeeper personnel through a Memorandum of Agreement to reimburse the Lodging NAFI. **(T-3)**

5.3. Housekeeping Requirements and Standards.

5.3.1. DAFFH housekeeping standards and guidance shall include cleaning standards, quality assurance and inspection of housekeeping services, the disposition of personal property, linen control and inventory, consumable control, and exterior and grounds service standards. **(T-3)** See the DAFFH SharePoint® for further housekeeping resources.

5.3.2. Guest requests for housekeeping service or supplies made during normal duty hours are fulfilled as soon as possible, or guests should be instructed to seek assistance of a DAFFH Manager or Operational Assistant (OA) to fulfill request. After normal duty hours, routine requests will be fulfilled on the next duty day. **(T-3)**

5.3.3. Approved cleaning products or solutions will be selected and used according to the aseptic technique, sanitization process, or stain removal process from a variance of surfaces to include, but not limited to, linoleum, wood, porcelain, marble, granite, stainless steel, tile, and carpet. **(T-3)**

5.3.4. Equipment and tools (e.g., PPE, mops, brooms, vacuum, ladders, and light power tools) will be appropriately selected and used in a safe and proper manner for the assigned task. **(T-2)**

5.3.5. Light service, full service, turnover, and deep guest room cleaning services along with preventive maintenance checks will be performed according to prescribed standards located on the DAFFH SharePoint®. **(T-3)**

5.3.6. Rooms may not be removed from inventory for more than two calendar days for housekeeping concerns. **(T-2)** If rooms are not able to be turned for any reason within two days, such rooms will be removed from the inventory capacity list and entered as closed for maintenance. **(T-3)** Rooms closed for housekeeping concerns and maintenance should be reported to the DAFFH Program Manager within two business days.

5.4. Disposition of Lost, Abandoned or Unclaimed Personal Property.

5.4.1. The handling, inventory and storage of guest or visitor personal property shall be handled with professionalism and returned at the guest's expense to the rightful owner or responsible party. **(T-0)**

5.4.2. Guidance and instruction for handling and the return of lost, abandoned, or unclaimed personal property will be established by the DAFFH Program Manager and implemented at the local DAFFH. **(T-3)** Procedures will include how to handle contraband, identifiable property, currency, items of value, discarded items, personal property and excess donation and how to disseminate property when guest is no longer capable of gathering belongings. **(T-3)**

5.4.3. Disposition may involve return in person or by certified mail at the guest's expense to the rightful owner, disposal or donation at guest's discretion, or released to SFS for disposal through the lost, abandoned, and unclaimed property.

5.4.4. Personal property shall be tagged (e.g., guest name, date, room) and tracked. An attempt to contact the guest should be made as soon as possible regarding forgotten belongings. **(T-3)**

5.4.5. Personal property that has not been returned or collected, or has been abandoned with no immediate disposition, should be tagged with date and placed into a secure holding area and disposed of after 30 days. **(T-3)**

5.4.6. When a guest has abandoned property in the DAFFH for more than 30 days, the DAFFH manager contacts the local SFS for found on base procedures to dispose of the property. **(T-3)**

5.4.7. See AFMAN 34-204, paragraph 5.4. and the DAFFH SharePoint® for further resources on disposition of personal property, guest belongings, and excess donations.

5.5. Guest Room and Common Area Quality Assurance and Inspection.

5.5.1. The quality assurance of guest room standards should be measured and tracked by the DAFFH manager using internal inspection controls. Positive and corrective feedback of findings should be provided to housekeeping staff for continual process improvement and efficiency.

5.5.2. The DAFFH manager will inspect each guest room and common area at least once a month for corrective maintenance, pest control and safety concerns. **(T-2)** Inspections will be documented to include date, facilities visited, and comments that track quality and discrepancies. **(T-2)** See the DAFFH SharePoint® for DAFFH facility standards and checklist resources.

5.5.3. The work performed by housekeeping staff in guest rooms, common areas, and exterior grounds should be inspected daily to ensure optimum efficiency, quality, and adherence to DAFFH standards. Findings shall be documented to track quality and discrepancies. **(T-3)**

5.5.4. Common areas should be informally inspected daily.

5.5.5. Discrepancies and deficiencies are reported to a member of management for corrective action, annotation, and tracking. **(T-3)** See [paragraph 3.2.2.5](#) for corrective action and work order request guidance.

5.6. Linen Control, Inventory, and Storage.

5.6.1. Contracts for laundry services shall be established and secured, unless supported by a centralized laundry contract. **(T-2)** Contracts may include laundering of government issued uniforms.

5.6.2. Laundry invoicing will be reconciled against linen shipped, and receipt of laundered linen. **(T-3)** Overages, shortages, and damaged linen will be recorded to justify replacement of linen needs. **(T-3)**

5.6.3. Linen that is past its useful life and unable to remain in service may be salvaged locally for house use.

5.6.3.1. Salvaged linen may be further disseminated through the following means, in accordance with AFMAN 34-204:

5.6.3.1.1. Salvage linen that has a resale value should be deposited into the NAF sale.

5.6.3.1.2. Salvaged linen that is no longer serviceable and does not hold a resale value or cannot be recycled into rags for housekeeping may be donated or disposed of at the manager's discretion.

5.6.3.2. Salvaged and disposed linen inventory shall be documented and reported monthly and tallied on a fiscal year-end report. **(T-2)** See an example of auditable log in [Attachment 2](#).

5.6.4. Linens that are clean and part of the usable rotating linen should be organized within designated linen closets. Overstock linen can be stored on site or with local installation warehousing. Soiled linen shall be stored in a designated area away from clean linen until linen exchange with contracted laundry service is complete. **(T-3)**

5.6.5. For short term and emergency needs, house linens may be laundered at the DAFFH. However, this should be an exception as the washers, dryers, and ironing equipment are intended primarily for guest use.

5.7. Control of Consumable Supplies.

5.7.1. Consumables are expendable property that will be depleted to include edible (e.g., prepared dishes, raw food, or packaged food) and non-edible (e.g., toiletries, paper products, cleaning supplies, and batteries) consumable items. **(T-1)**

5.7.2. DAFFH staff will ensure that safe food handling and Public Health standards are met for consumable items, as referenced in DAFI48-116, *Food Safety Program*, and AFMAN 48-147, *Tri-Service Food Code*. **(T-1)**

5.7.3. DAFFH staff are responsible for proper storage, supply, and inventory control of non-edible consumables to meet guest needs. **(T-3)**

5.7.4. Volunteers may assist in inventory control, labeling, organizing, and cleaning of consumables and non-consumables.

5.7.5. See the DAFFH SharePoint® for further consumable resources.

5.8. Exterior Responsibilities. DAFFH staff will assist in general DAFFH grounds-keeping and maintenance to provide an attractive curb-appeal that promotes a safe environment for guests and reflects FHF standards. **(T-2)**

5.8.1. Basic landscaping may be performed including, but not limited to, the caretaking of flowerbeds and hanging baskets, trimming of trees, bushes, hedges, shrubs and weed control as needed. DAFFH staff will report any discrepancies to the exterior of the building and landscaping to the DAFFH manager for appropriate corrective action. **(T-2)**

5.8.2. Refuse will be removed from DAFFH grounds and disposed of properly. **(T-1)**

5.8.3. Snow will be removed by DAFFH staff from sidewalks, handicap areas, and surrounding DAFFH grounds and ice melting products applied, in a timely manner unless service is provided by CE or a contracted service. **(T-1)**

5.8.4. Appropriate equipment will be selected and operated (e.g., snow blowers, rakes, shovels, leaf blowers) and PPE (e.g., eye and hearing protection) for the designated task. **(T-1)**

5.8.5. DAFFH managers, or designee, train staff members and volunteers on required PPE and the safe use of motorized equipment before authorizing use of the equipment. **(T-1)**

Chapter 6

GUEST RELATIONS

6.1. Purpose. To provide compassionate, comprehensive and effective guest services to include check-in and check-out processes, orientation, amenities as available and meet any special requests in order to support guests during their stay at the DAFFH.

6.2. Roles and Responsibilities. In addition to the roles and responsibilities outlined in [Chapter 2](#), the following are additional responsibilities related to guest relations which apply to designated personnel.

6.2.1. DAFFH Program Manager establishes and ensure guest relation policy is implemented at the local level.

6.2.2. DAFFH Manager:

6.2.2.1. Promotes the DAFFH culture by maintaining a safe, inviting, and compassionate environment.

6.2.2.2. Implements and enforces DAFFH guest relations guidance ensuring guest's eligibility and priority, length of stay, medical verification and DAFFH rules are adhered to.

6.2.2.3. Provides regular communication with each guest by a staff member as guests are undergoing medical treatment and may be in the DAFFH by themselves.

6.2.2.4. Provides or arranges for support services for DAFFH guests.

6.2.3. All DAFFH staff and volunteers:

6.2.3.1. Provide friendly, prompt, and professional service to each guest. Guest services should reflect courteous and compassionate care while supporting the mission of the Department of the Air Force and the Fisher House.

6.2.3.2. Maintain appropriate professional boundaries with DAFFH guests, volunteers, and visitors regarding, but not limited to, social media, personal favors, and gift acceptance.

6.3. Guest Reservations.

6.3.1. Reservation requests and referrals for guest accommodations at the DAFFH may be received from the guest or authorized referral agent.

6.3.2. Referrals and guest reservation requests at the DAFFH will be accepted on a first come, first serve basis, and confirmed based upon occupancy, eligibility, and medical priority policies. Priority seven (7) (e.g., elective eye surgery) are placed in stand-by status until two business days prior to arrival. **(T-3)** At that time, if a guest room is available, the stand-by reservation can be confirmed for available dates. **(T-2)**

6.3.2.1. For priorities one (1) through six (6), if a guest room is available, the reservation should be confirmed verbally or electronically with the guest immediately.

6.3.2.2. If a guest room is unavailable, the reservation is placed on a waitlist. **(T-1)** If required, a Statement of Non-Availability is provided. When a room becomes available, wait list reservations are confirmed based upon priority.

6.3.2.3. If a confirmed reservation is cancelled by the DAFFH due to an incoming higher-priority emergency, the displaced guest shall be offered accommodations provided through alternative programs. (T-1) See [paragraph 6.4](#).

6.3.3. After hours reservation requests may be accommodated when the request is made or confirmed by an authorized referral agent. Emergency accommodations are based upon room availability and eligibility policy. (T-3) See [Attachment 1](#) for definition of *Authorized Referral Agent*.

6.3.4. One guest room is authorized per reservation. (T-3) A DAFFH manager has the authority to provide additional rooms to family members or non-medical attendants for unusual circumstances (e.g., family size, family dynamics, relationship between patient and non-medical attendant, non-medical attendant of the opposite sex, complexity of the situation). See [paragraph 12.2](#) for Family Assistance Representatives supporting Dignified Transfer ceremonies at the Dover Fisher House.

6.3.5. Guests will confirm their primary residence with proof of domicile address (e.g., utility bill, driver's license). (T-1)

6.3.6. Unless referred by an authorized referral agent, guests will provide supporting documentation of active medical treatment in writing at the time of check-in to support their occupancy. (T-1) See [paragraph 4.15](#). See [Attachment 1](#) for definition of *Authorized Referral Agent*.

6.3.7. The guest must occupy their assigned room on a daily basis unless other advance arrangements have been coordinated and approved by a DAFFH manager. (T-3) Management may choose to holdover a guest room until the guest returns, when there is more than one night and good cause (e.g., return home over a weekend, inpatient procedure) to not occupy a room, or release the room to accommodate other guests on the wait list.

6.3.8. Only registered and documented guests on the DAF Form 33, *Department of the Air Force Fisher House Registration Form*, can stay overnight in the DAFFH. (T-2)

6.3.9. A guest's request to bring a service animal into the DAFFH must be made during the initial reservation request. (T-3) The *DAFFH Service Animal Agreement* should be initiated at the time of the request and completed prior to the guest's travel to the DAFFH. See [Chapter 14](#) for service dog guidance.

6.3.10. All special need requests (e.g., accommodation of family dynamics or amenities) will be considered and a reasonable attempt to provide special requests or service concessions should be made. (T-2)

6.4. Guest Room Non-Availability.

6.4.1. Guests who meet eligibility and priority requirements may be referred to alternative programs and funding sources when the DAFFH is unable to accommodate the request.

6.4.2. DAFFH staff may refer guests to, and assist with accessing, FHF programs such as Hotels for Heroes™, when the DAFFH is at capacity or unable to accommodate guests due to current house dynamics. The assistance is in accordance with FHF policy.

6.4.3. The DAFFH staff may refer a guest to, and assist with accessing, the LSF for lodging assistance at local hotels when the DAFFH is unable to meet the need of the initial reservation. See [paragraph 11.6.5](#).

6.4.4. If full, check with the installation's lodging operation to see if they can accommodate the guest. Installation lodging may offer the guest the convenience of being on-installation.

6.4.5. Referred guests will be relocated into the DAFFH at the earliest opportunity in order to preserve the alternate programs and funding sources. **(T-2)**

6.5. Guest Suitability.

6.5.1. All DAFFH guests shall be suitable for a shared living environment, shall not be a risk to themselves or others, and shall be self-sufficient when not accompanied by a family member or non-medical attendant. **(T-2)** If a guest is deemed unfit for communal living, becomes unable to care for themselves or is a danger to self or others, they are deemed unsuitable for accommodations at a DAFFH. **(T-3)**

6.5.2. The DAFFH manager will review the DAF Form 34 from the referring authorized referral agent and will determine suitability of referred guests for placement at the DAFFH. **(T-3)** The DAFFH manager may inquire with the liaison for further clarification to determine suitability as needed.

6.5.2.1. All guests, unless accompanied by a non-medical attendant, must be able to independently perform activities of daily living and evacuate the house in case of a fire or emergency. **(T-3)**

6.5.2.2. The authorized referring agent from the MTF, VA or other supporting medical liaisons will ensure that the DAFFH is informed of mental health and suitability factors of the referred guest that may impact their use of communal living facilities. **(T-1)**

6.5.3. The DAFFH manager, when appropriate, shall utilize other resources to determine suitability, such as the National Sex Offender Public Website at <https://www.nsopw.gov/>. **(T-1)**

6.5.4. Information learned from any of the above resources may be used to determine suitability for communal living at a DAFFH. If there is any concern related to the safety of guests and staff, the DAFFH manager may refer the potential guest to alternative accommodations.

6.5.5. Patients may not receive outpatient therapy or medical services rendered by professional staff in the DAFFH. **(T-2)** If a guest is placed on a home treatment (e.g., physical therapy, wound therapy) they shall advise their medical team that they are unable to receive such services at the Fisher House. **(T-2)** The guest shall notify management of the changes in their care to determine if they continue to meet eligibility criteria for DAFFH accommodations. **(T-2)**

6.5.6. Guests or visitors with a communicable condition or exposure to communicable condition within the last 30 days often require special precautions. See [paragraph 10.9.2](#) for further guidance on communicable conditions and guest accommodations.

6.6. Check-In and Check-Out Procedures. DAFFH staff should be proactive, attentive, and professional while striving to anticipate and fill guest's needs in a friendly and efficient manner.

6.6.1. On the day of arrival or the last duty day prior to a self-check-in arrival, reservations will be confirmed and information for check-in provided to the incoming guest. **(T-3)**

6.6.1.1. Normal check-in time is 1500, however, guests may check-in at any time subject to their assigned room availability. With prior arrangements with a staff member, a guest may self-check-in when DAFFH staff are not present.

6.6.1.2. Approved emergency check-ins may be accommodated for self-check-in. The DAFFH manager will ensure appropriate documentation is secured from the referring medical staff, chain of command, or guest as soon as possible. **(T-3)**

6.6.2. Upon the initial check-in or earliest opportunity, the guest will receive a briefing by DAFFH staff to assess suitability and any special requirements to provide a safe and comfortable guest experience. **(T-3)**

6.6.3. First time guests will receive a house orientation including, but not limited to, DAFFH rules, after-hours duty phone instruction, emergency medical instruction, safety and evacuation procedures, installation policies, and keyless entry instruction. **(T-3)**

6.6.4. All guests will be required to provide proof of eligibility (e.g., DoD Identification Card or a VA Identification Card) as verification of RegAF, USSF, National Guard, Reserve component, or Veteran status at the first guest reservation. **(T-2)**

6.6.5. All guests will complete an DAF Form 33 at initial check-in and annually thereafter. **(T-3)** This form will collect information pertaining to the guest allowing the manager to determine eligibility and priority and verify data for statistical reporting. **(T-3)**

6.6.6. All guests review and sign a DAFFH *Guest Agreement* at first check-in and then annually or when the *DAFFH Guest Agreement* is updated, whichever is sooner. **(T-3)** See [Attachment 5](#).

6.6.7. Normal checkout time is 1100. DAFFH management may adjust checkout time based on guest needs. Staff offer customer feedback forms or websites during checkout. **(T-3)** See the DAFFH SharePoint® for a sample of a checkout notice.

6.7. Guest Comfort, Privacy, and Safety.

6.7.1. Requests for special guest accommodation items such as medical (e.g., mini-refrigerators for medical supplies, consumable medical supplies, outpatient comfort items and wound care items), family care items (e.g., pack n' plays, roll-a-ways) and comfort items, (e.g., extra linens, heating pads, humidifiers) are considered and a reasonable attempt to provide special items made in a timely manner.

6.7.2. Guest rooms may offer reasonable amenities (e.g., access to commercial Wi-Fi, basic cable TV, toiletries, sundries) subject to funding and house design.

6.7.3. Guest Room Privacy, Entry, and Inspection. DAFFH managers and staff have the absolute authority to enter all guest rooms at any time as necessary for purposes including, but not limited to, maintenance, repairs, security, housekeeping, health and wellness observations, and inspection to ensure guest room standards are upheld, verify guests are complying with DAFFH rules, and guest wellness. **(T-1)** When entering a guest room, DAFFH staff or maintenance workers should leave guest room doors ajar. Housekeeping staff may request guest to leave the guest room while completing a full-service.

6.7.3.1. DAFFH staff shall not enter occupied guest rooms without cause and shall announce their presence when invited to enter or entering a presumptively empty room. **(T-3)**

6.7.3.2. Maintenance staff (e.g., CE or contracted) shall coordinate guest room entry with the DAFFH manager and shall not enter occupied guest rooms unescorted. **(T-3)**

6.7.3.3. Volunteers shall not have access to occupied guest rooms. **(T-2)**

6.7.3.4. Health and welfare visits to the room may be conducted, if a guest has not been in contact with DAFFH staff for 24 hours. **(T-3)**

6.7.3.5. The DAFFH manager has a duty to respond to rule violations and shall further investigate any circumstance which may cause a safety issue or otherwise disrupt the harmony of communal living. **(T-2)** Therefore, the DAFFH manager may enter a guest room when advised items of contraband may be present within a guest room and bathroom or the guest may have violated a rule. See the DAFFH SharePoint® for further resources.

6.7.3.6. A MFR shall be completed by DAFFH staff and added to the appropriate section of the file plan, when room entry and inspection occurs under health and welfare visits. **(T-2)** MFRs related to entry and/or inspection of occupied guest rooms include the following information: discovery of changes in guest health or conduct, rule violation, evidence of contraband items or guest removal. **(T-2)**

6.8. Guest Conduct.

6.8.1. The DAFFH manager will ensure all guests are briefed on DAFFH rules and installation regulations by the close of the first duty day after their arrival. **(T-3)** DAFFH manager verifies the guests complete a DAFFH *Guest Agreement* outlining guest rules. **(T-3)** See [Attachment 5](#) for the agreement.

6.8.2. DAFFH staff members report any discrepancy and guest misconduct to the appropriate manager for further action and direction. **(T-2)**

6.8.3. All registered guests and their attending family, non-medical attendants or visitors shall comply with DAFFH house rules and installation policies. **(T-2)**

6.8.4. Guests are responsible for their conduct and the conduct of their family members, non-medical attendants, and visitors. **(T-3)**

6.8.4.1. Guests are responsible for keeping their rooms, designated food storage and refrigerator space clean and organized. Guest will clean up after themselves and their attending family or non-medical attendant in common areas and assigned guest rooms and spaces. **(T-3)**

6.8.4.2. Guests are responsible for their personal belongings.

6.8.4.3. Guests shall use designated smoking areas. DAFFH common areas and guest rooms are non-smoking areas, including the use of e-cigarettes, and other nicotine products. **(T-0)**

6.8.4.4. Guests are not permitted to bring alcohol, illegal drugs, and firearms, weapons and fireworks or explosives into the DAFFH.

6.8.4.5. Guests shall respect the privacy of other guests, staff, volunteers, and visitors. Guests are prohibited from: entering other guest rooms and DAFFH linen closets, donation closets, or other storage uninvited; taking items belonging to the DAFFH or other guests; and taking video, voice recording, or photographs of guests, staff, volunteers, or visitors without receiving proper consent from the individual or a member of management. **(T-0)**

6.8.4.6. Guests agree to follow all copyright laws and licensing agreements when using the internet, Wi-Fi and cable services. **(T-0)**

6.8.4.7. If a guest, their family member, non-medical attendant and/or visitor violates any of the rules prescribed in this manual or on the *DAFFH Guest Agreement*, they may be subject to removal from the DAFFH.

6.8.5. Guest removal guidance is established and implemented at the local level in coordination with the local SFS. Guidance includes when to seek removal, how to remove the guest, actions to change keyless entry codes, notification of removal to appropriate channels (e.g., SFS, the Program Manager, authorized referral agent), and after-action reporting. **(T-2)** See the DAFFH SharePoint® for samples of guest removal guidance and resources.

6.8.5.1. If a guest violates one or more DAFFH guest rules, the DAFFH manager may provide a verbal or written warning or remove the guest depending on the severity of the infraction. The action shall be documented in a MFR and added to the appropriate file plan folder. **(T-2)**

6.8.5.2. The DAFFH manager shall provide prompt notification to the DAFFH Program Manager when the situation does not resolve itself. **(T-2)**

6.8.5.3. The DAFFH Program Manager, delegable to the DAFFH manager, approves a non-urgent guest removal request.

6.8.5.4. Removed guests may request reservation consideration with the DAFFH Program Manager no earlier than one calendar year from date of removal. **(T-2)** The DAFFH Program Manager provides a written response, typically within 10 business days, on whether the request is approved or disapproved. **(T-2)** Appeals are submitted to the DAFFH manager and elevated to the DAFFH Program Manager.

6.8.5.5. A guest's primary authorized referral agent will be notified of all major infractions that occur (e.g., presence of alcohol, suicidal acts or ideation, personality changes). **(T-2)** See [Attachment 1](#) for definition of *Authorized Referral Agent*.

6.8.5.6. DAFFH managers, in coordination with the DAFFH Program Manager, may provide copies of all registration documents and MFRs to the installation SJA and SFS when an installation debarment order is being processed.

6.9. Guest Visitors.

6.9.1. A signed DAFFH Guest Agreement is maintained in the guest's registration file, is signed at least annually and outlines the guest's responsibilities when inviting visitors into the DAFFH. **(T-3)**

6.9.2. Visitors may take advantage of the Hosted Meal Program in order to enjoy a dinner hour visit with the guest's family.

6.9.3. Donated guests' consumable items are intended for registered guest families only and should not be given to visitors.

6.10. Guest Child-care Services. DAFFH staff and volunteers shall never be assigned duties involving care or supervision of children during normal business hours and/or under normal circumstances. **(T-0)** All children who are guests or guest's visitors of DAFFH are required to be supervised by their parent or guardian.

6.10.1. DAFFH managers may refer guests to the installation child development center to provide short-term childcare at a Child Development Center, School Age Care, or Family Child Care, pursuant to AFI 34-144, *Child and Youth Programs*, Chapter 12.

6.10.2. Childcare, to include babysitting, on the installation must comply with AFI 34-144.

6.11. Guest Services Quality Assurance and Feedback.

6.11.1. A formal review of processes and services assists in continuous improvement in the quality of work and one's experience at a DAFFH. Feedback is a means to determine guest satisfaction levels, obtaining suggestions for improvement, and identifying issues affecting guest services.

6.11.2. A formal feedback system will be established and implemented at the DAFFH to provide opportunity for guest feedback as a potential process improvement avenue. **(T-2)** The DoD Interactive Customer Evaluation system is an approved system for formal feedback.

6.11.2.1. The feedback evaluation system must include the following, overall experience, facility appearance, employee or staff attitude, timeliness of service, hours of service, did the service meet the customer's needs, area for comment and recommendations for improvement, and user ability to request response if name and contact information are provided. **(T-3)**

6.11.2.2. Additional questions with DAFFH Program Manager approval, are acceptable; however, must be kept to a minimum and relative to services rendered at a DAFFH. **(T-3)**

6.11.3. The feedback system is not intended to be used for any of the following purposes: submit employee complaints about management or other employees, to solicit business, request employment, or conduct other such business, spread rumors, to make public announcements, to contact individuals not directly related to the service being provided, to distribute spam (i.e., unsolicited material) or unrelated information, to threaten or harm.

6.11.4. Each feedback shall be responded to accordingly. Any written response to the guest or feedback user will be forwarded to the DAFFH Program Manager for situational awareness. **(T-2)**

6.11.5. The feedback system shall be made available in both paper and electronic format that mirror each other. **(T-3)** An active hyperlink to the feedback system shall be incorporated into any automated email templates in the authorized reservation software system. **(T-3)** The active hyperlink may be linked to official email, social media, reservation system emails, and website.

6.11.6. The DAFFH manager may provide the FHF and LSF with ICE System reports, as requested. Refer to [paragraph 11.10.2.2](#).

6.11.7. See the DAFFH SharePoint® for further resources on the utilization of a feedback system.

6.12. Death in a DAFFH.

6.12.1. Fisher House guests may be medically fragile, and a death could occur during their stay. If a death occurs, it is essential to retain respect and control of the environment. House Managers immediately notify Security Forces upon discovering a deceased person in a DAFFH. Military affiliation will determine authority over the death. **(T-1)**

6.12.2. The DAFFH Program Manager ensures the local DAFFH manager writes and publishes installation procedures in the event of a death in the DAFFH. Guidance includes, at a minimum, discovery of the decedent, securing the area, contacting emergency services, release of the room where the death occurred, information release and after-action reporting. See DAFFH SharePoint® for additional resources.

6.12.3. The DAFFH manager notifies the Director, Air Force Services (AF/A1S), Air Force Services Center, Commander (AFSVC/CC), and DAFFH Program Manager of the death by completing a serious incident report, <https://cs2.eis.af.mil/sites/10042/Pages/SIR.aspx>, typically within two hours of the event. **(T-2)**

6.12.4. Discovery. Upon discovery of an unresponsive person. first aid should be provided if signs of life are observed. If there are no signs of life, the scene must be secured and preserved until responding authorities instruct otherwise. **(T-1)**

6.12.5. Secure the area. Do not search, move, or remove personal effects, money, papers, or property of the decedent until directed by the investigating authority to release the room for access. **(T-2)**

6.12.6. Release of Room. Once released from investigating authorities, the room must be cleaned and sanitized. **(T-3)**

6.12.6.1. If specialized cleaning services are required, the DAFFH manager procures cleaning services in accordance with installation guidance and after coordination with the DAFFH Program Manager.

6.12.6.2. In order to return the room and furnishing to standards after the event, the room should be repaired and refurbished to meet DAFFH room standards.

6.12.7. Communication of death. Staff must be respectful of the decedent and will share information of the guest's death as approved by the installation public affairs office or AFSVC/VB. **(T-0)**

6.12.7.1. Upon request, SFS, OSI or local law enforcement may be provided with the necessary guest information and registration packet.

6.12.7.2. All questions from family, guests, staff, installation and local emergency personnel related to the guest's death will be routed through the DAFFH manager. **(T-0)**

6.12.7.3. No information of the death is to be shared with other guests, volunteers, or media. **(T-1)** Posting any information related to the event on any form of digital or social media is prohibited. **(T-1)**

6.12.8. The DAFFH manager may provide another guest room or alternative accommodations through a referral to the FHF Hotels for Heroes™ or the LSF for local hotel accommodations to family of the decedent. The DAFFH manager may distribute gift cards to the surviving family member to cover immediate needs. See [paragraph 4.20.4](#).

6.12.9. After Action Reporting. The DAFFH manager will follow local reporting procedures as well as complete a serious incident report, available at <https://cs2.eis.af.mil/sites/10042/Pages/SIR.aspx>, and include updates to event details and any additional actions taken until the event is resolved or the investigation is closed by Security Forces. (T-2)

Chapter 7

FINANCIAL MANAGEMENT

7.1. Overview. The DAFFH Fund is funded by a mix of O&M appropriations; gifts, donations, contributions, and grants; proceeds from the disposal of any owned, donated, or acquired property; and fees and other guest charges as provided in 10 USC § 2493. Transferred APFs and all NAF sources are executed in a single fund NAFI for DAFFH Program operation, maintenance, and capital improvement requirements. The sources of funds include APFs authorized in the annual discretionary Consolidated Appropriations Act, return on investments, and gifts and donations made from the Fisher House Foundation, Inc., the installation affiliated LSF, and other NFE and Private Organizations. The DAFFH Program is a non-MWR program with a separate and distinct MTF lodging supplemental mission NAFI as governed by DoDI 1015.10, *Military Morale, Welfare and Recreation Programs*; and DoDI 1015.15. The DAFFH Program's NAFI is administered as a singular Department of the Air Force Central Nonappropriated Fund Instrumentality.

7.1.1. This chapter implements provisions of Public Law 105-261, Section 906, *Strom Thurmond National Defense Authorization Act for Fiscal Year 1999: Restructuring of administration of Fisher Houses*; Public Law 107-314, Section 321, *Bob Stump National Defense Authorization Act for Fiscal Year 2003: Authority for each military department to provide base operating support to Fisher House*; and Public Law 112-81, Section 643, *National Defense Authorization Act for Fiscal Year 2012: Designation of Fisher House for the Families of the Fallen and Meditation Pavilion, Dover Air Force Base, Delaware, as a Fisher House*. It provides the basic responsibilities, procedures, and practices for all DAFFHs, which are sub-accounts of the DAFFH Fund, and Department of the Air Force Central Nonappropriated Fund Instrumentality administered by the DAFFH Fund Board.

7.1.2. The FHF, a national nonprofit organization, historically has offered funds to defray all the occupancy fees that would normally be incurred by military personnel, retirees, veterans, their family members, and other authorized individuals accommodated in Fisher Houses.

7.1.3. Nonappropriated fund-supported elements of Fisher House day-to-day operations, maintenance, and improvements must be self-sustaining. **(T-0)** NAF may be generated through contributions, donations, and support from agencies such as the FHF, the installation affiliated LSF, and other NFE and private organizations. LSFs may establish Combined Federal Campaign (CFC) accounts for the support of the Fisher House associated with the LSF. Installation Fisher Houses may not directly participate in CFC. Financial and property gifts more than \$500 should be directed through the LSF. Supplemental nonappropriated fund resources from the DAFFH Fund may be allocated to individual Fisher Houses by the DAFFH Fund Board based on demonstrated need.

7.2. Roles and Responsibilities. In addition to the roles and responsibilities outlined in [Chapter 2](#), the following are additional responsibilities in relation to financial management which apply to designated personnel.

7.2.1. The DAFFH Fund Board:

7.2.1.1. Approves the annual request to be coordinated with SAF/FM as the proposed transfer from the Department of the Air Force Operations and Maintenance appropriation.

7.2.1.2. The DAFFH Fund Board Chairperson approves budget execution during the Fisher House Fund Board meeting and may approve budget execution for capital requirements outside of meetings for DAFFH and may immediately sign a budget execution document for capital requirements. It is recommended to advise AFSVC of any budget and capital requirement changes.

7.2.1.3. Establishes financial and other standards for the DAFFH Fund and DAFFHs in accordance with this instruction, AFI 65-106, AFMAN 34-202, AFMAN 34-201, DoDI 1015.10, DoDI 1015.11, and DoDI 1015.15. **(T-0)**

7.2.1.4. Recommends Public Accountant Contract Audit (PACA), AFAA, Air Force Inspector General (AFIG) and Department of Defense Inspector General (DoDIG) audits of the DAFFH Fund and DAFFHs to the AF Services Audit Committee to ensure the adequate protection of NAFs.

7.2.2. The DAFFH Program Manager:

7.2.2.1. With the concurrence of AFSVC/VF, annually reviews and validates NAF and APF budget submissions from each of the individual houses to ensure NAF and APF distributions to the installation DAFFH.

7.2.2.2. Consolidating individual house budget submissions for review by AISR and SAF/FMCEB and approval by the AFFHB upcoming fiscal year, or any significant changes in current year.

7.2.2.3. Coordinates OOC requests for DAFFH Fund Board approval by submitting requests to the DAFFH Fund Board for review and approval or disapproval of funding requests, typically within five business days of receipt from the requesting installation. **(T-2)** Refer to AFI 65-106 for DAFFH program funding guidance.

7.2.2.4. Approves all DAFFH Program requirements within approved budget limits.

7.2.2.5. Develops a central DAFFH Program capital expenditure and income and expense budget in conjunction with AFSVC.

7.2.2.6. Provides audit reports from PACA, AFAA, AF IG, DoD IG visits, Air Force Services Audit Committee, and the DAFFH Fund Board. Ensures prompt follow-up actions are accomplished to close out audit and staff assistance visit findings as requested by the AFSVC Commander.

7.2.2.7. Provides on-site staff assistance visit reports to the DAFFH Fund Board and ensure prompt follow-up actions are accomplished to close out visit findings.

7.2.3. The DAFFH Manager:

7.2.3.1. Develops local capital and income and expense budget requirements with guidance from the local FSS Resource Management Office and DAFFH Program Manager. Submits budgets to DAFFH Program Manager by requested due date or 30 April, whichever is sooner.

7.2.3.2. After coordinating with the local FSS Resource Manager, submits requests to DAFFH Program Manager detailing the need for the OOC request, if applicable.

7.2.3.3. Submits requests for official travel to the DAFFH Program Manager for approval.

7.2.3.4. Follows the NAF accounting procedures established in AFMAN 34-209 and asset and property disposition in AFMAN 34-204.

7.2.3.5. Reviews local DAFFH financial and operations statements.

7.2.3.6. Reports the monthly bed-night amount on the contribution log and creates a quarterly bed-night request report for the local FSS Resource Management Flight Chief's signature and submission to AFSVC. **(T-2)** Provides adequate backup documentation to support the quarterly bed night reports being submitted (e.g., reports from the Reservation Key System detailing total breakdown of authorized guests temporarily lodging at the Fisher Houses or similar report approved by AFSVC/VF). Submits any requested missing or inadequate supporting documentation, typically within three business days.

7.2.3.7. Provides all necessary documentation during an audit and briefs audit findings or results to the DAFFH Program Manager and DAFFH Fund Board, if requested. Closes out all findings via appropriate plans of action to remedy any discrepancies.

7.2.4. Air Force Services Center Financial Management and Comptroller Directorate (AFSVC/VF):

7.2.4.1. Acts as the Custodian for the DAFFH Fund.

7.2.4.2. Presents the annual program financial report to the DAFFH Fund Board and provide financial management support for the DAFFH Program. Report includes the following (at a minimum): APF and NAF budget, APF and NAF projected and actual year-to-date expenditures, status of operating cash reserve, and performance history of investment reserve. In addition, annual re-evaluation, quarterly investment, and multi-year budgets shall be reported.

7.2.4.3. Ensures proper accounting treatment for receipt of DAFFH APF dollars and the annual discretionary transfer of APF for execution in accordance with 10 USC § 2493. **(T-0)**

7.2.4.4. Receipt of gifts and donations of more than \$25,000 and up to \$100,000 made payable to the AFFHP, approved pursuant to **Chapter 9** of this instruction, and utilizing appropriate separation of duties from financial reporting.

7.2.4.5. When required, issues the annual tax exemption documentation to all Resource Management Flight Chiefs and DAFFH Program Manager, pursuant to USC Title 26, *Internal Revenue Code* for distribution to donors. **(T-0)** See **Chapter 9** of this instruction.

7.2.4.6. Provides staff assistance visits when requested by the AFSVC/CC.

7.2.4.7. Consolidates the quarterly bed night reports received from each DAFFH and submits to the FHF to request bed-night proffer reimbursement. Requests additional documentation from DAFFH managers or DAFFH Program Manager. Includes installation FSS Resource Managers and NAF Accounting Offices on the bed night quarterly emails.

7.2.5. The local FSS NAF Accounting Office:

7.2.5.1. Processes travel authorizations and vouchers for local DAFFH travel.

7.2.5.2. Upon receipt of the quarterly email, creates an accrual for the bed night quarterly proffer from the FHF.

7.3. DAFFH Central Fund.

7.3.1. The operation, maintenance, and improvement of the DAFFH shall be financed from a separate and distinct lodging mission NAFI that is established to support DAFFH, in accordance with 10 USC § 2493(d). **(T-0)**

7.3.2. The NAFI shall be established, administered, and governed by the DAFFH Fund Board. **(T-0)** The DAFFH Fund Nonappropriated Fund Instrumentality will be operated according to this publication (except where inconsistent with this chapter), other applicable directives, and their successors. **(T-0)**

7.3.3. The primary source of funds of the DAFFH NAFI is the annual discretionary appropriation authorized by Congress (an amount the DAFFH Fund Board approves to draw from the appropriation). The secondary source of funds of the Program Fund is the annual “bed-night” gift offer made by the FHF. See [paragraph 7.1.2](#). The tertiary source of funds is gifts to the Program from FHF, LSFs, and other donors pursuant to 10 USC § 2493(e).

7.3.4. The DAFFH central fund shall be invested in AFSVC investment program to ensure the safety of the principal, liquidity, and yield of funds, in accordance with DoDI 1015.15. **(T-0)**

7.3.5. Authorized Operation and Maintenance APFs for day-to-day operational expenses shall be made available on a quarterly basis, with a separate one-time transfer to NAF annually, utilizing 10 USC § 2493 and Chapter 7 of AFI 65-106 as a transfer mechanism and deposited into the DAFFH NAFI fund. **(T-0)**

7.3.6. By operation of 10 USC 2493, the authorized APF Funds transferred into the DAFFH shall be treated as NAFs, without fiscal year limitation, and available until expended in accordance with AFI 65-106. **(T-0)**

7.3.7. All DAFFH Program funds within the DAFFH central fund, whether designated appropriated or nonappropriated, will be executed as NAFs while retaining a delineation of NAF and APF general ledger account codes (GLAC) in accordance with DAFFH funding guidance in AFI 65-106. **(T-0)**

7.4. Funding guidance for the DAFFH Program.

7.4.1. In collaboration with OPRs for AFI 65-106, AFMAN 34-201 and other AF publications, supplemental guidance on the receipt and expenditure of NAF and APF funding sources is contained in this manual.

7.4.2. DAFFH funds will not be used to procure food and beverage meal items for guests, volunteers, or staff members. **(T-1)** DAFFH funds may be used to procure common hotel industry staple food and beverage items (e.g., coffee, cream, sugar, condiments, and spices). DAFFH funds will never be used to purchase alcoholic beverages. **(T-0)**

7.4.3. Due to the unique family home away from home environment of DAFFHs, program funds may be expended on guest use items including, toiletries common to the hotel industry, non-food kitchen and bathroom supplies, laundry supplies, business center requirements, overhead and administrative requirements, and community common and patio areas.

7.4.4. To foster family resilience, the DAFFH provides a communal kitchen environment. DAFFH funds may be used to provide kitchen staples, storage items, cutlery, flatware, cooking equipment and utensils. Donated funds may be used to purchase continental breakfast items, and ‘grab-n-go’ snack items to support guests that need to maintain glucose and blood sugar levels and for those guests attending medical appointments.

7.4.5. To support the family environment, DAFFH funds may be used to purchase supplies and equipment necessary to provide children social and recreational opportunities within the DAFFH. Items may include furniture items and playground equipment.

7.4.6. DAFFH funds may be used on comfort accessory items (e.g., heating pads, ice packs, pillow wedges, medication refrigerators, standard first-aid kit) and sundries to keep on hand for the benefit of the guest.

7.4.7. DAFFH funds may be used to support the DAFFH Volunteer Program. Funds may be used for volunteer identification tags. When providing volunteer recognition events, follow guidance in AFI 65-106 if providing modest food and beverage items for perspective volunteer recruiting and orientation events (alcoholic beverages are prohibited). See [Chapter 15](#) for further guidance on volunteer operations.

7.5. DAFFH Program Level Funding and Expenditure.

7.5.1. Program Level Funding for Executive Control and Command Supervision (ECCS). Although typically the ECCS program management falls under direct APF funding, the DAFFH Program Manager position was added as a NAF position with the understanding the reimbursement would be included in the annual O&M transfer for funding. In the event the O&M funds transfer is not provided, AF/A1S would need to advocate for APF funding for ECCS requirement.

7.5.2. Program Personnel Costs. The salary and benefits of the DAFFH Program Manager are paid from central DAFFH NAFI. Use of DAFFH Fund operational cash reserves (immediate contingency reserve) and investment reserves (in excess of cash reserve, not an immediate contingency reserve) to pay personnel costs as a measure of last resort should be minimized. All DAFFH Program funds, whether appropriated or nonappropriated, may be expended.

7.5.3. Program TDY Costs. The DAFFH Program Manager may request an annual amount of funds from the DAFFH Fund Board to accommodate on-site staff visits, attendance at the annual FHF Managers Conference for themselves and local DAFFH management, and other TDY and training needs for the Program. The DAFFH Program Manager must provide an annual summary to the DAFFH Fund Board of expended TDY funds but need not seek advance approval for amounts within the Program TDY Budget. **(T-0)**

7.5.4. Other Program Costs. When necessary to achieve desired quality control and branding standards, and when centralized acquisition is cost effective, the DAFFH Program Manager may request support from AFSVC contracting to place certain goods and services on a program-wide contract. In the case of the acquisition of goods, the shipping costs to individual DAFFHs shall be considered in determining cost effectiveness of program contracts. **(T-1)**

7.6. Nonappropriated Fund Budgets. The DAFFH enterprise is one Nonappropriated Fund Instrumentality, with one functioning balance sheet at the central fund level. Local Fisher House operations cannot be held to a bottom-line Net Income Adjusted for Depreciation profit goal.

Managing budget to actual in expense categories is the best management and indicator tool for installation Fisher Houses.

7.6.1. The DAFFH Program Manager develops financial objectives and goals based on requirements of DAFFH Fund Board.

7.6.2. The DAFFH manager will prepare the local capital expenditure budget for a minimum of five (5) years. **(T-1)** The budget will:

7.6.2.1. Describe each requested asset, the asset's priority, the funding source, the cost center that should apply to the asset, the estimated month and year of completion or purchase, and the estimated cost of the asset. **(T-1)**

7.6.2.2. Include NAF purchases of capital assets. Capital assets include fixed assets, facilities acquired or constructed, and improvements made on facilities from NAFs. **(T-1)**

7.6.2.3. Quantify expendable (bulk) assets to include expendable equipment (like-items) that the activity purchases in bulk. Also, include bulk purchases of high value supplies in an amount over \$5,000. **(T-1)** Refer to AFMAN 34-209, para 4.4.1.1.

7.6.2.4. Justify the requirements listed on the capital expenditure budget. Justifications for NAF vehicle purchases are coordinated with the installation NAF vehicle control officer. **(T-1)** Refer to AFMAN 34-204, *Property Management*.

7.6.2.5. Utilize a DAFFH Program Manager approved template to complete the nonappropriated capital expenditure budget. **(T-1)**

7.6.3. The DAFFH manager develops a local income and expense budget based on the guidance provided by AFSVC, FSS Resource Management, and the DAFFH Program Manager. **(T-2)**

7.6.3.1. The DAFFH manager uses these budget projections, when compared to actual performance, to help identify specific areas for revised planning or corrective action in their operations.

7.6.3.2. The DAFFH manager develops financial objectives and goals in collaboration with the DAFFH Program Manager and Resource Management Flight Chief based on requirements of DAFFH Fund Board.

7.6.3.3. The DAFFH manager prepares realistic budgets for cost centers under their management with guidance from the DAFFH Program Manager and the Force Support Resource Management Flight Chief. This allows comparisons between budgeted and actual financial results. In setting goals and budgets, the DAFFH manager should consider the following factors:

7.6.3.3.1. Net earnings objectives.

7.6.3.3.2. Amount of APF support authorized and what is realistic to receive.

7.6.3.3.3. Desire for new or revised programs.

7.6.3.3.4. Desired construction and facility maintenance and repair.

7.6.3.3.5. Need for new equipment and/or repair of equipment already owned.

7.6.3.3.6. Higher headquarters financial goals where established.

7.6.3.3.7. Mission changes that will affect operations whether positive or negative.

7.6.3.3.8. Justify income and expense budget alteration by annotating justification and clarification to any budget adjustments over the quarter just ended and submit a copy of justification notes as part of the budget package.

7.6.3.4. Ensure when estimating supply expense, the current year portion from bulk purchases of high value supply items (i.e., over \$5,000) from the capital expenditure budget is included as supply expense in the operating budget.

7.7. APF Budgets.

7.7.1. DAFFH Fund Board approved Budget Execution Report (BER) will be provided to Director, Air Force Services AF/A1S by DAFFH Manager. **(T-2)**

7.7.2. A1SO will provide the BER to the Fisher House Program Manager for review, updating, and approval by the DAFFH Fund Board. **(T-2)**

7.7.3. The DAFFH Program Manager will send the BER to the DAFFH managers for implementation. **(T-2)**

7.7.4. Throughout the year, DAFFH managers will submit all BER unscheduled requests to the DAFFH Program Manager who will in turn submit the requirements for approval to A1S to the DAFFH Fund Board. **(T-2)**

7.8. Reporting Requirements.

7.8.1. DAFFH Program Manager and Air Force Services Center Financial Management and Comptroller Directorate prepare and present the annual report to the DAFFH Fund Board. The report includes the following (at a minimum):

7.8.1.1. An account of the amount of money in the DAFFH Fund account as of 1 October of the previous year. **(T-2)**

7.8.1.2. The financial status of the DAFFH Fund, to include income and expense operations and capital requirements, for previous fiscal year. **(T-2)**

7.8.1.3. An account of the gifts, fees, and interest credited to the DAFFH Fund during the previous fiscal year. **(T-2)**

7.8.1.4. Disbursements from the DAFFH Fund for the previous fiscal year. **(T-2)**

7.8.1.5. Nonappropriated fund budgets for the operation of Fisher Houses for the fiscal year in which the report is submitted. **(T-2)**

7.8.2. The DAFFH manager will provide the quarterly workload and occupant bed-night information to the DAFFH Program Manager for review and approval. **(T-2)** The approved report will then be provided to the local Force Support Resource Management Flight Chief for signature and submission to Air Force Services Center Financial Management and Comptroller Directorate and the DAFFH Program Manager by the 10th of the month following the end of the quarter. **(T-2)** See [Attachment 7](#) for a sample of a DAFFH *Bed-night Request*.

7.8.3. The DAFFH Program Manager will report fund execution and project status to the DAFFH Fund Board for all new utility expansions, parking lots, facility additions, and other capital requirements for any of the DAFFHs. **(T-2)**

7.9. Internal Controls.

7.9.1. The DAFFH Program Manager establishes and ensures internal control measures separate duties, safeguard assets, allow a crosscheck of information, and provide accountability of actuals and variances, in accordance with AFMAN 34-202.

7.9.2. Internal DAFFH processes (e.g., purchasing and inventory of mission essential items, protection of cash, check cashing, receipt and acceptance of gifts and donations, gift card controls, protection of NAF property, reporting of losses, time and attendance reporting, and NAF P-Card Program controls) will be reviewed and a system of internal control procedures will be established to ensure transactions are recorded with accurate and pertinent information that is relevant and valuable to control operations and make decisions. **(T-2)**

7.9.3. Guidance and training will be provided to all DAFFH staff to minimize errors, waste, and wrongful acts and achieve management directives. **(T-2)** All DAFFH staff will complete NAF Internal Controls training in accordance with AFMAN 34-202. **(T-2)**

7.9.4. All DAFFH staff will perform within their scope of authority, be accountable for professional integrity when completing assigned duties, and understand the importance of implementing a good internal controls program. **(T-2)**

7.10. Control of Installation DAFFH Funds and Assets.

7.10.1. Controlling funds and assets. Donations of cash, checks, money orders, gift cards and related items used as cash or as a cash equivalent will be stored in a locked container or safe until properly deposited or distributed. **(T-1)** Since checks are highly susceptible to being converted to cash, document and control their receipt, issue, and return at all times.

7.10.2. Incoming check, cash, and gift card donations will be received with two-person control and recorded in an auditable gift control log with delineation of contributions and donations from private donors, the FHF, and the LSF. **(T-1)** See [Attachment 6](#) for a sample of the DAFFH Record of Contribution and Donations Log.

7.10.3. Deposits.

7.10.3.1. With approval of the Resource Management Flight Chief, small activities which take in minimal amounts of cash (e.g., DAFFH, fitness centers and libraries) may make deposits weekly, monthly, or when receipts exceed \$200. Individual cashiers maintain daily cash and receipt accountability using AF Form 1875A, *NAF Individual Cashier's Report*.

7.10.3.2. Records of contribution logs, deposit forms and a copy of checks received shall be retained in accordance with the file management plan. **(T-2)**

7.10.4. Processing of returned donation checks. In the event a donation in the form of a check is returned for non-sufficient funds, the FSS Resource Manager informs the DAFFH manager of the returned check. As no services or products were exchanged for the donation, the DAFFH Program Manager, delegable to the DAFFH manager, has the discretion to absorb any return check processing fees and coordinates the action with the local FSS Resource Manager or designated staff.

7.10.4.1. The DAFFH manager may waive issuance of a due process letter and placement on a do not collect report or equivalent reporting.

7.10.4.2. The DAFFH manager or DAFFH manager, if delegated to, will assume the fees associated with the returned check and post the applicable credit and debits associated with the returned donation. **(T-1)** The fees associated with the returned check will be debited to the house ledger under the GLAC of miscellaneous operating expense (GLAC 7890000). For further guidance on returned checks refer to AFMAN 34-209. **(T-1)**

7.10.5. Staff assistance visits and audit programs. The DAFFH is subject to participation in AFSVC and AFAA audit programs along with financial review and audit during the on-site staff assistance visits as requested by the AFSVC/CC.

7.10.5.1. The DAFFH Program Manager should complete on-site staff visits annually and must report visit and program findings to the DAFFH Fund Board, ensuring prompt follow-actions are completed to close out audit and visit findings, pursuant to [paragraph 7.2.2.6](#). **(T-2)**

7.10.5.2. The DAFFH Program Manager receives copies of all documentation from the DAFFH manager for audits and provides reports to the DAFFH manager for staff assistance visits. Upon receipt of the audit or staff assistance visit audits, the DAFFH manager provides corrective action(s), closes out all audit and visit findings, and reports findings and corrective actions to the DAFFH Program Manager, pursuant to [paragraph 7.2.3.7..](#)

7.11. Fund Storage.

7.11.1. Funds (e.g., gifts of cash and checks) and gift cards must be stored in a General Services Administration Class 5 Safe (non-vendor specific), in accordance with AFMAN 34-202. **(T-2)**

7.11.2. Funds (e.g., gifts of cash and checks) and gift cards must be stored in a funds storage container (i.e., safe) approved by the FSS Resource Manager and a SFS representative. **(T-2)** Funds stored overnight cannot exceed the approved funds storage limit. **(T-2)** Recommended minimum funds storage levels is \$2,000.

7.11.2.1. Gift cards used for the benefit of the DAFFH and for distribution to DAFFH guests are considered highly pilferable items and must be stored in an approved funds storage container. **(T-1)**

7.11.2.2. A request to increase the funds storage limit is submitted to the FSS Resource Manager, when warranted.

7.11.3. The DAFFH manager or designee must be present, in a position to effectively safeguard the contents of the fund storage container when it is left open for temporary access to cash assets. **(T-1)**

7.11.4. A copy of the current approval letter is posted on the safe and maintained in the life of the fund file. **(T-2)**

7.11.5. For minimum physical safeguards and other cash protection requirements refer to DAFI 31-101, *Integrated Defense*.

Chapter 8

CONTRACTING AND PURCHASING

8.1. Purpose.

8.1.1. The Fisher House requires the procurement of certain equipment, goods (including furnishings and consumables), and services (including utilities) for the operation of small to medium size family residential accommodations as specified in [Chapter 7](#). Although pursuant to 10 USC § 2493, DoDI 1015.11, and DoDI 1015.15, the Department of the Air Force operates the DAFFH Program as a distinct and separate MTF lodging supplemental mission fund NAFI, some expenditures are designated as APF expenses based on the requirement in accordance with 10 USC § 2439 and DAFFH funding guidance in AFI 65-106. APF support of NAFIs is governed by AFI 65-106.

8.1.2. The FSS NAF Contracting Office, in accordance with AFMAN 64-302, accomplishes Nonappropriated Fund contracting on behalf of Fisher Houses.

8.1.3. The vast majority of DAFFH NAF contracting actions will be accomplished by the FSS contracting pursuant to this manual and AFMAN 64-302. **(T-0)** The installation Contracting Squadron (CONS), in accordance with the Federal Acquisition Regulations (FAR), accomplishes APF contracting, and contracts exceeding the warrant of the NAF contracting officer, on behalf of DAFFHs. **(T-0)**

8.1.4. The installation CONS, completes all contracting requirements for Dover Fisher House for Families of the Fallen, in coordination with the Dover DAFFH manager. **(T-1)** See [Chapter 12](#).

8.1.5. The DAFFH Program provides a unique family home-away-from-home environment and may require functionally unique items or services, which may include brand name, sole source, or equal justification to meet FHF standards and expectations.

8.2. Roles and Responsibilities. In addition to the roles and responsibilities outlined in [Chapter 2](#), the following are additional responsibilities in relation to contracting and purchasing, which apply to designated personnel.

8.2.1. The DAFFH Program Manager:

8.2.1.1. Validates all NAF and APF capital requirements, repairs and renovations submitted by each DAFFH to the local FSS NAF Contracting Office or the installation CONS.

8.2.1.2. Determines the needs and requirements of the DAFFH Program and develops requirement documents and specifications.

8.2.1.3. Provides supporting documentation (e.g., market research, life cycle cost analysis) to support a sole source contract or agreement for program-wide purchases. The DAFFH Program Manager supports DAFFH managers in the development of all installation level acquisition support documentation.

8.2.1.4. Provides program-wide contract management oversight.

8.2.1.5. Ensures DAFFH managers seek training, follow purchasing, contracting and documentation requirements in accordance with current guidance.

8.2.2. The DAFFH Manager:

8.2.2.1. Determines the needs and requirements of the House and develops requirement documents and specifications.

8.2.2.2. Provides supporting documentation to support a sole source contractor agreement for House purchases.

8.2.3. The FSS NAF Contracting Office accomplishes NAF contracting on behalf of DAFFHs within their prescribed warrant authority. When the purchase is over the warrant of the NAF contracting office, contracting will be in coordination with the installation contracting office. **(T-0)**

8.2.4. The Installation Contracting Office accomplishes APF contracting on behalf of DAFFHs within their prescribed warrant authority.

8.2.5. AFSVC Contracting assists with program level contracting needs and requirements.

8.3. Nonappropriated Fund Contracting Guidance.

8.3.1. Local DAFFH staff will utilize the FSS NAF Contracting Office for NAF related contracted purchase of equipment, goods, and services that exceed a NAF P-Card single purchase limit. **(T-0)**

8.3.2. DAFFH Program Manager may contract certain goods and services on a program-wide contract when necessary, when centralized acquisition is cost effective. In the case of the acquisition of goods, the shipping costs to individual DAFFHs shall be considered in determining cost effectiveness. **(T-2)**

8.3.3. The DAFFH Program Manager and DAFFH managers will develop requirement specification and documents, conduct market research and certify purchase request for their respective level. **(T-2)**

8.3.4. The DAFFH Program Manager and House Manager will develop a system of internal control for receiving or acknowledging completed work, maintain receiving reports and documentation related to the purchase records for their respective level. **(T-2)**

8.3.5. Contracting records and supporting documentation related to the contracted purchase of good and services shall be auditable, and accessible for audit, and retained into accordance with records management guidance. **(T-2)**

8.3.6. DAFFH staff involved in NAF contracting will complete Internet Based Purchasing System (IBPS) training prior to accessing IBPS for purchasing actions. **(T-2)**

8.4. Special Contracting Requirements - Nonappropriated Funds.

8.4.1. Blanket Purchase Agreement (BPA). A BPA provides a means to purchase supplies and services on a recurring basis on the open market when the use of a NAF P-Card is not practical. Typically, utilized at the DAFFH Program Level, however, if criteria have been met, the DAFFH may request a BPA with the local NAF contracting office, in accordance with AFMAN 64-302, Chapter 10. BPA, as a contract vehicle for recurring purchases, shall be negotiated by NAF Contracting Officer (or local CONS when not supported by FSS NAF

contracting) for designated sourced items pursuant to [Chapter 7](#) and DAFFH Funding guidance found in AFI 65-106. **(T-1)**

8.4.2. Brand Name, Sole Source or Equal Justification. Based upon brand, consistency of product and quality standards, uniqueness of FHF standards. Purchases are in accordance with AFMAN 64-302, paragraphs 6.8. and 6.9

8.4.2.1. DAFFH staff must provide written sole-source justification that describes what specific or unusual need makes the sole source necessary to the contracting officer along with the purchase request. **(T-1)** See [Attachment 18](#) for *Fisher House Foundation Standards Policy* for DAFFH quality standard justification and the DAFFH SharePoint® for an example of Sole Source Justification.

8.4.2.2. When sole source justifications are not approved, the DAFFH Program Manager and House Manager should work with the contracting officer to challenge a denial of a sole source. **(T-1)**

Chapter 9

LEGAL CONSIDERATIONS

Section 9A—Status and Relationships.

9.1. Real Property. DAFFHs are Department of the Air Force real property that provides lodging for eligible guests associated with the MTF. All Houses are located on Department of the Air Force installations proximate to, or nearby, the servicing MTF or local servicing healthcare facilities.

9.1.1. New houses are traditionally tendered to the Department of the Air Force as completed new construction by the Fisher House Foundation as a gift to the Department of the Air Force, made pursuant to 10 USC § 2493(a)(1)(C)(i) and AFI 32-9001, *Acquisition of Real Property*. The Secretary of the Air Force and the Chief of Staff of the Air Force or the Chief of Space Operations shall be notified of the acceptance of the gift of construction of a new Fisher House. **(T-0)**

9.1.2. Fixtures and installed equipment (e.g., kitchen appliances) tendered with the new construction become property of the Department of the Air Force as well.

9.2. Personal Property. All personal property including furnishings, decorations and guest use items are the property of the Department of the Air Force. The Department of the Air Force will not accept a gift to the Department of the Air Force unless the donor relinquishes all title to the property. **(T-0)** Nor will the Department of the Air Force accept the donation of personal property conditioned by the donor upon its eventual return to the donor. **(T-0)**

9.2.1. The Zachary and Elizabeth Fisher recognition items are on permanent display as part of the original gift to the DAF. Any additional recognition marking (including recognition of the House's supporting LSF) donor plaques, or any form of commercial sponsorship in recognition of contributions from outside donors may only be displayed on the designated wall of the study in accordance with FHF standards and Chapter 4 of AFI 51-506 *Gifts to the Department of the Air Force From Domestic and Foreign Sources* and AFI 34-108, *Commercial Sponsorship and Sale of Advertising*. **(T-1)** **(Exception:** Donor recognition markings or plaques in place at the DAFFH prior to publication of this DAFMAN.)

9.2.2. Loaned artwork must only be accepted pursuant to DAFI 84-103, *Department of the Air Force Heritage Program*, paragraph 6.8.. **(T-1)**

9.3. DAFFH Program Manager.

9.3.1. As part of Air Force Services Center, the DAFFH Program Manager has the primary responsibility for ensuring continuity, consistency of operations and guest standards across all Fisher Houses in the Department of the Air Force inventory.

9.3.2. Is subject to Executive Branch Personnel Confidential Financial Disclosure Report (i.e., Office of Government Ethics (OGE) 450 Report) upon entering the position and annually, in accordance with JER Section 7-300, *Individuals Required to File* and 5 CFR Part 2634 Subpart I, *Confidential Financial Disclosure Reports*. **(T-2)**

9.4. DAFFH Employees.

9.4.1. DAFFH program staff are NAF employees. **(T-1)** Dover Fisher House staff are RegAF or contracted housekeeping. **(T-1)**

9.4.2. DAFFH managers may be subject to Executive Branch Personnel Confidential Financial Disclosure Report (i.e., OGE 450 Report) upon entering the position and annually, in accordance with JER Section 7-300 and 5 CFR Part 2634 Subpart I. **(T-2)**

9.5. DAFFH Volunteers. Fisher House operations benefit from friendly, helpful volunteers.

9.5.1. Pursuant to 10 USC § 1588, *Authority to Accept Certain Voluntary Services*, and DoDI 1100.21, *Voluntary Services in the Department of Defense*, program volunteers are considered Department of the Air Force employees supporting family programs for purposes of tort injuries, on-the-job workplace injuries and reimbursement of miscellaneous expenses incurred in the course of assigned duties.

9.5.2. For the recruitment, supervision, and recognition of volunteers refer to **Chapter 15**.

9.6. DAFFH Fund Board. The DAFFH Fund Board acts as the functional Headquarters Air Force three (3) letter FSS Resource Manager for the DAFFH Program. The Board's Membership represents a balance of Air Force Services (AF/A1S and AFSVC), Financial Management (SAF/FM), and Surgeon General (AF/SG), interests.

Section 9B—Supporting and Supported Relationships.

9.7. Military Treatment Facility (MTF).

9.7.1. The installation Fisher House supports the MTF Commander by providing family-style accommodations for Service Members, Retirees and Veterans receiving inpatient, and select outpatient, treatment, and their family members. The MTF Commander or Medical Operations Group Commander is the Supported Commander.

9.7.2. An RegAF Medical Services Corps officer will provide the necessary medical expertise for the DAFFH Program to accommodate both its guests and, where applicable, their sponsors undergoing active medical treatments at the servicing MTF. **(T-0)**

9.8. Installation Commander. The installation commander and the subordinate commanders support the local DAFFH with a variety of services through CE, FSS, Communication Squadron (CS), SFS, Public Affairs, Wing SJA as necessary. Provides common APF installation support. **(T-1)**

9.9. Air Force Services Center (AFSVC). AFSVC supports the DAFFH Program with Financial Management and Resource Management subject matter expertise.

Section 9C—Partnering.

9.10. Fisher House Foundation (FHF). The FHF is a nationally focused 501(c)(3) nonprofit organization, incorporated in the State of Delaware, associated with the family of Zachary Fisher, having a mission to improve the quality of military medicine by facilitating comfortable, home-like accommodations for attendant family members accompanying RegAF Service Members, Retired and Veteran Service Members under an active medical treatment plan.

9.10.1. May designate a liaison as an advisor to the DAFFH Fund Board.

9.10.2. May offer an annual ‘bed-night’ contribution to the Department of the Air Force, currently \$10 per guest per occupied room, across the DoD Fisher House Program worldwide. **(T-0)**

9.10.3. May support the DAFFH through gifts and donations to the Department of the Air Force or through new construction of Fisher Houses, major construction and renovation projects in accordance with 10 USC § 2493(e).

9.10.4. Typically, protects the Fisher House name and integrity through the LSF, cobranding, and social media. See [Attachment 18](#) for *Fisher House Foundation Standards Policy*.

9.10.5. May authorize non-exclusive rights for the DAFFH Program to utilize the Fisher House Foundation’s registered trademarked logo in support of the program mission. See [Attachment 19](#).

9.10.6. May provide an annual Fisher House Managers Conference for DAFFH staff.

9.10.7. May support the local DAFFH through Hero Programs (e.g., Hero Miles™, Hotels for Heroes™).

9.11. Local Supporting Foundation (LSF). LSFs are independent locally focused 501(c)(3) organizations, usually chartered in their state of operations, that provide fundraising, donation, volunteer recruitment and community outreach in support of individual Fisher Houses. For further reference on LSFs see [Chapter 11](#).

9.12. Other NFE and Private Organizations. DAFFH managers may accept distributions directly from the CFC.

9.12.1. All requests from non-LSF NFEs and Private Organizations for logistical support from the Fisher House and its employees must be evaluated pursuant to JER Section 3-211, *Logistical Support of Non-Federal Entity Events*, and AFI 35-101, *Public Affairs Operations*, and referred to the Installation Staff Judge Advocate for legal review. **(T-0)**

9.12.2. Requests from NFEs, not recognized by the installation as a Private Organization, for fundraising support from the House are not usually granted and should also be referred to Installation Staff Judge Advocate.

9.12.3. Requests from installation-recognized Private Organizations (including LSF’s) for fundraising support (such as use of House facilities to hold a fundraiser) are evaluated pursuant to JER Section 3-201, *Membership*, AFI 34-223, and DAFI 36-3101, *Fundraising*, and should be referred to Installation Staff Judge Advocate. **(T-1)** See [Section 9D](#).

9.12.4. Proffered donations of in-kind supplies may be accepted by the DAFFH manager in accordance with [Section 9E](#).

9.12.5. Proffered donations of monies and gift cards (whether universal or non-universal) from non-LSF NFEs and Private Organizations should normally be declined, pursuant to AFI 51-506, Section 5B. Instead, potential donors may be redirected to coordinate potential gifts through the local LSF as a conduit for gifts to the DAFFH.

9.13. State and Local Governments. Fisher Houses are generally exempt from inspections and certifications by state and local governments. Any such overtures from governmental agencies or

officials should be referred to the FSS. Any requests to participate in grant programs administered by state or local governments must be approved by the DAFFH Program Manager. (T-2)

9.14. Department of Veterans Affairs (VA). DAFFHs may provide lodging for Veteran Service Members and their families that are registered in the VA Healthcare system, on the same basis as is afforded eligible Fisher House guests.

9.14.1. A mutually beneficial relationship between the DAFFH Program and the VA with an intent to maximize the services available to VA beneficiaries may be established to address specific processes between both parties in accordance with the current National Defense Authorization Act (NDAA); Public Law 97-174, *The Veterans Administration and Department of Defense Resource Sharing and Emergencies Operations Act*; 38 USC § 8111, *Sharing of Department of Veterans Affairs and Department of Defense health care resources*; 10 USC § 1104, *Sharing of health-care resources with the Department of Veterans Affairs*; The Veterans Health Administration Directive 2010-40, *Health Care Resource Sharing with the Department of Defense*; DoDI 6010.23, *Department of Defense and Department of Veterans Affairs Health Care Resource Program*; VHA Handbook 1660.4, *VA-DOD Healthcare Resources Sharing*, and AFI 41-126, *Department of Defense/Veterans Affairs Health Care Resource Sharing Program*.

9.14.2. DAFFH managers, with the concurrence of the DAFFH Program Manager, may enter into an MOU with a geographically proximate VA Medical Center and/or VA Fisher House to address mutual overflow lodging requirements.

9.15. DoD Warrior Games. Under the cognizance of the Office of the Secretary of Defense, the Army hosts the annual DoD Warrior Games, to provide an Olympics-level competition forum for disabled DoD Athletes, and to showcase for the public, the military's Wounded Warriors.

9.15.1. FHF traditionally funds a family program for the family members and non-medical attendants that accompany the athletes to the games. These individuals are key to Wounded Warrior rehabilitation and building family resiliency.

9.15.2. If requested by the FHF, select DAFFH managers and staff escorts may be sent on official TDY orders to act as escorts for family members and DoD liaison officers to FHF representatives.

Section 9D—Fundraising.

9.16. Fundraising efforts by Fisher House Foundation. FHF generally conducts donor fundraising efforts at a national level. Requests to use an individual Fisher House as a site for a fundraising event should be coordinated with the DAFFH Fund Board and its legal advisor (AF/JACP). Fisher House official websites and social media pages may link to the FHF website but may not repost or highlight FHF fundraising efforts or events, unless they are held at the DAFFH or are in interest of guests who may attend. (T-2)

9.17. Fundraising efforts by Local Supporting Foundations. LSFs generally conduct donor fundraising efforts at a local level. See [Chapter 11](#) for further fundraising guidance related to the LSF.

9.18. Fundraising Collections at the DAFFH. Fisher Houses may maintain an on-site donation box for the collection of in-kind supplies (including food stuffs, toiletry items for guests and infant care supplies).

9.18.1. Although in-kind collections are not considered as fundraising pursuant to DAFI 36-3101, such in-kind collection boxes should be placed in common areas and outside of staff working spaces (i.e., not in offices).

9.18.2. Fundraising collection mechanisms or information to be posted in common areas, on possible donations to FHF, are not permitted except as purely historical information on the role of FHF in the DAFFH Program. **(T-1)**

9.18.3. Non-LSF NFEs and Private Organizations are not permitted permanent fundraising collection mechanisms or information posted in common areas of the DAFFH. **(T-1)**

Section 9E—Gifts and Donations.

The DAFFH is supported through gifts and donations to the Department of the Air Force, the DAFFH NAFL, and DAFFH. Procedures for receiving, processing, and accepting gifts are established in AFI 51-506. The delegated acceptance authority of gifts and donations is pursuant to the following and [Attachment 10](#). All gift offers and acceptance of gifts, contributions, and donations outlined below should be documented between the donor and the acceptance authority using the samples found in [Attachment 11](#), [Attachment 12](#), and [Attachment 13](#) of this instruction.

9.19. Gifts to the Department of the Air Force. AFD 51-5, *Administrative Law, Gifts and Command Relationships*, and AFI 51-506, govern gifts to the Department of the Air Force made by outside donors pursuant to 10 USC § 2601, *General gift funds*. Allowable gifts include monies, real property and personal property to support Department of the Air Force programs and operations. Donors may make gifts subject to certain conditions (e.g., a gift of funds to renovate a particular Fisher House) provided that the Department of the Air Force finds these conditions acceptable. Generally, AFD 51-5 and AFI 51-506 provide for the following gift acceptance authorities:

9.19.1. Installation commanders (with real property elements on staff) can accept real property gifts of a value up to \$100,000. Real property gifts include, not only land and structures, but items (e.g., a commercial refrigerator) of personal property that are to become affixed to real property.

9.19.2. Installation commanders can accept gifts of funds of a value of \$5,000 or less, unless delegated a higher authority by their Major Command/Field Command. This authority may not be further delegated. **(T-1)** Gifts of greater value must be accepted by Higher Headquarters, pursuant to AFD 51-5 and AFI 51-506.

9.19.3. Installation commanders can accept gifts of personal property up to a value of \$5,000, unless delegated a higher authority by their Major Command/Field Command. Most furnishings, decorations and guest use items are items of personal property.

9.19.3.1. DAFFH managers and program higher authorities have additional authority, under 10 USC § 2493, to accept in-kind donations for the benefit of the House and its

guests. In-kind donations are donations of consumable supplies for either House or guest use made by donors in either a new or used condition.

9.19.3.2. There is considerable overlap between gifts of personal property and in-kind donations and installation commanders and DAFFH managers have discretion to use the avenue of acceptance that best fits the situation. For example, a gift of \$5,000 to the House designated for the purchase of new bed comforters is a conditional gift of funds. On the other hand, a donor that pays \$5,000 to a local bed and bath shop for a shipment of identical new comforters for placement in all guest rooms would be a gift of personal property. A donor that drops off two dozen new and slightly used non-matching comforters would be treated as an in-kind donation. Consult the servicing installation SJA's office for legal advice.

9.19.3.3. As a general rule, gifts to the DAFFH should be accepted under 10 USC § 2493 authorities, described below, rather than 10 USC § 2601, whenever possible.

9.19.3.4. As a general rule, gifts from outside sources should be treated either as a gift to the Department of the Air Force or a gift to the NAFI, depending on the donor's intent and the conditions placed on the gift (i.e., whether it is intended to benefit a program element normally funded by APFs or NAFs).

9.20. Gifts to the Nonappropriated Fund Instrumentality (NAFI).

9.20.1. 10 USC § 2601 is also the governing authority for acceptance of gifts to Department of the Air Force NAFIs. The DAFFH Fund is a separate and distinct MTF lodging supplemental mission support NAFI pursuant to AFI 65-106, paragraph 7.2.

9.20.2. As a general rule, gifts from outside sources should be treated either as a gift to the Department of the Air Force or a gift to the NAFI, depending on the donor's intent and the conditions placed on the gift (i.e., whether it is intended to benefit a program element normally funded by APFs or NAFs).

9.20.3. Gifts to NAFIs may be made subject to certain acceptable conditions; see AFMAN 34-201, paragraph 5.8.

9.20.3.1. Installation commanders may accept gifts of funds and personal property having a value of \$5,000 or less. This authority may be re-delegated to FSS Commanders. Gifts of greater value must be accepted by Higher Headquarters. **(T-0)**

9.20.3.2. Refer to [paragraph 9.21.](#), [paragraph 9.22.](#), [paragraph 9.23.](#), [paragraph 9.24.](#), and [paragraph 9.25](#) for further gift acceptance guidance.

9.20.4. Gifts to the NAFI are subject to audit, inspection and review. Refer to AFMAN 34-201.

9.20.5. After no more than 60 days, unused material donations (e.g., books, movies, clothing, toys, games) will be disposed of in accordance with AFMAN 34-204, paragraphs 5.4 and 5.5. **(T-1)** Perishable items will be disposed of immediately. **(T-1)**

9.21. In-Kind Donations to DAFFHs. DAFFH managers are delegated the authority under 10 USC § 2493(e)(1)(A) to accept in-kind donations, from any source and in any amount, of cleaning products, linens, food stuffs intended for guest consumption, infant supplies, office supplies, and other guest use items and consumable supplies used in the routine operation of the House. Proffer

letters/donation forms are not required for in-kind donations and the DAFFH Program shall not provide donors an estimated fair market value of donated gifts of real or personal property. **(T-1)**

9.21.1. In-kind collection boxes may be centrally located in the DAFFH in common areas.

9.21.2. DAFFH managers may solicit donations from persons and organizations that have expressly or implicitly (i.e., through an internet website mission statement) made a previous offer of assistance to the Fisher House or similar Veteran's assistance organizations.

9.22. Gifts of Real Property to DAFFHs.

9.22.1. New Fisher Houses are constructed through a gift of real property tendered by the FHF pursuant to 10 USC § 2493(a)(1)(C)(i). Such offers must be coordinated with, and tendered to, the DAFFH Fund Board for acceptance. **(T-0)** The Secretary of the Air Force and the Chief of Staff of the Air Force or Chief of Space Operations shall be notified of the acceptance of the gift of construction of a new Fisher House. **(T-0)**

9.22.2. Offers from other NFEs to construct a Fisher House, made pursuant to 10 USC § 2493(a)(1)(C)(ii), can only be accepted or rejected by the DAFFH Fund Board.

9.22.3. Other gifts of real property may include renovation of DAFFHs, installation of new machinery, appliances and other appurtenances, and major landscaping projects.

9.22.3.1. Any such gifts of real property tendered by the FHF can only be accepted by the DAFFH Fund Board.

9.22.3.2. Any such gifts of real property tendered by other organizations, including NFE, installation-recognized Private Organizations, and the LSF, are accepted pursuant to AFI 51-506 and AFMAN 34-201.

9.23. Gifts of Funds and Cash-Equivalent Items to DAFFHs. Any such gifts are accepted pursuant to the following provisions and [Attachment 10](#) and the following provisions:

9.23.1. Cash-equivalent items includes gift cards, intended for use by House staff for the purchase of goods and services needed for routine House operations, and for the distribution to guests for the purchase of sundry items and to offset the cost of extended periods of time for their domicile, that have universal acceptability and are often associated with major credit card organizations, and are not limited to particular brick & mortar or online retailers.

9.23.2. DAFFH managers may accept discrete gifts of funds and cash-equivalent items in an amount not to exceed \$5,000 from the LSF and gifts of a value of \$500 or less from other sources. Gifts of funds and cash-equivalent gift cards accepted by the DAFFH Manager from the LSF in amounts not exceeding \$1500 and from other donors in amounts not exceeding \$150 are considered pre-approved by the Department of the Air Force Fisher House Fund Board (DAFFHFB) and do not need independent legal review. Acceptance of gifts over these amounts requires Installation Staff Judge Advocate (or Higher HQ) legal review prior to acceptance. **(T-1)**

9.23.2.1. Purchases of items not normally able to be purchased with government funds (APF or NAF) are limited to donated gift cards (universal or non-universal) and not gifts of funds and can only be used for such purposes when the donor, as a specified condition on the gift, designates that the gift be used for such purposes.

9.23.2.2. For example, the LSF donates \$500 in gift cards to a local restaurant to cater a 4th of July party for the DAFFH guests; although government funds could not normally be used to purchase food or beverages for guests, specially designated gifted cards may be used for such purposes when acceptance is conditioned upon such use.

9.23.3. Gifts of funds and cash-equivalent items of a value of \$25,000 or less, intended for House use, may be accepted by the DAFFH Program Manager.

9.23.4. Gifts of funds and cash-equivalent items of a value of \$100,000 or less may be accepted by the Commander, AFSVC. With exception at the Dover Fisher House for Families of the Fallen, where gifts of funds and cash-equivalents of an unlimited value from the LSF and gifts of a value of \$100,000 or less from other sources may be accepted by the AFMAO/CC.

9.23.5. Gifts of funds and cash-equivalent items of a value more than \$100,000 must be accepted by the DAFFH Fund Board. **(T-0)**

9.23.6. Cash-equivalent gifts, (e.g., universally accepted gifts) items due to their cash like nature shall only be dispersed to DAFFH guest with a demonstrated need for basic necessities of food, clothing, personal items, and sundries. **(T-3)** The DAFFH manager may provide up to a cumulative of \$100.00 of cash-equivalent items for immediate relief. In the event there is a need to distribute more than \$100.00, approval from the DAFFH Program Manager will be required prior to the distribution of cash-equivalent items to DAFFH guests. **(T-3)** Gifts of cash funds are not to be dispersed to DAFFH guests.

9.23.7. Whenever possible, cash and cash equivalents from donors (other than the LSF with exception to [paragraph 11.8.3.1](#)) should be processed for direct acceptance by DAFFH guests as an identified class, not defined by grade or official position, in accordance with 5 Code of Federal Regulation (CFR) Part 2635.204(c)(2)(iii), *Exceptions to the prohibition for acceptance of certain gifts*. DAFFH managers will facilitate the identification of eligible DAFFH guests. **(T-0)** Consult the servicing installation's Staff Judge Advocate office for legal advice.

9.23.8. Servicing legal offices should assist DAFFH to make maximum use of 10 USC § 2601(b), *Acceptance of Gifts and Services – General Gift Funds*, for accepting gifts to the Department of the Air Force for the benefit of ill and injured service members per AFI 51-506; direct acceptance by combat-wounded Service Members and their families per 10 USC § 2601A; *Direct acceptance of gifts by members of the armed forces and Department of Defense and Coast Guard employees and their families*; and direct acceptance of service member pursuant to the gift exception 5 CFR Part 2635.204(a); and DoD 7000.14-R, *Financial Management Regulations* V12, Chapter 34, *Direct Acceptance of Gifts by Members of the Alarmed Forces, Department of Defense Employees and Their Families*.

9.24. Gifts of Personal Property to DAFFHs. Such gifts are intended for house use or distribution to guests. Gifts are accepted pursuant to provisions in [Attachment 10](#) and the following provisions:

9.24.1. DAFFH Managers may accept such gifts of personal property, in an amount not to exceed \$5000 from the LSF and gift of a value of \$500 or less from other sources. Before accepting gifts of personal property exceeding \$1500 from their LSF or \$150 from other donors, the DAFFH Manager should request a legal review through the installation legal office.

Gifts under these amounts are considered pre-approved by the DAFFHFB and do not require independent legal review.

9.24.2. Gifts of personal property of a value of \$25,000 or less may be accepted by the DAFFH Program Manager.

9.24.3. Gifts of personal property of a value of \$100,000 or less may be accepted by AFSVC/CC. **Exception:** The AFMAO/CC may also accept gifts of personal property of a value of \$100,000 or less for the Dover Fisher House for Families of the Fallen.

9.24.4. Gifts of personal property of a value more than \$100,000 must be accepted by the DAFFH Fund Board. (T-0)

9.25. Gifts of Non-Cash-Equivalent Items to DAFFHs. Such gifts are intended for house use or distribution to guests. Non-cash equivalent items include non-universal gift cards, intended for distribution to House guests for purchase of sundry items, and to offset the cost of extended periods of time for their domicile that do not have universal acceptability, and are limited to particular brick & mortar or online retailers. Gifts are accepted pursuant to provisions in [Attachment 10](#) and the following provisions:

9.25.1. DAFFH Managers may accept such gifts of non-cash equivalent items, in an amount not to exceed \$5000, from the LSF, and gifts of a value not to exceed \$500, from local merchants and other sources. Before accepting gifts of non-cash equivalent items exceeding \$1500 from their LSF or \$150 from other donors, the DAFFH Manager should request a legal review through the installation (or Higher HQ) legal office. Gifts under these amounts are considered pre-approved by the DAFFHFB and do not require independent legal review.

9.25.2. Gifts of non-cash-equivalent items of a value of \$25,000 or less may be accepted by the DAFFH Program Manager.

9.25.3. Gifts of non-cash-equivalent items of a value of \$100,000 or less may be accepted by the AFSVC/CC. **Exception:** The AFMAO/CC may accept gifts of non-cash equivalent items of a value of \$100,000 or less for the Dover Fisher House for Families of the Fallen.

9.25.4. Gifts of non-cash equivalent items of a value more than \$100,000 must be accepted by the DAFFH Fund Board. (T-0)

9.26. Acceptance of Volunteers and Gratuitous Services.

9.26.1. The acceptance of individual volunteer services is pursuant to [Chapter 15](#). It is permissible for the LSF (or another Private Organization or non-Federal entity) to tender the services of groups of individuals to act as temporary or special event volunteers (e.g., an installation-recognized scouting troop Private Organization volunteers to plant a bonsai garden at the Fisher House as a community service project). See [Chapter 11](#).

9.26.2. Other gratuitous services or gifts of services (e.g., contracted services of Wi-Fi, landline and cellular telephone services, cable, leased vehicle, or laundry services), offered by a donor pursuant to 10 USC § 2493(e)(1)(A) may be accepted by DAFFH managers pursuant to [Attachment 10](#) and the following provisions:

9.26.2.1. DAFFH managers may accept such gifts of services, in an amount not to exceed \$5,000 from the LSF, and gifts of a value of \$500 or less from other sources. All gifts of services require installation (or Higher HQ) legal office review prior to acceptance.

9.26.2.2. Gifts of services of a value of \$25,000 or less may be accepted by the DAFFH Program Manager.

9.26.2.3. Gifts of services of a value of \$100,000 or less may be accepted by the Commander, AFSVC. **Exception:** The AFMAO/CC may accept gifts of a value of \$100,000 or less for the Dover Fisher House for Families of the Fallen.

9.26.2.4. Gifts of services of a value more than \$100,000 must be accepted by the DAFFH Fund Board. (T-0)

Section 9F—Interaction with NFE.

9.27. Providing Logistical Support to NFE. Use of Fisher House facilities, equipment, and managers as speakers at civic events, is governed by JER Section 3-211. The installation commander, before granting any such request, must coordinate the request with the DAFFH manager. (T-0) Generally, such requests must not adversely impact the Fisher House mission, cost the government any funding other than minimal expense or shall be conducted on a reimbursable basis, and should not detract from the family-like atmosphere of the Fisher House environment. (T-0) Installation commanders must be willing to give the same consideration to requests for similar logistical assistance from similarly situated NFE. (T-0)

9.27.1. Providing Logistical Support to Non-LSF Private Organizations. Installation-recognized Private Organizations may request similar logistical support and have priority over NFEs not officially affiliated with the installation.

9.27.2. Providing Logistical Support to LSFs. LSFs, as the installation approved Private Organization whose primary mission focus is the success of the Fisher House, has no similarly situated NFEs or Private Organizations. (T-1) Hence, the LSF has priority over all other organizations for logistical support from the DAFFH House. See [Chapter 11](#).

9.28. Permissible and Impermissible Interaction between Fisher House Employees and LSFs is governed by Chapter 11.

Chapter 10

SAFETY

10.1. Purpose. To maintain the health and safety of all guests, visitors, staff within the DAFFH property. To ensure all safety requirements are met to provide a safe living environment for all guest and visitors to enjoy.

10.2. Roles and Responsibilities. In addition to the roles and responsibilities outlined in [Chapter 2](#), the following are additional responsibilities in relation to safety which apply to designated personnel.

10.2.1. The DAFFH Program Manager:

10.2.1.1. Ensures all properties meet life safety and current National Fire Protection Association guidance (NFPA 1, *Fire Code*, 2021), DAF Occupational Safety, Fire, and Health Standards (DAFMAN 91-203, *Air Force Occupational Safety, Fire and Health Standards*, 25 March 2022), and Occupational Safety and Health Administration regulations (29 CFR Part 1910.1030, *Occupational Safety and Health Standards*). **(T-0)**

10.2.1.2. Establishes DAFFH specific safety instruction and training plan, and ensures it is implemented at the local level. See the DAFFH SharePoint® for further safety resources.

10.2.2. The DAFFH Manager:

10.2.2.1. Ensures the DAFFH facilities and grounds complies with all safety standards in accordance with established safety guidance of the DAFFH Program and the installation. **(T-2)**

10.2.2.2. Identifies and prioritize minor and major safety deficiencies. The DAFFH manager will take corrective action, post appropriate hazard or safety signage and barricade actions, and document deficiencies on an auditable work order log. **(T-3)** The DAFFH manager will update the deficiency status on a monthly basis until corrected. **(T-3)** See [paragraph 3.2.2.5](#) for corrective action and work order request guidance.

10.2.2.3. Ensures a monthly check is performed as required of fire extinguishers (if present), the Automated External Defibrillator (AED) when present, and lighted emergency exit signs and corridor lights with corrective action taken for deficiencies, in accordance with current guidance. See the DAFFH SharePoint® for the samples of *DAFFH Fire Extinguisher Checklist* and the *DAFFH AED Inspection/Maintenance Checklist*. **(T-3)**

10.2.2.4. Ensures directional signage and building numbers are in place and visible. Each building on the DAFFH grounds shall have a building number prominently affixed to the building. **(T-3)**

10.2.2.5. Ensures that they are included on the installation emergency response plan. **(T-3)**

10.2.2.6. Understands their roles and responsibilities of the installation's Force Protection Condition (FPCON) guidance and obtains the current installation specific FPCON checklist. The DAFFH manager shall post applicable FPCON signage at entrances, in accordance with installation guidance and status. **(T-3)**

10.2.2.7. Ensures emergency contact numbers are prominently posted at each phone within the DAFFH. **(T-3)**

10.2.2.8. Appoints a primary and alternate Safety Representative and HAZMAT Manager. **(T-3)**

10.2.3. DAFFH staff and volunteers comply with established safety standards and ensure a safe and hazard free environment for guests, visitors, and fellow staff members. They will immediately alert a member of management of any safety discrepancies. **(T-2)**

10.2.4. DAFFH staff conduct safety self-inspections of all facilities and operations, using checklists from local Department of the Air Force Occupational Safety and Health Standards, annually or as directed by the local safety office. **(T-2)**

10.3. Staff Safety.

10.3.1. Job Safety Training Outline (JSTO) and monthly safety briefs will be established, implemented, and conducted to include, but not limited to, mandatory safety, fire protection, prevention, and health safety training requirements, in accordance with AFI 91-202, *The US Air Force Mishap Prevention Program*, and installation guidance. **(T-2)**

10.3.1.1. DAFFH Staff will be provided job safety training and required PPE for work specific areas at the time of initial orientation and trained annually thereafter. **(T-2)** Additional training will be provided and added to the JSTO when there is a change in equipment, procedures, or processes that affect the safety, health or environment of personnel or guests. **(T-3)**

10.3.1.2. Address the following at a minimum: injury and mishap reporting, hazard communications, walking working surfaces, sanitation, housekeeping, and recordkeeping forms.

10.3.2. Safety Documentation. The appointed Safety Representative will maintain and annually review and update the local DAFFH safety documentation, to include but not limited to, the appointment letter of the DAFFH safety representative, JSTO, staff training records, safety briefs, on-the spot inspections, mishap and hazard documentation and resources, and inspection and audit documentation. **(T-2)** The safety documentation shall be updated when there is a change in an occupational task, a mishap occurs, or a hazard is identified that affects the safety, health, or work environment of staff. **(T-3)**

10.3.3. Safety Data Sheet (SDS) Binder. The appointed Hazmat Manager will maintain a SDS binder of chemicals and cleaning supplies utilized in the house by guests and staff, in accordance with AFMAN 32-7002, *Environmental Compliance and Pollution Prevention* and installation HAZMAT guidance. **(T-2)**

10.3.4. Monthly Spot Inspections. The DAFFH manager or appointed Safety Representative shall conduct and document monthly spot inspections and at least one annual no-notice inspection. **(T-2)** The inspection will check day-to-day safety and health of work areas at the DAFFH, find and eliminate hazards, and ensure compliance with safety requirements, in accordance with AFI 91-202. **(T-2)**

10.3.5. Occupational Hazard Assessments. Risk Management techniques and assessments will analyze work environment and job tasks for occupational hazards. **(T-3)** The DAFFH manager will assess and identify hazards; recommend action and procedures to prevent injury;

and document finding on a Job Safety Analysis Worksheet. **(T-3)** See AFI 91-202 for further instruction. **(T-3)**

10.3.6. Safety bulletins and required publications shall post applicable safety forms and readily accessible in an employee designated work area. **(T-3)**

10.4. Guest Safety.

10.4.1. Emergency procedures and evacuation plans will be communicated to the guest during guest orientation or through guest information book. **(T-3)** Fire evacuation plans with facility maps will be posted in each guest room. **(T-3)** Evacuation plans framed in a manner that reflect the FHF standard may be posted in common areas, in accordance with local installation guidance.

10.4.2. DAFFH staff will ensure guest security and safety. Guest's personal information or assigned room number will only be shared with the DAFFH Program Manager, Hospital Commander, Security Representative, or medical liaison when warranted on a need-to-know basis. **(T-2)**

10.4.3. Sharps containers. Sharps containers shall be made available to guests upon request or in a designated space within the DAFFH. **(T-2)** DAFFH staff will promote proper management and disposal of sharps containers to protect other guests and visitors, prevent injury, and reduce disease transmission. **(T-3)** DAFFH manager may sign a local MOU with the MTF to facilitate disposal of DAFFH sharps containers.

10.4.4. First-Aid kits. First-aid kits will be placed in common areas and available for guest use. **(T-3)** First-aid kits shall be checked and stocked on a monthly basis. **(T-3)**

10.4.5. Poison control information should be readily accessible to guests.

10.4.6. Portable oxygen concentrators. The DAFFH manager will post "Oxygen in Use" on applicable entrances when there is a guest present with an oxygen concentrator to alert emergency medical and fire services and prevent any potential injury. **(T-2)**

10.4.7. Other small medically necessary appliances. The guest may use personally provided C-Pap machines and portable dialysis machines after coordination with management. Small medication refrigerators may be supplied by the DAFFH upon request.

10.4.8. Entry doors shall remain locked at all times. **(T-2)**

10.5. Emergency Management.

10.5.1. An emergency action plan based on local installation hazards and conditions will be established and implemented. **(T-2)** The plan incorporates actions relative to the local AF, local installation or medical contingency response policy and plans and is developed in accordance with AFI 91-202. **(T-2)** The plan includes at a minimum: procedures for reporting emergencies; accounting for all staff, guests, volunteers; evacuation, shelter-in-place and lock-down procedures; natural disasters (e.g., tornadoes, hurricanes, earthquakes) and other known situations specific to the local DAFFH; appropriate use of elevators determined by type of emergency; fire drill procedures, type and coverage of installed building fire protection systems. **(T-3)**

10.5.2. The current installation Emergency Response Plan shall be available to staff. **(T-3)**

10.5.3. Emergency preparedness kit (e.g., food rations, water, flashlights, battery operated candles, and first-aid kit) relative to the local DAFFH are stored in a common area and accessible to guests. **(T-3)**

10.5.4. In the event of an emergency, the DAFFH manager attempts to account for all staff and guests (on- or off-site), along with status of the building and grounds, and reports the status to the installation emergency response team. **(T-2)**

10.6. Fire Safety.

10.6.1. All DAFFH facilities must comply with life safety and fire protection requirements. **(T-0)** There must be a working automatic fire detection and alarm system in place that meets Life Safety Code Requirements. **(T-0)**

10.6.2. DAFFH fire protection, emergency and safety instruction and training will be established by the DAFFH manager and implemented in accordance with AFI 91-202, DAFMAN 91-203, *Air Force Occupational Safety, Fire and Health Standards*, and installation Fire Protection and Prevention Program guidance. **(T-0)**

10.7. Space Heater Safety.

10.7.1. The use of an approved space heater may be permitted at a DAFFH when ambient room temperature is not sufficient in common areas, guest rooms and administrative areas. See the DAFFH SharePoint® for further space heater resources.

10.7.2. After coordinating with Civil Engineering Squadron (CES), the DAFFH manager may budget, source and provide space heaters as needed for the local DAFFH.

10.8. Automatic External Defibrillator (AED) Management.

10.8.1. An operational AED, with related PPE and supplies, may be placed in a prominent and accessible location free of obstruction in each DAFFH.

10.8.2. Emergency procedures, emergency contact information, and DAFFH address shall be prominently posted on or near the AED in accordance with AFI 44-177, *Public Access Defibrillator Program*. **(T-1)**

10.8.3. When an AED is present, AED inspection, maintenance, and supply purchases will be in coordination with the local AED Program Manager and local installation contract. **(T-2)**

10.9. Infection Control.

10.9.1. When encountering a possible infectious disease or a guest discloses they have an infectious disease or other medical condition, the Public Health Office will be contacted for further guidance. **(T-3)**

10.9.2. Managing Potentially Infectious Guests.

10.9.2.1. The DAFFH manager will address any disclosed medical diagnosis or condition of a guest, family member or non-medical attendant, assess risk to the DAFFH house and take applicable action when warranted. **(T-2)**

10.9.2.2. Guests are required to disclose any contagious or other medical condition that may pose a threat to others (e.g., Methicillin-resistant *Staphylococcus aureus*, shingles). **(T-2)** Guests may be requested to complete an infection control survey when medical

status warrants. If a guest, family member or non-medical attendant is unable to satisfactorily complete the survey, the DAFFH manager has the discretion to quarantine, relocate, or deny access into the DAFFH.

10.9.2.3. Guests, family members or non-medical attendants may be permitted to stay at the DAFFH with manager's approval if they are knowingly diagnosed with or exposed to an infectious disease (e.g., influenza).

10.9.2.4. Self-quarantine restrictions (e.g., the guest will not be allowed in common areas for 72 hours or as deemed appropriate by current installation, local and state directive) may be imposed to any current guest, family member or non-medical attendant that positively affirms they have a contagious infection to reduce and minimize the spread and transmission of infection. **(T-3)**

10.9.2.5. The DAFFH manager will work with Public Health and refer to area accommodations when unable to accommodate a guest at the DAFFH and their family or non-medical attendant. **(T-2)** The DAFFH manager, upon approval, may refer to Hotels for Heroes™ or the LSF for optional accommodations.

10.9.3. Infectious Materials. For the purpose of infection control, blood and other potentially infectious materials will be treated as if infectious. **(T-0)**

10.9.3.1. Follow health and sanitation procedures including blood borne pathogens in accordance with 29 CFR Part 1910.1030, *Occupational Safety and Health Standards*. **(T-0)**

10.9.3.2. Must promptly respond to any blood or potentially infectious material by cleaning and disinfecting. **(T-0)** Will report infectious materials a member of management for further action. **(T-0)** Any contaminated linens and materials soiled with blood, bodily fluids or other potential infectious materials must be disposed of in a sealed biohazard plastic bag. **(T-0)**

10.9.3.3. Health and sanitation procedures of potentially contaminated surfaces shall include cleaning and disinfecting. **(T-0)** In the event the DAFFH housekeeping staff cannot perform duties and professional cleaning service are required, prior to contracting the specialized services (e.g., excessive sanguine fluids) the services and fees must be approved by the DAFFH Program Manager. **(T-0)**

10.9.4. Occupational Exposure to Blood. In the event of an occupational exposure to blood or other potentially infectious materials that may cause medical concern, the staff member shall be evaluated and managed in accordance with the 29 CFR Part 1910.1030, the Center for Disease Control and Prevention; Guidance for Evaluating Health-Care Personnel for Hepatitis B Virus Protection and for Administering Post-Exposure Management; and the most current U.S. public Health Service guidance. **(T-0)**

10.9.5. Epidemic Management. In the event of a breakout of infectious disease, limited interaction and extra sanitization precautions shall be taken to ensure the safety of guest and staff. Implement epidemic management instruction found on the DAFFH SharePoint® and follow further guidance provided by the DAFFH Program Manager, local and state government, AF, and installation guidance to prevent the transmission of infectious disease. **(T-2)**

10.9.5.1. The DAFFH Program Manager will provide guidance and initiatives in the event of a local or national infectious disease breakout that will be implemented at the affected DAFFHs. **(T-2)**

10.9.5.2. DAFFH staff will implement guidance from the DAFFH Program Manager and will comply with local, state, Department of the Air Force and/or installation guidance to prevent the transmission of infectious disease. **(T-0)**

10.9.5.3. Guest room and common area occupancy and access may be limited, as appropriate for the situation, in accordance with the DAFFH Program Manager or installation guidance.

10.9.5.4. As a result of an infectious disease breakout, a verbal or written infection control survey may be utilized on staff and guests to prevent the spread of infection. In the event a guest would not be able to complete the survey satisfactorily, the guest may not be permitted into the DAFFH. See [paragraph 10.9.2.2](#).

10.9.5.5. If a DAFFH guest or staff would come into known contact or become ill with the infectious disease, they may be requested to self-quarantine until further advised by their medical doctor or infection control. See [paragraph 10.9.2.4](#).

10.9.5.6. Manning and staffing schedules may be altered appropriately for the situation, in accordance with the DAFFH Program Manager, local installation commanders, and/or NAF-HRO.

10.9.5.7. During a declared emergency status with altered staffing, one staff member should be on site a minimum of every other weekday, or as required by installation guidance. **(T-3)**

10.10. Pest Control.

10.10.1. DAFFH strives to provide a safe, comfortable and pest free environment for guest, staff, volunteers, and visitors through preventative and pest remediation programs.

10.10.2. If professional mitigation is required, the DAFFH manager will close affected rooms until released by public health and entomology. **(T-2)**

10.10.3. Report confirmed discrepancies, corrective action taken, and resolution in writing to the DAFFH Program Manager. **(T-2)**

10.11. Hazardous Materials (HAZMAT) Management.

10.11.1. HAZMAT will be identified, stored, inspected, and inventoried, in accordance with AFMAN 32-7002 and installation HAZMAT guidance. **(T-3)**

10.11.2. Each DAFFH will have an appointed a primary and secondary HAZMAT Manager. **(T-2)**

10.11.3. Location manager works with the local CES to secure training for DAFFH staff on the proper identification, use, storage, and disposal of HAZMATs on site.

10.11.4. Flammable materials will be properly stored in a Flammable Storage Container. Corrosives will be properly contained and stored away from flammable materials. **(T-3)**

10.11.5. A stocked HAZMAT spill kit, if required for materials stored within the facility, will be available and readily accessible. (T-3)

10.12. Grounds and Playground Safety.

10.12.1. Grounds and playgrounds will be free of obstacles, hazards, and debris. (T-3)

10.12.2. Playground equipment will be free of broken or missing toys and equipment, and in good working condition. Surrounding fencing will be in good working condition. (T-3)

10.12.3. Playground equipment will be placed off limits if there are any missing or damaged parts or any other safety issues such as reduction in fall protection surfaces. (T-3) See [paragraph 3.5.2](#) for further reference on playgrounds.

10.12.4. Playgrounds meet safety and design requirements outlined in United States Consumer Product Safety Commission, Public Playground Safety Handbook. (T-0) The DAFFH manager coordinates any deviations from the recommendations in Public Playground Safety Handbook with AFSVC/VBF.

10.13. Motor Vehicle Safety.

10.13.1. DAFFH manager maintains vehicle documentation and ensures all safety requirements for the government vehicle are in accordance with AFI 24-301. (T-1) Discrepancies are annotated on the AF Form 1800 and corrective actions initiated. (T-3)

10.13.2. Operators are prohibited from using hand-held wireless devices or text messaging equipment while operating a vehicle. (T-1) Hands-free devices may be utilized.

10.13.3. Any incident or accident involving the GMV must be reported in accordance with AFI 24-301 and installation guidance. Contact the FSS Vehicle Control Officer for further guidance on vehicle accident procedures. (T-2)

10.13.4. User training and operation of an LSF vehicle will be in accordance with LSF requirements. (T-2)

10.14. Golf Cart Safety. Golf carts may only be operated by trained DAFFH staff.

Chapter 11

LOCAL SUPPORTING 501(C)(3) FOUNDATIONS (LSF)

11.1. Purpose. DAFFHs rely on non-profit LSFs to fundraise in the local community to fund unfunded House requirements, provide guest comfort and sundry items, and help maintain the distinctive Fisher House quality and décor. Such conditional gifts of funds, personal property, and in-kind donations are provided by the LSF, in accordance with 10 USC § 2493(e)(1)(A). It is in good faith that both the DAFFH and LSF develop a trusted relationship to provide a conduit for gifts and donations from outside sources for the benefit of the DAFFH Program.

11.2. Roles and Responsibilities. In addition to the roles and responsibilities outlined in [Chapter 2](#), the following are additional responsibilities in relation to LSFs which apply to designated personnel.

11.2.1. DAFFH Program Manager:

11.2.1.1. Approves the MOU between the installation DAFFH and the local LSF. **(T-2)**

11.2.1.2. Resolves conflicts between the DAFFH, the installation, the LSF, the FHF, guests, or other parties as needed. **(T-2)**

11.2.1.3. Has gift acceptance authority for gifts from the LSF of a value of up to \$25,000. See [Section 9E](#).

11.2.1.4. May attend LSF hosted or sponsored special events and board meetings by invitation, when offered in the local area.

11.2.2. DAFFH Manager:

11.2.2.1. Designated the official DAF liaison officer to the LSF's Board of Directors by the DAFFH Program Manager in accordance with JER Section 3-201, as the DAFFH Program is hereby determined to have a significant and continuing interest in the policies and activities of all LSF organizations. See [paragraph 11.11.3](#).

11.2.2.2. May attend, upon invitation, LSF Board of Director meetings and may brief the board on such matters as activities, occupancy, and subjects pertaining to the operation of the DAFFH. In addition, the DAFFH manager may discuss upcoming events, matters of concern or any needs of the DAFFH, as well as any other mutual interest matters of the parties.

11.2.2.3. Must execute an MOU between the installation DAFFH and the local LSF. **(T-1)**

11.2.2.4. Maintains a transparent and professional relationship with LSF Directors, Officers, and Staff.

11.2.2.5. Communicates immediate, short-term, and long-term needs of the DAFFH to the LSF.

11.2.2.6. Accepts gifts and donations from the LSF in an amount up to \$5,000. See [Section 9E](#).

11.2.2.7. Attends LSF hosted or sponsored special events. The DAFFH manager may appoint a staff member to attend on their behalf. When the LSF event is hosted at the DAFFH, a DAFFH manager or appointed staff member must be in attendance. **(T-0)**

When, attending special events or donor recognition, the DAFFH manager or staff may appear in a passive role at the events and within photo opportunities. The DAFFH staff may not participate in the solicitation or encourage the donation of funds, gifts, or other in-kind donations on behalf of the LSF nor the DAFFH Program but may thank potential donors for their interest in the DAFFH Program and provide an informational brief on its operations. **(T-0)**

11.2.3. LSF and its Directors, Officers, and Staff:

11.2.3.1. Ensure that the LSF is registered as a 501(c)(3) within their respective state. The LSF's primary mission focus is the success of the local DAFFH, authorized to operate on DoD installations in accordance with DoDD 1000.26E, *Support for Non-Federal Entities Authorized to Operate on DoD Installations*, and DoDI 1000.15, *Procedures and Support for Non-Federal Entities Authorized to Operate on DoD Installations*. **(T-1)**

11.2.3.2. Ensure the LSF is recognized and certified as a Private Organization with the local installation commander pursuant to AFI 34-223. LSFs must maintain annual certification with the FSS. **(T-1)**

11.2.3.3. Maintain a transparent and professional relationship with installation representatives, DAFFH Program staff, guests, volunteers and visitors.

11.2.3.4. Support the installation DAFFH by providing fundraising, donation, volunteer recruitment and community outreach.

11.2.3.5. Support the installation DAFFH as a conduit for gifts and donations from outside sources benefitting the DAFFH Program.

11.3. Private Organization Recognition and Recertification of the LSF.

11.3.1. The LSF shall be registered as a non-profit 501(c)(3) organization in the respective state. **(T-1)**

11.3.2. Pursuant to AFI 34-223, the LSF:

11.3.2.1. Will apply and be recognized by the installation commander as an installation Private Organization. **(T-1)** Is subject to review of LSF charter and by-laws of incorporation that will be reviewed to ensure solvency. Accordingly, LSFs may use the installation name in their title. **(T-2)**

11.3.2.2. Is subject to annual fiscal accountability reviews (by the Force Support Squadron with copy of all submissions to the DAFFH Manager) of LSF financial records that will be reviewed to ensure financial statements, documents, records and other information. **(T-1)**

11.3.2.3. As a recognized Private Organization, the LSF must prepare and submit an income and expense statement, either on an accrual or cash basis. **(T-2)** The income and expense statement reflects transactions (i.e., donor income for support of the DAFFH Program, expenditures on behalf of the DAFFH, and gifts made to the DAFFH) that have occurred during the review period as they pertain to the supported DAFFH.

11.3.2.4. The LSF must also prepare a balance sheet that accounts for total assets, liabilities, and net worth (equity) of the Private Organization's financial condition on a given date. **(T-2)** However, the purpose of this review is to double-check the financial records of the DAFFH and not to invade records and matters that are proprietary in nature

(e.g., staff salaries and bonuses) or involve LSF internal governance decisions, unless they have a direct bearing on the DAFFH Program.

11.3.2.5. LSFs with certain levels of gross annual revenue must undergo audits and financial reviews at the Private Organization's own expense and submit the audit results to both the supporting FSS and House. **(T-2)** The levels are gross annual revenue are found in AFI 34-223 paragraphs 10.7.1. – 10.7.3.

11.3.2.6. The LSF should report the evidence of operations (e.g., synopsis of fundraising events either conducted on the installation, conducted in the name of DAFFH Program, or conducted to support the DAFFH), outgoing gift logs of gifts to the DAFFH, summary of purchases and contract actions with third parties for the benefit of the DAFFH, a FHF Report of Operations, the most recent IRS Form 990, and a current list of board of directors and executive staff employees in support of the local DAFFH to the FHF, with copy to the DAFFH Manager.

11.3.3. Requests recertification every five (5) years, or when there is a change in the purpose, function, or membership eligibility of the Private Organization, whichever comes first. The recertification must be reviewed by the installation SJA or designee. **(T-1)**

11.4. Memorandum of Understanding between the DAFFH and LSF.

11.4.1. An MOU will establish an agreement between the DAFFH and the LSF and shall create transparency in relation to fiscal management, while defining the roles and responsibilities between the DAFFH and the LSF. **(T-2)** The MOU will establish roles and responsibilities pertaining to: the requisition and contribution of gifts and donations of property, funds, vehicles, and services; procedures for the handling of gifts to the Fisher House and its residents from the LSF; procedures for the handling of gifts to the Fisher House from outside donors received by the LSF (and vice versa); fundraising activities; the accountability of both parties, including governance and fiscal controls of the LSF; the acceptable interaction between parties; use of the installation, MTF and Fisher House names and trade/Service marks; the hosting of special events and tours; and recognition of staff and volunteers. **(T-2)** See [Attachment 16](#) for sample DAFFH and LSF MOU.

11.4.2. It will be understood and agreed that the MOU embodies the entire understanding between the DAFFH and LSF and may incorporate this Chapter. **(T-2)**

11.4.3. When establishing an MOU between the DAFFH and LSF, the DAFFH manager will utilize the *Memorandum of Understanding, Between the Department of the Air Force Fisher House (DAFFH) And The Local Supporting Foundation (LSF)* at **Attachment 16** as a template. **(T-2)**

11.4.4. The DAFFH manager and LSF may modify the MOU template specific to their location in coordination with the DAFFH Program Manager, and DAFFH Fund Board Legal Advisor prior to execution of the document.

11.4.5. Review of the MOU for applicability, relevancy, and necessary changes will occur every five years in coordination with the recertification of the LSF by the installation. **(T-2)**

11.4.6. The MOU may be terminated:

11.4.6.1. At any time upon written mutual agreement of the DAFFH and LSF.

11.4.6.2. Upon thirty (30) days written notice to the LSF by the DAFFH Program, for a violation of the MOU or when (in the opinion of the DAFFH Program) the continued affiliation of the Parties is no longer in the best interests of the Department of the Air Force. When conditions warrant, LSF operations relating to the supported Fisher House(s) may be suspended immediately.

11.4.7. The MOU shall not be transferable except with the written consent of the DAFFH and LSF. **(T-0)**

11.4.8. The MOU shall not intend to, or does not, create any right or benefit, substantial or procedural, enforceable at law or inequity by any party against the United States, its departments, agencies, or entities, its officer, employees, or agents, or any other person. **(T-0)**

11.4.9. Each MOU will supersede all previous understandings and agreements between the DAFFH and LSF whether written or oral regarding the MOU's subject matter. **(T-0)**

11.4.10. Any disputes relating to this MOU will be subject to applicable law, executive order, directive, or instruction, be resolved by consultation between the parties and in accordance with DoDI 4000.19, *Support Agreements*. **(T-0)** The DAFFH Program Manager is the final arbiter of disputes between the DAFFH and the LSF.

11.4.11. The supporting non-Federal entities are free to choose not to have an MOU or register with the installation as a Private Organization as defined in AFI 34-223. Any non-Federal entity without an MOU will not be recognized as a LSF and will be categorized as an "other non-Federal entity" pursuant to [Chapter 9](#).

11.5. Status and Relationship.

11.5.1. DAFFH managers may not act as an agent, fiduciary, officer, director, staff (employee or volunteer), or volunteer of the affiliated LSF. **(T-1)**

11.5.2. DAFFH managers and staff may not perform day-to-day administrative or management bookkeeping or administrative duties for the LSF. **(T-0)** The use of DAFFH office supplies or copier equipment, except on an occasional and minimal basis, is not permitted. However, DAFFHs may copy a simple agenda for LSF Board of Directors meetings to be held at the DAFFH.

11.5.3. DAFFH staff's family members shall not be an agent, officer or director, or staff, of the LSF. **(T-1)**

11.5.4. LSF directors, officers, and staff will not perform inherent government functions in accordance with FAR, Part 7.5, *Inherently Government Functions*. **(T-0)**

11.5.5. The LSFs are NFEs who must be kept at arm's length by DAFFH leadership and staff. **(T-0)** The relationship between the local House and the LSF is built on cooperation and parity where the House is supported by the LSF organization. LSF officers who are retired/separated from activity duty service, should avoid using their retired grade titles in the ordinary course of business with the House as this could undermine parity of all parties in this trusted relationship.

11.6. Requisition of Funds and Services in Support of the DAFFH.

11.6.1. While it is acknowledged the LSF may have other ancillary military-centric aspects to their mission, their recognition as an LSF depends on maintaining DAFFHP and other Fisher

House Programs in the area as their primary mission focus. LSF supports donor fundraising and may provide gifts and in-kind donations per [Section 9E](#). Since the LSF has a standing offer of assistance to the Fisher House, such communications (even if initiated unilaterally by the DAFFH manager) are not considered solicitation within the meaning of 5 CFR Part 2635.202, *Standards of Ethical Conduct for Employees of the Executive Branch*, Part 2635.202(a), *General Prohibition on solicitation or acceptance of gifts*. They may supply items which are otherwise funded through AF budget line items in order to expedite the mission.

11.6.2. The DAFFH manager shall maintain open communication and can clarify the DAFFH need by requesting assistance, after conferring with the DAFFH Program Manager, for immediate, short-term, long-term, or emergent projected capital and/or house expense items (not to include payroll), to the LSF Board of Directors, generally during the LSF's Board of Director's meeting, unless emergent out of cycle request. **(T-1)**

11.6.2.1. The DAFFH manager shall provide written documentation and supporting justification of request, with exception to minor, routine, or immediate needs unless requested by one of the parties. **(T-1)**

11.6.2.2. The DAFFH manager may request written approval or disapproval documentation when requesting assistance from the LSF. Minor, routine or immediate needs may not require written justification, unless requested by one of the parties.

11.6.3. Special Event Support. Support and funds may be requested from the LSF for special guest events, transportation and admission to outside events, specific guest needs, and other non-essential items not funded by the Air Force. The LSF may fund such requests when not funded by the Department of the Air Force. The LSF may be invited, present, and identified at these events; in this case the funding and the attendance does not entitle the LSF to additional recognition which would be categorized under Commercial Sponsorship agreements per AFI 34-108, *Commercial Sponsorship and Sale of Advertising*.

11.6.4. Reimbursement of Expenses. If approval was obtained prior to purchase (e.g., gift cards not available at time of need), reimbursement of expenses may be requested from the LSF in the event the DAFFH staff's personal funds were used to resolve guest immediate needs.

11.6.5. Guest Referrals. The DAFFH manager may refer eligible guests to the LSF for local hotel and lodging assistance from the LSF, when the DAFFH is unable to meet the need of the requested reservation. See [paragraph 6.4.3](#). Reservation requests forwarded from the LSF will be accepted without preferential treatment, and in accordance with current priority and eligibility policy. **(T-1)**

11.6.6. Upon request, guests and visitors may be provided information on making donations to LSFs. A LSF supplied informational flyer and stamped self-addressed donation envelopes may be made available to guests and visitors by adding the flyers and envelopes into the guest information binder within guest rooms and displaying at the registration desk or outside the management office. Completed donations specific to the LSF will be placed in a sealed envelope designated for the LSF stored in a secure location at the DAFFH until such envelope can be turned over to the LSF personnel, typically within three business days. **(T-1)**

11.7. Fundraising.

11.7.1. Since they are installation recognized Private Organizations, LSFs may conduct up to three fundraising events per quarter at the DAFFH or on the installation. Fundraising activities shall be coordinated with the DAFFH manager and local installation commander or delegable representative, in accordance with AFI 34-223 and DAFI 36-3101. **(T-1)**

11.7.2. Requests to use an individual Fisher House as a site for a fundraising event or donor recognition ceremony may not disrupt normal guest operation and should be approved advance by submitting the fundraising request to the installation commander or designee. **(T-3)** This approval provision is delegable to the DAFFH manager who may exercise wing commander authority per AFI 34-223.

11.7.3. In accordance with 5 CFR, Part 2635.808, *Standards of Ethical Conduct for Employees of the Executive Branch-Fundraising activities*, DAFFH managers may accompany LSF personnel to a fundraising event or activity and make official remarks about the Fisher House and the mission describing the DAFFH and families assisted by the mission. The DAFFH staff shall not become the “draw” to the event. **(T-1)**

11.7.3.1. Official remarks should generally be limited to appropriate expressions of gratitude to the LSF, their community donors in presence at the event and their support of the DAFFH Program. See AFI 51-506, Chapter 4. **(T-1)**

11.7.3.2. Department of the Air Force personnel, including DAFFH managers and staff, should be sensitive to the idea that their expressions of gratitude and captured images may be used by third parties for their own commercial interests.

11.7.4. Fundraising requests from other NFEs (e.g., Veterans Support Organizations) to hold events at the House received by the DAFFH manager or staff will be forwarded to the supporting LSF representative in a timely manner. **(T-3)**

11.7.5. Combined Federal Campaign. The LSF’s CFC campaign distributions may be accepted by the local DAFFH pursuant to this manual.

11.7.6. Fundraising efforts by the LSF are not considered “for us, by us” fundraising within the meaning of JER Section 3-210 and DAFI 36-3101.

11.8. Gifts and Donations Acceptance.

11.8.1. Conditional gifts of real property, funds and cash equivalent items, personal property non-cash equivalents, gratuitous services and in-kind donations may be donated by the LSF, in accordance with 10 USC § 2493(e) and AFI 51-506. Refer to **Section 9E** and **Section 9F**.

11.8.2. Real Property. The FHF may augment funding efforts of the LSF to support major projects and renovations at the DAFFH.

11.8.3. Gifts of Funds, Cash Equivalent, Personal Property and Non-Cash Equivalent Items. LSF donated items may be used for the distribution to DAFFH guests or for the benefit of the house. See [paragraph 4.20.4](#) for further guidance for guest distribution.

11.8.3.1. The LSF and other NFEs, with DAFFH manager permission, may make donations of cash equivalent items, personal property, and non-cash equivalent item for direct guest acceptance for the benefit of qualified service members and their family pursuant to gift acceptance in [paragraph 9.23.7](#).

11.8.3.2. The LSF may supply staple food items for guest use consumption.

11.8.3.3. LSF gifts of cash funds cannot be dispersed to DAFFH guests. **(T-0)**

11.8.4. Gratuitous Services. Most LSF gifts of services are for the benefit of the house, however, some may be appropriate for distribution to DAFFH guests (e.g., coupon for free child-care service).

11.8.5. Vehicles and Transportation Related Services. A LSF donated, loaned or leased vehicle and related services may be gifted to the DAFFH and accepted in accordance with appropriate gift acceptance authority. See [paragraph 4.23](#) for further vehicle management guidance. See [Attachment 10](#) for gift acceptance authority.

11.8.6. Donation Receiving. Donations of funds, cash equivalents, non-cash equivalents, personal and real property, gratuitous and volunteer services may be received at the DAFFH, however, the DAFFH staff may not accept such donations on behalf of the LSF.

11.8.6.1. Gifts and donations intended for the LSF may be received from a donor or via mail or delivery services at the DAFFH. Such donations shall be forwarded to the LSF, typically within three business days. **(T-2)**

11.8.6.2. LSF shall be permitted to maintain a drop or mailbox in the DAFFH common areas, including at the front desk, for the purposes of collecting donation envelopes and other correspondence. **(T-2)** No other permanent displays for the LSF fundraising are permitted. **(T-2)**

11.8.7. Donation Distribution. Designated LSF gifts will be documented and utilized to the donor's conditions. **(T-2)**

11.8.8. Donor Recognition. The DAFFH manager or staff may issue appropriate expressions of gratitude to LSF and their community donors. See AFI 51-506, Chapter 4. Recognition markings, donor plaques, or any form of commercial sponsorship in recognition of contributions from the LSF and their donors may only be displayed on the designated wall of the study, in accordance with FHF standards and DAFI 34-108, Paragraph 2.7. **(T-1)** The LSF plaque, as the recognized supporting NFE, may include the LSF's name, logo, and website but not third-party corporate donors. See [paragraph 9.2.1](#) for further guidance.

11.8.9. LSF Responsibility Related to Donations. The LSF may accept for the benefit of the DAFFH, but not on behalf of the DAFFH, donations of funds, cash equivalents, non-cash equivalent, personal and real property, gratuitous and volunteer services. The LSF:

11.8.9.1. Shall coordinate all donations with the DAFFH manager and not encourage DAFFH staff into acceptance of funds, gifts, or in-kind donations not appropriate for house operations. **(T-1)**

11.8.9.2. Shall not accept donations from current or potential guests in exchange for guest services, waitlist advancements, or waiver of eligibility and priority requirements. **(T-1)**

11.8.9.3. Shall be responsible for sending letters of gratitude and receipt of donations to the respective donor for donations accepted by the LSF. **(T-1)**

11.9. Contracting Gratuitous Services, Utilities, and Purchase of Goods.

11.9.1. Contracts for Gratuitous Services of services, utilities and purchase of goods may be established when the LSF is donating such services.

11.9.2. The DAFFH manager will review prospective contracts for the purchase of goods, utilities, and services that are presented by the LSF. **(T-2)** The DAFFH manager will retain a final copy of contracts for quality assurance purposes. **(T-2)** LSFs shall coordinate with the DAFFH manager prior to the actual signing of contracts for execution at the DAFFH. **(T-2)**

11.9.3. The LSF will provide a copy of contracts for gratuitous services, to the best of their ability, thirty (30) days prior to commencement of services to the DAFFH manager to ensure the services are being adequately provided and delivered in the best interest of all Parties. **(T-3)** The DAFFH manager will, in coordination with the appropriate installation functional offices, vet prospective and negotiated contracts. **(T-3)** The DAFFH manager will ensure that signed contracts are forwarded to the appropriate installation functional office. **(T-3)**

11.10. Accountability and Reporting between DAFFH and LSF.

11.10.1. Documentation that records and communicates information between the DAFFH and the LSF establishes a transparent and successful partnership.

11.10.2. The LSF Board of Directors will be provided reports and information to include, but not limited to, Department of the Air Force budget for the house, occupancy statistical data, volunteer utilization, hosted meals, tours, briefings, DAFFH managers' after-action report from the annual FHF Conference (less government-only sections), facility updates, prioritized lists of unfunded or not immediately requirements, or any other information requested by the LSF in order to support fundraising and gift requests of the house. **(T-3)**

11.10.2.1. Gifts, receipts, and expenses related to the donation and utilization of funds, cash-equivalent items, personal property, and non-cash equivalent from the LSF shall be accounted for by providing an incoming and outgoing gift and donation transaction log, on an annual basis or as requested. **(T-1)** The DAFFH manager shall receive an annual accounting of gifts and contributions from the LSF to reconcile against gifts received. **(T-2)** See [paragraph 11.3.3](#).

11.10.2.2. Feedback system comments and related statistical data may be provided as requested by the LSF.

11.10.3. The DAFFH manager may request minutes of the LSF Board of Directors meetings. At certain times, the LSF can close their Board meetings to company-only business that do not include the DAFFH manager. The DAFFH manager, upon LSF approval, will share meeting minutes with the DAFFH Program Manager. **(T-1)**

11.10.4. The DAFFH manager may request an after-action report from the Annual Friends of the Fisher House Conference, and/or other FHF training events held by the FHF, to provide feedback on topics addressed, what best practices can be initiated and how to better strengthen the relationship between the local DAFFH and LSF.

11.10.5. Should the LSF wish to support other military related missions in the local area (e.g., Wounded Warrior programs) the marketing, fundraising, and distribution of funds shall be transparent, with the exception that all such fundraising will take place outside the scope of [paragraph 11.7](#) **(T-1)** Such distinct support will be evaluated during the financial and

capitalization audits of the Private Organization during the installation review and recertification process. **(T-1)**

11.11. Interaction between DAFFH Program and LSF.

11.11.1. The DAFFH manager and staff shall maintain professional relationships with LSF Directors, Officers, and Staff at all times, or vice versa. **(T-1)**

11.11.1.1. The DAFFH manager shall not request and solicit LSF Directors, Officers, or Staff for unlawful special consideration, personal favors, monetary or other items for personal gain, or vice versa. **(T-0)**

11.11.1.2. DAFFH staff and their family members shall not accept offers of employment or financial incentive from LSF Directors, Officers, and Staff on behalf of themselves or their family members, or vice versa. **(T-0)**

11.11.1.3. Previous DAFFH managers and Assistant Manager shall not be employed, in any capacity, by the LSF for the duration of the current MOU. **(T-0)** A new MOU shall be established, after the resignation of the DAFFH staff and prior to hiring the previous DAFFH staff by the LSF. **(T-0)** However, previous DAFFH staff may sit on the Board of Directors as an advisor without changes to the MOU.

11.11.2. Financial Management. Both the DAFFH and LSF shall be sensitive to organizational and financial conflicts of interest, use of government information, LSF proprietary information, and the potential for misunderstanding of endorsement, coercion, and favoritism. **(T-0)**

11.11.2.1. DAFFH managers and staff shall not maintain LSF financial records or be an authorized payor on LSF accounts. **(T-1)** DAFFH managers and staff may not have direct access to LSF funds through checking, savings or other credit accounts. **(T-1)** Managers may be given universally accepted gift cards for unfunded House requirements. **(T-1)** DAFFH level employees shall not have access nor seek to have access to LSF proprietary information, whether financial or otherwise. **(T-3)**

11.11.2.2. The DAFFH manager and staff shall not assume financial obligation on behalf of the LSF on loans, grant applications, line of credits and contracts, or purchase agreements. **(T-1)**

11.11.3. Board of Directors Meetings. The DAFFH manager, upon invitation by the Board, should attend LSF Board of Director meetings, in the role of advisor since they are appointed as an official Department of the Air Force Liaison Officer per JER Section 3-201. **(T-2)**

11.11.3.1. The LSF Board of Directors is encouraged to hold a minimum of one Board of Director's business meeting, annually, at the DAFFH for familiarization purposes.

11.11.3.2. DAFFH staff may not facilitate LSF Board of Directors' meeting, record it, or draft the minutes for the meeting.

11.11.3.3. With DAFFH manager's approval, the LSF may invite installation officials to give presentations and briefs at the Board of Directors business meetings.

11.11.4. Installation Access. The DAFFH manager may facilitate installation access as needed for Board of Directors, and any LSF advisors, contractors, and volunteers. See

paragraph 4.24.1. The DAFFH manager may request documentation from the LSF to facility the process.

11.11.5. DAFFH Access. DAFFH staff shall escort LSF Directors, Officers, staff and volunteers while they are at the DAFFH. **(T-3)** Visits shall not interfere with the daily operations of the DAFFH nor disrupt guests, or work being performed by DAFFH employees, contractors or volunteers. **(T-3)**

11.11.5.1. The LSF Directors, Officers, Staff and Volunteers shall not be provided keys or door codes for access to DAFFH buildings, guest rooms, closets, and DAFFH outbuildings such as garages and sheds. **(T-3)**

11.11.5.2. The LSF Directors, Officers, staff and volunteers may not have an office on the installation. **(T-2)** The DAFFH may not provide office space or allow office hours in the DAFFH to the LSF Directors, Officers, staff and volunteers. **(T-2)**

11.11.5.3. The LSF use of DAFFH office supplies or copier equipment, except on an occasional and minimal basis, is not permitted. **(T-2)**

11.11.6. Logistical Support. DAFFH staff may facilitate logistical support (e.g., the use of bleachers, tables, chairs, event parking areas and coordination with installation personnel such as public affairs and armed forces bands) as requested, to LSF as governed by JER Section 3-211 and installation guidance. See **paragraph 9.12.1.**

11.11.7. Guest Relations. The DAFFH manager and staff may not provide access to paper or electronic guest data base and reservation software system files. **(T-0)**

11.11.7.1. The DAFFH manager and staff may share stories and testimonies of DAFFH guests to LSF directors, officers, and staff. The DAFFH manager and LSF shall be sensitive to personal identifiers and shall not share personal information such as name and detailed medical specifics related to the guest. **(T-0)**

11.11.7.2. The stories and testimonies may come in the means, but not limited to, copied journal entries, verbal stories, and social media posts.

11.11.8. Volunteer Services. The DAFFH may accept LSF tendered voluntary services of groups of individuals to act as permanent, temporary or special event volunteers. **(T-2)** The LSF will provide background checks for tendered volunteers, as required per installation guidance. The acceptance of individual volunteer services is pursuant to DoDI 1100.21. **(T-0)** See **paragraph 9.26.1.**

11.11.9. LSF Logo, Trademark and Brands. The LSF may not use the seals, logos, or insignia of the DoD or any Department of the Air Force organization unit, pursuant to AFI 34-223. **(T-2)** DAFFH staff may not wear clothing or uniform tags displaying the LSF logo. **(T-2)**

11.11.10. Digital Media and Marketing Materials. DAFFH official websites and social media accounts may link to the LSF websites but may not repost or highlight LSF fundraising efforts or events, unless they are to be held at the Fisher House or are in general interest of guests who may attend **(T-2)**

11.11.10.1. The DAFFH manager or staff shall provide information for website and social media updates; however, they may not act as an author or editing agent of such content or

other advertising or information materials on behalf of the LSF. (T-3) See [paragraph 4.21.8](#).

11.11.10.2. Generally, The DAF or DAFFH makes no effort to regulate the content of a non-Federal entity or the LSF websites, social media accounts, or public affairs releases.

11.11.11. Storage. LSF funded off-installation storage may be accepted for the storage needs of the DAFFH. The access to the storage will be mutually agreed upon by both the DAFFH and the LSF. (T-2)

11.11.12. Dispute Resolution. The DAFFH manager and the LSF may bring any concerns and disputes with either party to the Program Manager. Together with the Program Manager, all parties will work to resolve concerns and disputes at the lowest possible level. If the LSF has unresolved concerns after bringing it to the attention of the Program Manager, the LSF may bring matters of concern that may affect the DAFFH Fund Board, to the DAFFH Fund Board non-voting representative from the FHF.

11.12. Special Events and Tours.

11.12.1. The DAFFH manager shall coordinate and allow the LSF to offer tours to potential DAFFH donors. (T-1) Such events shall be approved by the DAFFH manager and shall not interfere with guest services and daily operations. (T-1) LSF representatives and DAFFH managers should be sensitive to situations when the primary purpose of donor tours become donor solicitation by the LSF (i.e., fundraising) and the tour event should count as one of the allowable LSF fundraising events per quarter, per AFI 34-223, paragraph 5.3. The LSF may fund modest food and refreshments, however, no alcohol shall be provided by the LSF at such events. (T-0) The DAFFH manager at their approval may accommodate evening and weekend social and fundraising events, on a not-to-interfere with guest services basis.

11.12.2. Upon DAFFH manager approval, the LSF may host community informational events at the DAFFH, that shall not interfere with guest services and daily operations. (T-1) Approval to host an event, use of storage, and food preparation shall be in accordance with installation standards. (T-1) If no fundraising is conducted at the event, it will not count against the three (3) allowable fundraisers per quarter. See [paragraph 4.26.6.2](#). The LSF may fund modest food and refreshments, however, no alcohol shall be provided by the LSF at such events. (T-0)

11.12.3. The DAFFH manager may coordinate and approve the LSF to provide periodic potential volunteer recruitment tours, and accommodation of such tours are not considered a need for logistical assistance, pursuant to JER Section 3-211. See [paragraph 15.4](#). The LSF may fund modest food and refreshments (as defined in 5 CFR Part 2635.203(b)(1), *Standards of Ethical Conduct for Employees of the Executive Branch – Gifts from Outside Sources*), following a volunteer brief and tour recruiting event.

11.12.4. The LSF may be a primary source of food and non-alcoholic beverages for DAFFH planned special events, celebrations, and house gatherings.

11.12.5. An awards ceremony recognizing DAFFH employees may be combined by the LSF into a fundraising event. Such an event must be a NFE awards program in accordance with DAFI 36-2803. DAFFH leadership and staff participation in this NFE awards ceremony is subject to 5 CFR 2635.808. Items of individual recognition for award winners must be

analyzed under 5 CFR 2635.204(d). Alternately, the LSF is encouraged to sponsor the DAFFH Awards Program per DAFI 36-2803.

11.13. LSF Recognition of DAFFH Staff and Volunteers.

11.13.1. DAFFH staff and volunteers may accept items of recognition with little intrinsic value and intended primarily for presentation (e.g., certificates, trophies, plaques), from the LSF as part of the DAFFH established employee awards and recognition program. They may accept items of recognition with a value of less than \$20 in accordance with DAFMAN 36-2806. See [paragraph 4.12.8](#).

11.13.2. DAFFH staff and volunteers may attend LSF sponsored employee and/or volunteer recognition luncheon (or breakfast) no more than once per quarter. Value of the luncheon shall not exceed the value of \$20 per person in accordance with DAFMAN 36-2806. **(T-0)** No alcohol shall be provided by the LSF at such an event. **(T-0)**

11.14. Establishing a Local Supporting Foundation (LSF).

11.14.1. A proposal to establish a LSF shall be initiated by the interested parties to the DAFFH manager. **(T-1)**

11.14.2. The DAFFH manager shall coordinate with the interested parties, the Fisher House Foundation, and installation command or delegated representative in the establishment of an LSF for the benefit of the DAFFH. **(T-1)**

11.14.3. The proposed LSF shall show commitment to the DAFFH by forming a Board of Directors; establishing a constitution, bylaws, and a charter in support of the DAFFH; initiating registration as a 26 USC 501(c)(3) non-profit corporation in accordance to state and federal regulations; applying for certification as a Private Organization pursuant to AFI 34-223; and entering into an MOU with the DAFFH. **(T-0)**

11.14.4. The interested parties shall: address their function, objectives, membership eligibility and sources of income as in relates to the support of the DAFFH; understand their financial and legal obligations as provided by law; establish asset accountability; and establish financial and operational management oversight. **(T-1)**

11.15. Dissolution of a Local Supporting Foundation (LSF).

11.15.1. When the LSF's Board of Directors, according to the LSF's Charter or Bylaws, votes to decide to relinquish its 26 USC 501(c)(3) status as a non-profit corporation; or to not seek recertification with the installation as a Private Organization pursuant to AFI 34-223; or to otherwise voluntarily terminate its relationship with the FHF or DAFFH, they must:

11.15.1.1. Be transparent in their decision to dissolve and notify the DAFFH manager, the DAFFH Program Manager, the FHF, and the installation FSS Commander or Director, of their intent to dissolve the LSF-DAFFH relationship and prepare a time-phased action plan to do so. **(T-1)**

11.15.1.2. Use its remaining funds to satisfy any outstanding debts, liabilities and contractual obligations it incurred on behalf of, or for the benefit of, the DAFFH. **(T-1)**

11.15.1.3. Distribute its remaining assets (e.g., funds, vehicles, office equipment), which were raised or accepted for the benefit of the installation DAFFH, as a gift to the DAFFH

Program (per **Chapter 9**) and/or the FHF with the condition that such assets go to a successor LSF or otherwise be used for the benefit of the installation DAFFH. **(T-0)**

11.15.2. The FHF may provide oversight to the dissolution of the LSF within the bounds of their relationship and will coordinate with the DAFFH Program Manager. **(T-0)**

Chapter 12

FISHER HOUSE FOR FAMILIES OF THE FALLEN

12.1. General Description and Purpose.

12.1.1. The Fisher House for Families of the Fallen was built in 2010 at Dover AFB. It is the 50th Fisher House and the only one tailored to support the Air Force Mortuary Affairs Operations (AFMAO) mission. The Fisher House for Families of the Fallen provides a temporary lodging facility for travel-eligible families of fallen service members and DoD personnel to witness the Dignified Transfer of their loved one at Dover AFB, Delaware.

12.1.2. The organizational support for The Fisher House for Families of the Fallen consists of deployed, RegAF permanent party, and reserve personnel serving 24-hour mission capabilities. The 24-hour operation is only activated when family members attending a Dignified Transfer are present. Due to the timing of the Dignified Transfer, family arrival times are dependent upon the arrival of the military aircraft. The Fisher House for Families of the Fallen Managers on Duty (MOD) and activation of the house must be prepared for scheduling contingencies at all times. **(T-0)** The Fisher House for Families of the Fallen provides care, service and support in a "home-away-from-home" atmosphere.

12.1.3. The Fisher House for Families of the Fallen campus consists of three buildings.

12.1.3.1. The Fisher House for Families of the Fallen operation is unique in that the house is staffed entirely by uniformed personnel. Distinguished Visitors, unit members, external media and any other outside entities are not allowed inside the Fisher House. **(T-3)**

12.1.3.2. The Center for Families of the Fallen (CFF) is a facility utilized as a transitional facility for families before being escorted to the flight line for a Dignified Transfer. Distinguished Visitors may come to offer their condolences when permitted by the family. Unit members and any other outside entities are not allowed to visit the campus unless given approval by the AFMAO Commander.

12.1.3.3. The Meditation Pavilion (MP) is a facility designed to offer a peaceful environment outside of the Fisher House for Families of the Fallen for family members to gather, reminisce and grieve in a group setting. Due to the somber atmosphere of the MP, large gatherings, meals, celebrations or official condolences will not be permitted in the facility. **(T-0)** The MP may be utilized by the Branch of Service liaison officers (LNOs) to brief casualty entitlements to the PNoK. Families may also use the MP for private bereavement time with Chaplains and subject matter experts from team Dover or AFMAO.

12.2. Roles and Responsibilities.

12.2.1. Air Force Mortuary Affairs Operations Commander (AFMAO/CC):

12.2.1.1. Establishes policy for the operation of the Campus for the Families of the Fallen to support family members who are attending the Dignified Transfer in accordance with DAFI 34-160, *Mortuary Affairs Program*.

12.2.1.2. Provides APF funding support for the Fisher House for Families of the Fallen.

12.2.1.3. Acts as gift acceptance authority for gifts from LSFs and other outside entities as outlined in [Chapter 9](#).

12.2.2. Chief, Operations Support Division (AFMAO/OP):

12.2.2.1. Oversees the operation of the DAFFH, MP, and CFF and provides administrative support to the House Manager.

12.2.2.2. Provides enlisted manning support as detailed in this Chapter.

12.2.2.3. Reports directly to the AFMAO/CC on matters requiring commander level responsibility.

12.2.3. DAFFH Program Manager. Incorporates NAF requirements from the Fisher House for Families of the Fallen House Manager into the consolidated NAF requirements budget.

12.2.4. Fisher House for Families of the Fallen Non-Commissioned Officer in Charge (NCOIC) House Manager.

12.2.4.1. Oversees the operations of the Fisher House for Families of the Fallen and performs the duties and responsibilities of the operation equivalent to that of a DAFFH manager as outlined within this instruction and the following:

12.2.4.1.1. A permanent party, Non-Commissioned Officer (NCO) will be assigned to AFMAO. **(T-0)** Responsible for the overall operation and direction of the Fisher House for Families of the Fallen Campus. Oversees and ensures work performance standards are met by AFMAO personnel, managers, and housekeepers under the NCO's supervision. Provides guidance, direction, and training on a wide range of technical and operational processes. The NCOIC, in cooperation with AFMAO/OP leadership, ensures the safety, security, and privacy of the families within the Fisher House for Families of the Fallen Campus.

12.2.4.1.2. Accomplishes or delegates; monthly, quarterly, and annual bed night donation reports, yearly financial requirements for submission to 436 FSS, AFSVC Financial Management and Comptroller Directorate and DAFFH Program Manager.

12.2.4.1.3. Responsible for Family Support Team Communicator during Dignified Transfers to allow proper communication for families to receive condolences and be transported to and from the flight line back to the safety of the Fisher House for Families of the Fallen campus.

12.2.4.1.4. Oversees the AFMAO linen contract in accordance with 436th CONS and verifies payment submitted for services rendered.

12.2.4.1.5. Reports facility and maintenance issues to 436th Civil Engineer Squadron (CES), Chief, Operations Support Division and Resource Management Division as needed.

12.2.4.1.6. Submits requested reporting data to the DAFFH Program Manager.

12.2.4.2. Prepares APF and NAF budgets for program requirements and submits to AFMAO and DAFFH Program Manager.

12.2.5. Fisher House for Families of the Fallen Assistant Non-Commissioned Officer in Charge (NCOIC)/Assistant House Manager:

12.2.5.1. Assistant NCOIC/assistant house managers are comprised of those who are deployed in support of AFMAO functions that perform tasks equivalent to the Assistant Manager roles and responsibilities outlined within this instruction and the following:

12.2.5.2. Responsible for reading and understanding AFMAO Instruction 34-331, *Fisher House Campus, Dover Air Force Base*, and ensuring the efficient operation of the Fisher House for Families of the Fallen campus and surrounding grounds during scheduled shifts.

12.2.5.3. Coordinates family accommodations with LNOs, attends to the immediate care and comfort of guests, arranges housekeeping and linen exchange, and accomplishes all other duties as required.

12.2.5.4. Responsible for maintaining the guest tracker data, room requests, APF and NAF inventory, daily checklists, and event logs to ensure high quality care, service, and support for families.

12.2.6. Branch of Service (BOS) Family Representative Casualty Assistance Officer (CAO) [Army], Casualty Assistance Call Officer (CACO) [Navy], or Family Assistance Representative [Department of the Air Force] reviews and signs a Fisher House for Families of the Fallen CAO Guidelines. See the DAFFH SharePoint® for a sample of the minimum guidelines; changes may be made with coordination and approval of the DAFFH Program Manager and the AFMAO office of responsibility.

12.2.7. Branch of Service (BOS) Liaison Officer provides family information and data pertaining to their arrival and departure, and the family needs on the DAF Form 38, *Department of the Air Force Fisher House for Families of the Fallen Request Form* to the Fisher House for Families of the Fallen House Managers.

12.2.8. The Fisher House for Families of the Fallen House Manager or NCOIC ensures housekeeping and ground maintenance services are in place for the campus.

12.2.9. Volunteers. Due to the unique nature of the Fisher House for Families of the Fallen and its guests, volunteers are not normally permitted when the house is occupied.

12.2.10. Friends of the Families of the Fallen (FoF):

12.2.10.1. FoF is a LSF that is recognized as a 501(c)(3), non-profit organization with a special relationship to the CFF. **(T-1)** FoF designation as a LSF is dependent upon compliance with **Chapter 11**.

12.2.10.2. FoF may provide assistance to the Fisher House for Families of the Fallen, and Family Support Team at AFMAO, in fulfilling their mission of providing care, service, and support to the families of fallen service members who travel to Dover AFB to witness a dignified transfer. FoF may provide volunteer services in accordance with **paragraph 12.2.10 and Chapter 15**.

12.2.10.3. The FoF may provide furnishing, decorations, library of grief materials for the CFF.

12.2.10.4. The FoF may provide grounds keeping and maintenance of the memorial garden.

12.2.10.5. The FoF may be a conduit for outside gifts and donations.

12.2.11. The Dover, DE and Philadelphia airport chapters of the Uniformed Services Organization (USO) are considered a LSF for the benefit of the Fisher House for Families of the Fallen and may be a conduit for outside gifts and donations. The USOs' designation as a LSF is dependent upon compliance with [Chapter 11](#).

12.2.11.1. The USO may host special events for the benefit of the service members assigned to the Fisher House for Families of the Fallen.

12.2.11.2. The USO may provide volunteer services in accordance with [paragraph 12.2.10](#) and [Chapter 15](#).

12.3. Guest Operations.

12.3.1. Guest Eligibility. Next of kin who are on military travel orders are eligible to stay at the Fisher House for Families of the Fallen.

12.3.2. Guest Priority.

12.3.2.1. Priority of guests is given first and foremost to family members of combat casualties.

12.3.2.2. In the event the house is full, the manager may refer incoming guests to the FHF, Hotels for Heroes TM program to accommodate requests. The BOS liaison can also make arrangements for families in local downtown hotels if necessary.

12.3.3. Occupancy Length. The PNOK and additional family members may be accommodated 24 to 48 hours unless there are extenuating circumstances or government-initiated delays in transportation of the remains. Accommodations should not normally be extended at the request of the PNOK, however, if the death of the deceased service member occurred in a combat theater of operation, the PNOK may request a delay, if the delay does not exceed 12 hours, and a delay is approved in accordance with DAFI 34-160, paragraph 3.26.2.2. **(T-3)**

12.3.4. Due to the somber nature of the visit at the Fisher House for Families of the Fallen, uniformed service members may assist families with children when in sight and sound of the accompanying adult. Uniformed service members shall not be left alone with children. **(T-1)**

12.4. Fisher House for Families of the Fallen Privacy and Media Guidance.

12.4.1. The PNoK may elect to authorize media access to capture the Dignified Transfer at Dover AFB. The Media coverage can include either AFMAO photography and videography coverage, public media or both (personal photography is prohibited). The PNoK has the authority to exclude media access altogether. DAFI 36-3002, *Casualty Services*, provides specific guidelines in the DoD-approved script for PNOK to determine media access. At no time shall media be allowed into any part of the Fisher House for Families of the Fallen campus even when the family does approve media coverage. **(T-0)** Contact AFMAO Public Affairs for specific Media guidance.

12.4.2. Distinguished Visitors, unit representatives or media will not be received or permitted inside the Fisher House for Families of the Fallen Campus. **(T-3)**

12.5. Fiscal, Contracting, and Legal Consideration.

12.5.1. Fiscal Management.

12.5.1.1. Both NAF and APF funding are utilized to sustain the Fisher House standard for families as outlined in DAFFH funding guidance in AFI 65-106.

12.5.1.2. Additional guidance for NAF purchasing is requested from the 436th FSS.

12.5.1.3. AFMAO Resource Managers:

12.5.1.3.1. Maintain APF and NAF budgets for the Fisher House for Families of the Fallen. **(T-2)**

12.5.1.3.2. Coordinate AFMAO/CC gift acceptance as necessary and maintain and annotate all donations made to the Dover Fisher House, to include NAF donation amounts for deposit to 436 FSS Resource Manager. **(T-3)**

12.5.1.3.3. Authorize use of the NAF P-Card to pay for Fisher House for Families of the Fallen supplies, requirements, equipment and non-personal services under the micro purchase threshold, whenever possible as outlined in AFMAN 64-118, *Air Force Nonappropriated Fund (NAF) Purchase Card Program*. **(T-3)**

12.5.1.3.4. When appointed in accordance with DAFI 64-117 and AFMAN 64-118, act as Government P-Card and NAF P-Card Holders and purchase Dover Fisher House supplies and requirements in coordination with the Fisher House for Families of the Fallen NCOIC. **(T-3)**

12.5.1.4. Gift cards. Gift cards when provided by, or through, the appropriate LSF (e.g., FOF) may be accepted in accordance with [paragraph 12.7.1](#). Fisher House for Families of the Fallen NCOIC may utilize gift cards for unfunded Dover Fisher House needs and for distribution to guests for comfort and sundry items in accordance with [paragraph 4.20](#).

12.6. Local Supporting Foundations.

12.6.1. May be a conduit for outside gifts and donations. Individual private donors should be referred to LSFs, such as the FoF and Dover, DE and Philadelphia airport chapters of the USO. Outside gifts and donations shall not be accepted by the Fisher House for Families of the Fallen. **(T-0)**

12.6.2. The LSF in support of the Fisher House for Families of the Fallen shall register as a PO and establish a MOU defining the roles and responsibilities that will embody the understanding between both parties. **(T-2)**

12.6.3. LSF Boards of Directors Meetings shall not be hosted at the Fisher House for Families of the Fallen. **(T-2)** The Fisher House for Families of the Fallen NCOIC shall not attend any Board of Director Meetings. **(T-3)**

12.6.4. LSF shall not normally provide gifts of gratuitous services for the benefit of the Fisher House for Families of the Fallen. **(T-3)**

12.6.5. LSF shall not normally support the Fisher House for Families of the Fallen with fundraising, volunteer recruitment, and community outreach event support. **(T-2)**

12.6.6. LSF may provide volunteer services as outlined in [paragraph 12.2.10](#).

12.7. Gifts and Donations to Fisher House for Families of the Fallen.

12.7.1. Fisher House for Families of the Fallen NCOIC may accept gifts from the LSF of personal property and non-cash equivalents with a value of \$500 or less. The AFMAO/CC may accept all other gifts of funds, cash-equivalent items, and in-kind donations of any amount.

12.7.2. For further gift acceptance guidance refer to [Chapter 9](#) and [Table A10.1](#) of this instruction.

Chapter 13

TRAINING

13.1. Purpose. Training of DAFFH staff ensures all employees understand the mission and recognize their duties and responsibilities. A comprehensive training program ensures that staff perform their assigned job duties and responsibilities safely. The training will also consist of customer service training to ensure employees provide compassionate and professional guest relations. **(T-3)**

13.2. Roles and Responsibilities. In addition to the roles and responsibilities outlined in [Chapter 2](#), the following are additional responsibilities related to training which apply to designated personnel.

13.2.1. DAFFH Program Manager.

13.2.1.1. Develops and ensures training benchmark standards are locally implemented to evaluate and improve existing practices that support the mission of the DAFFH. They will ensure the training program is budgeted. **(T-3)**

13.2.1.2. Ensures all DAFFH managers train their staff on the job specific duties and responsibilities.

13.2.1.3. Implements training sessions, including peer to peer training for newly hired DAFFH managers, with program staff and conducts training during on-site staff visits.

13.2.1.4. Organizes DAFFH manager training on the breakout day(s) of the annual FHF Managers Conference.

13.2.1.5. Budgets resources to meet program level training needs and requirements.

13.2.2. DAFFH manager.

13.2.2.1. Implements a local training program and annually evaluates effectiveness.

13.2.2.2. Budgets allocated resources to meet local training needs and requirements.

13.2.2.3. Provides opportunities and encourages staff to attend local, regional, or national training to support their professional development.

13.2.2.4. Documents training on an auditable paper or electronic training log for accountability used during DAFFH Program Manager on-site staff visits and applicable reporting. **(T-2)** AF Form 55, *Employee Health and Safety Record*, is an acceptable training log.

13.2.3. Staff complete the training program outlined by their manager and complete mandatory training within the allotted timeframe and frequency. **(T-3)**

13.2.4. Volunteer training will be completed in accordance with [Chapter 15](#). **(T-3)**

13.3. DAFFH Training Standards.

13.3.1. The planning, content development, and implementation of training plans should be relevant, comprehensive, and complement the position standards and proficiencies of DAFFH staff addressing prior and current areas of concern.

13.3.2. Training topics may include, but not limited to, DAFFH Mission, hospitality, customer service, management, position specific training, team building, resiliency, compassion fatigue, Basic Cardiopulmonary Resuscitation (CPR)/AED/First Aid, Service Dog, financial management, facility management, managerial, position specific training, safety, security, HAZMAT, HIPAA, resource protection, records management, vehicle usage, and other applicable training.

13.3.3. Training standards shall establish frequency of training. **(T-3)** All DAFFH employees will receive DAFFH orientation and position specific training within in the first 30 days of employment with an annual refresher thereafter. **(T-3)**

13.3.4. For DAFFH staff in a collective bargaining unit, local management must meet applicable labor relation training obligations. **(T-0)** Contact the local installation bargaining unit for further guidance.

13.3.5. See the DAFFH SharePoint® for further training resources.

13.4. DAFFH Staff Training Requirements.

13.4.1. Orientation Training. DAFFH initial or new hire training will introduce expectations and responsibilities regarding policies and standards that are consistent among all DAFFHs and ensure the new hire will successfully integrate into the program. **(T-2)** All staff members should receive DAFFH Orientation, NAF Civilian Employee Orientation, Ethics training through the installation Office of the SJA trainings within the first 30 days of employment. **(T-3)**

13.4.2. On-the-Job-Training. All DAFFH staff will receive hands-on and in person training of skills, knowledge, and competencies needed for them to sufficiently integrate into the DAFFH Program and perform their specific job as annotated in the respective position guide. **(T-2)** TDY should be made available for DAFFH staff who travel to provide or receive peer on-the-job training at a different worksite.

13.4.3. Government Training. Government mandatory training including, but not limited to, No Fear Act, Total Force Awareness, NAF related training (e.g., human resources, accounting and contracting) facility and environmental management, and safety training (e.g., supervisory, job safety, monthly safety briefs) shall be completed as required for designated staff. **(T-0)**

13.4.4. Code of Conduct. DAFFH staff members shall be trained by the house manager on the DAFFH Code of Conduct at the time of DAFFH orientation training and annually thereafter. **(T-2)**

13.4.5. Fire and Emergency Training. Staff will be trained in fire protection, emergencies, and safety at time of orientation and annually thereafter. **(T-2)** Training shall include emergency and fire evacuation, suppression or other systems in their work area; specific actions to take for a fire or other emergency to include proper reporting; when and how to activate installed life safety systems, if provided; primary and secondary egress routes from all work areas; and location and use of fire extinguishers, if provided. **(T-2)**

13.4.6. The DAFFH manager or appointed Safety Representative shall train staff on use and care of PPE at time of orientation and annually thereafter. **(T-1)**

13.4.7. Infection Control. All DAFFH staff whose duties include the possibility of occupational exposure to blood and bodily fluids will complete infection control and blood-

borne pathogen training in accordance with 29 CFR Part 1910.1030, *Occupational Safety and Health Standards* and AFI 44-108, *Infection Prevention and Control Program*. **(T-0)** Staff shall be trained at the time of orientation and annually thereafter. **(T-0)**

13.4.8. Basic CPR/AED/FIRST AID. DAFFH staff, when required by position guide, are currently certified in a nationally recognized Basic AED/CPR/First Aid. **(T-1)** When acting in good faith to provide care to the level of their training and ability, staff assisting during a medical emergency have limited liability immunity from legal liability under Good Samaritan Laws and H.R. 2498, *The Cardiac Arrest Survival Act of 2000*.

13.4.9. Pest Control Training. Training to include positive identification, how to respond to and instruct guests, treatment guidance and applicable reporting will be provided at new hire orientation and annually thereafter. **(T-2)**

13.4.10. GMV. Designated DAFFH staff utilizing a DAFFH vehicle must complete training prior to management of a general purpose vehicle and annually thereafter, in accordance with AFI 24-301 and AFI 24-302, *Vehicle Management*. **(T-1)**

13.4.10.1. This applies to NAF and LSF vehicles used specifically for the purpose of official duties, regardless if the vehicle is owned, rented, or leased.

13.4.10.2. For locations with a golf carts, training shall consist of its operation and use, including a hands-on assessment. **(T-2)** Training to be provided at initial time of use and annually thereafter.

13.4.11. Service Dog Training. Establish training for DAFFH staff and volunteers including the following, but not limited to, standards of service dog verification, access to facilities, removal of dogs from facility by qualified staff, reasonable accommodation, and who to contact for further guidance. Training shall be conducted as part of initial orientation and annually thereafter.

13.4.12. Fisher House Foundation Training. **(T-2)** The FHF may provide annual training for DAFFH managers to include topics on customer service, compassionate care, guest services, managing social media and enhancing management skills.

13.4.12.1. The DAFFH Program Budget should be formulated, at a minimum, to allow the DAFFH managers and one additional staff member from each house to attend the training. **(T-2)**

13.4.12.2. If the FHF or LSF offer payment of travel expenses to facilitate attendance, then such offers of travel payment shall be processed in accordance 31 USC § 1353, *Acceptance of Travel and Related Expenses from a Non-Federal Sources*, 41 CFR Chapter 304, *Payment of Travel Expenses from a Non-Federal Source*, and AFI 51-506, Chapter 8. **(T-0)** The DAFFH Program Manager shall approve the acceptance of travel benefits paid by the FHF on behalf of DAFFH managers and Assistant Managers, with AF/JACF legal review. **(T-0)**

13.4.13. Ancillary Training. DAFFH staff may attend seminars, workshops, conferences or other training courses that are educational, instructional, or job specific that will promote skill enhancement and knowledge as it would relate to their specific job. **(T-3)** The supervisor will approve and budget for conferences or other offsite trainings. **(T-3)** Ancillary training shall be approved by the Manager and be satisfactorily completed in the allotted timeframe and

frequency. **(T-3)** When attendance to a training is disapproved, the employee may request annual leave to attend the training.

Chapter 14

ACCOMMODATION OF SERVICE DOGS

14.1. Purpose. DAFFH guests with service dogs that meet the requirements of PL 110-325, *American with Disabilities Act Amendments Act of 2008 (ADAAA)*, and the Department of Justice Civil Rights Division (CRT) Memorandum on Federal Agencies' Implementation of Title II of the ADA and Section 504 of the Rehabilitation Act are entitled to have the service dog accompany them at the DAFFH.

14.2. Roles and Responsibilities. In addition to the roles and responsibilities outlined in [Chapter 2](#), the following are additional responsibilities related to the accommodation of service dogs which apply to designated personnel.

14.2.1. The DAFFH Program Manager establishes and ensures service dog policies are locally implemented to facilitate accommodations for all guests, visitors, and staff with service dogs. **(T-2)**

14.2.2. The DAFFH manager implements service dog guidance and provides training to staff and volunteers to ensure guests with service dogs are accommodated. **(T-3)**

14.2.3. DAFFH Staff and authorized personnel (e.g., volunteers) ensure sufficient service dog guidance and principles are consistently applied and service dog handlers are aware of their responsibilities. DAFFH staff communicate to guests that a working animal is in the house and encourage them not to interfere with the tasks the animal is performing by attempting to feed or touch the animal. **(T-3)**

14.2.4. DAFFH staff may make exceptions to support the presence of a service dog on a case-by-case basis, with the understanding that any dog granted permission must abide by the established guidance. **(T-2)**

14.2.5. DAFFH guests or designated service dog handler will:

14.2.5.1. Sign a DAFFH *Service Animal Agreement* and abide by all policies and guidelines outlined. **(T-3)** Violation of the *DAFFH Service Dog Agreement* or falsifying a dog as a service animal may be grounds for removal of the service dog and handler from the DAFFH.

14.2.5.2. To the extent permitted by law, owners of the service dog will maintain responsibility and liability for any injuries caused by their dogs. **(T-3)**

14.2.5.3. Have control of the service dog at all times.

14.2.6. Animals whose sole function is to provide comfort or emotional support (e.g., emotional support animals, animal assisted therapy dogs) do not qualify as service animals under the ADAAA and are not permitted in the DAFFH. **(T-1)**

14.2.7. DAFFH staff are prohibited from providing any care or services for the service dog. **(T-3)**

14.2.8. See the DAFFH SharePoint® for resources related to service dogs.

14.3. Service Dog Standards.

14.3.1. DAFFH service dog guidance will identify standards for verifying service dogs, service dog accommodations, handler requirements, the care, vaccination, and control of service dogs, removal of service dog and define other animals of service and their accommodation at a DAFFH. **(T-0)**

14.3.2. Establish that guests with accompanying service dogs will not be charged any pet, cleaning or other assessed fees. **(T-0)**

14.4. Verification of Service Dogs for Use of DAFFH Facilities.

14.4.1. DAFFH staff may only ask two questions to verify a service dog: “Is the dog a service animal required because of a disability?” and “What work or task has the dog been trained to perform?”. **(T-1)**

14.4.2. Reservation procedures shall include inquiring of service dog assignment and notification of DAFFH guidance regarding service dogs. **(T-0)**

14.4.3. Reservation procedures provide notice of DAFFH vaccination record requirements service dogs. **(T-0)**

14.4.3.1. Guests verify the service dog is currently vaccinated in accordance with the local and state laws where the DAFFH is located.

14.4.3.2. Current vaccination records may be required in the event the service dog bites or scratches another DAFFH guest, staff, visitor or another service dog while on DAFFH grounds.

14.5. Grounds for Removal of Service Dogs from DAFFH.

14.5.1. The service dog must be housebroken (i.e., trained to eliminate bodily waste outdoors) and free of fleas, ticks or parasites. **(T-3)** Noncompliant service dogs may be removed from the DAFFH.

14.5.2. The service dog must be under the handler’s control (e.g., leash, voice control, signals, or other effective means) while in the DAFFH. **(T-0)** The DAFFH manager may request, however, cannot require, that a service dog wear a vest, collar, or identification so other guests and emergency services can identify the dog as a service dog.

14.5.3. A service dog that engages in biting, growling or otherwise showing actual or potential aggression to staff or other guests (particularly children) or other service dogs shall be grounds for immediate removal of the service dog and guests. **(T-3)**

14.6. Service Dog Accommodation. Standards for service dog accommodation, ensuring a service dog can accompany the handler or alternate handler to areas the general public is permitted access, subject to the same rules as the general public, and where the presence of a service dog would not compromise guest care and safety. Standards shall define service animal, type of service dog to be accommodated, and number of service dogs that can be accommodated. **(T-1)**

14.6.1. Service dogs must be allowed to accompany their handlers into all communal areas including food preparation areas, provided the presence of the animal would not require fundamental alteration in DAFFH policies, practice, or procedures. **(T-1)**

14.6.2. Service dogs shall not be denied accommodations or requested to be removed if other guests are or may be allergic to dogs. **(T-1)** DAFFH managers may designate one or more houses as the first to fill accommodations for guest with service dogs. **(T-3)**

14.6.3. Only fully trained service dogs are allowed in the DAFFH. **(T-1)** Animals in training do not qualify as a service animal under the ADA and are not permitted in the DAFFH. **(T-1)**

14.6.4. Trained service animals other than dogs (e.g., horses), are not permitted in the DAFFH. Untrained Emotional Support Animals are not allowed in the DAFFH. See [paragraph 14.12](#) for further emotional support animal guidance. **(T-1)** Families with service animals not permitted in the DAFFH may be referred to Hotels for Heroes™.

14.7. Handler Requirements. Standards of handler requirements will ensure the guest and handler acknowledge DAFFH guidance and are aware of their responsibility as a handler of a service dog in the DAFFH. **(T-1)** At a minimum handlers' responsibilities shall define providing for dog's cleanliness, vaccinations, restraint, waste removal, training, release of liability and any other requirements to assure the safety of guests, staff, and dogs. **(T-1)**

14.8. Service Dog Care. Standards of service dog care will identify the sole responsibility of owners or handlers to ensure their service dog receives adequate veterinary care and provides care and stewardship, to include feeding, watering, exercising, toileting, and waste removal. Service dogs must be in good health, clean, and free of pests. **(T-0)**

14.8.1. DAFFH guests and handlers are entirely responsible for the physical condition of their accompanying service dogs. A service dog that is infested with fleas, ticks or other parasites may be denied admittance to, or required to be removed from the DAFFH.

14.8.2. DAFFH staff may not conduct any type of examination of service dogs to confirm the presence or absence of parasites. **(T-3)**

14.8.3. The guest shall take the service dog to the designated service dog relief area and must clean up waste immediately and dispose of in an exterior dumpster. **(T-3)** Waste is not to be disposed of in the interior receptacles. See [paragraph 3.5.4.1](#) for further guidance on service dog relief area.

14.8.4. DAFFH staff shall not provide any care or services for the service dog. **(T-1)**

14.9. Service Dog Vaccination. Standards of health and vaccination requirements shall include the notice of request for vaccination records, when and how to request vaccination records. **(T-1)**

14.9.1. DAFFH guests are required to ensure that all accompanying service dogs are currently vaccinated in accordance with the local and state laws where the DAFFH is located. **(T-0)**

14.9.2. Reservation procedures may provide notice of DAFFH vaccination record requirements. However, vaccination records may not be confirmed verbally or in writing under normal conditions.

14.9.3. Current vaccination records may be required in the event the service dog bites or scratches another DAFFH guest, staff, visitor or another service dog while on DAFFH grounds.

14.9.4. The service dog must be housebroken and if not, it is grounds for removal. **(T-3)**

14.10. Service Dog Control.

14.10.1. Service dogs must have a harness, leash, or other tether, unless the handler's disability prevents use of such controls, or their use would interfere with the service dogs' safe, effective performance of the tasks they perform. In this case, the service dog must be otherwise under the handler's control (e.g., voice control, signals, or other effective means). **(T-1)**

14.10.2. A DAFFH manager may request, however, cannot require, that a service dog wear a vest, collar, or identification so other guests and emergency services can identify the dog as a service dog. **(T-0)**

14.11. Service Dog Removal. Standards for removal of a service dog from a DAFFH will be established by the AF FH Program Manager and posted at each AF FH location. **(T-2)** Removal is based on dog behavior, health and safety concerns for staff, guests, and visitors. DAFFH staff can assess, based on objective indications, to determine if a dog poses a health or safety risk and when in violation of the signed *DAFFH Service Dog Agreement*. Examples of such indications may include, but not limited to, aggressive behavior, excessive barking, uncontrolled behavior (e.g., running in facility and jumping on individuals or furniture), inappropriate urinating or defecating the facility, damages to DAFFH property above normal wear and tear, and signs of disease or poor health.

14.11.1. A service dog that engages in biting, growling or otherwise showing actual or potential aggression to staff or other guests (particularly children) or other service dogs shall be grounds for immediate removal of the service dog and guests. **(T-2)** If a dog that has bitten or scratched another guest, Security Forces may work with animal control to take possession of the dog until vaccination records can be confirmed and possible criminal charges resolved. **(T-3)**

14.11.2. DAFFH manager should engage with installation SFS early to defuse potential situations that may escalate resulting in the removal of a dog. DAFFH manager will communicate removal to DAFFH Program Manager with supporting documentation. **(T-2)**

14.11.3. If the disruptive dog is removed, a DAFFH manager shall continue to accommodate the guest without the service dog on DAFFH grounds, in accordance with, 28 CFR Part 35.136, *Service Animals*. **(T-2)**

14.12. Other Animals of Service. Standards will be established for accessibility of other animals within an Animal Assisted Therapy or Animal Assisted Activity program, comfort, emotional support animals or similarly named non-service dogs, and DoD or other government owned animals (i.e., military working dogs). **(T-2)**

14.12.1. The DAFFH manager may refuse or limit any programs or animals defined in [paragraph 14.11](#).

14.12.2. At a minimum, dogs employed in such programs should consistently obey five commands: "Come," "Down," "Sit," "Stay," and "Leave it."

Chapter 15

DAFFH VOLUNTEER OPERATIONS

15.1. Purpose. The DAFFH Program relies on the assistance of community and installation volunteers to provide home-like services to DAFFH guests. Volunteer services include organizing donated in-kind supplies, leading and assisting with communal cooking events, set-up, execution and clean-up responsibilities for DAFFH special events, and holidays supplement the mission.

15.2. Roles and Responsibilities. In addition to the roles and responsibilities outlined in [Chapter 2](#), the following are additional responsibilities related to volunteer operations which apply to designated personnel.

15.2.1. DAFFH manager will:

15.2.1.1. Establish volunteer program guidance and ensure a volunteer program is implemented. **(T-2)**

15.2.1.2. Implement the DAFFH volunteer program by ensuring volunteers are qualified, trained, and recognized. Ensures the volunteer program is documented and hours reported. **(T-3)**

15.2.1.3. Designate a DAFFH Volunteer Coordinator, typically another DAFFH staff member, who assists with volunteer recruitment, initiate background screening, maintain volunteer files, and oversee volunteer activities, training and recognition. **(T-3)** The DAFFH Volunteer Coordinator may utilize a volunteer to assist with coordination of their duties and responsibilities.

15.2.2. Volunteers:

15.2.2.1. May be accepted to supplement the DAFFH mission, pursuant to DoDI 1100.21 and DAFI 34-101, *Air Force Morale, Welfare, and Recreation (MWR) Programs and Use Eligibility*. **(T-0)**

15.2.2.2. Complete the applicable background screening forms, DD Form 2793, *Volunteer Agreement for Appropriated Fund Activities and Nonappropriated Fund Instrumentalities* certifying their understanding and role as a volunteer, and *DAFFH Volunteer Statement of Understanding*, to identify volunteer interests and understanding of DAFFH roles and responsibilities. See [Attachment 17](#). **(T-3)**

15.2.2.3. Under the age of 18 require approval from the DAFFH manager and written approval on DD Form 2793 from a legal guardian prior to assigning tasks unless the guardian or organized program adult is accompanying the youth volunteer. **(T-0)** Volunteers may not be younger than 16 years old except as specified in [paragraph 15.5.7](#). **(T-0)**

15.2.2.4. Document volunteer hours by signing in and out of the DAFFH at arrival and departure. **(T-3)**

15.3. DAFFH Volunteer Program Standard.

15.3.1. DAFFH Volunteer Program will be established and implemented at the local level that identifies and defines: volunteer positions and scope of responsibility; volunteer recruitment

to include tours, food provisions, funding and LSF support; DAFFH volunteers as specified or non-specified volunteers based upon their role, assignment of duties, and/or involvement at the DAFFH; volunteer background screening requirements and procedures in accordance with DoDI 1402.05; uniform standard; volunteer recognition, dismissal, and volunteer records management. **(T-0)**

15.3.2. Identifies the role and responsibilities of the Volunteer Coordinator.

15.3.3. Establishes a volunteer training program that will adequately train the volunteer on assigned duties. **(T-3)** Volunteer training should be completed at orientation and annually thereafter.

15.3.4. See the DAFFH SharePoint® for resources on the DAFFH volunteer program.

15.4. Volunteer Recruitment.

15.4.1. Prospective DAFFH volunteers should be given a tour and informational brief as part of the DAFFH's volunteer recruiting program.

15.4.2. Unconditional donations or conditional gifts donated for volunteer recruitment may be used to provide prospective volunteers with modest food and refreshments at the conclusion of such a brief or tour. Alcoholic beverages may not be provided. **(T-1)** See [paragraph 7.4.2.](#)

15.5. Volunteer Status.

15.5.1. Volunteers who incur legitimate, and authorized by a DAFFH manager official, expenses while carrying out volunteer duties may be reimbursed in accordance with DoDI 1100.21. An OF 1164 should be used for payment of miscellaneous expenses.

15.5.2. DAFFH manager may not reimburse with in-kind universal or non-universal gift cards pursuant to [paragraph 4.20.4.7.](#)

15.5.3. Volunteers may augment, but not replace, APF and NAF employees.

15.5.4. Volunteers will not normally be used for guest room housekeeping duties. **(T-3)**

15.5.5. DAFFH volunteers shall not normally have access to occupied guest rooms. **(T-3)** Volunteers whose primary areas of duties encompass the exterior of the house may be designated as no resident access.

15.5.6. Volunteers may operate government owned vehicles as part of their assigned duties. **(T-3)** Volunteers may operate LSF House vehicles, when covered by the LSF insurance, provided that they have a valid state driver's license and are able to comply with vehicle guidance and training. **(T-3)** See [paragraph 4.23.](#)

15.5.7. Group of Volunteers.

15.5.7.1. Groups of volunteers may be accepted by the DAFFH. A parent or legal guardian of the minor volunteer must sign the volunteer agreement DD 2793. **(T-0)** Volunteers part of an installation recognized youth organization with individuals under the age of 18 years (may be as young as 12 years old with parental consent) may be utilized for supervised duties and/or group projects. The adult leader of youth groups (supervising minors under the age of 18 years) should have an organizational system of two-adult youth protection (e.g., two adults in line of sight of each other) in place.

15.5.7.2. The DAFFH manager has the final authority for volunteers working or participating in DAFFH Volunteer program involving minors. **(T-3)**

15.6. Volunteer Identification Badge. Volunteers shall wear the standard DAFFH identification badge with their name to identify their role as a DAFFH volunteer to guests and visitors. **(T-3)**

15.7. Volunteer Recognition.

15.7.1. Volunteers may be recognized as part of the employee recognition program, by the local DAFFH, the DAFFH Program, the LSF, the FHF and the local installation volunteer program, in accordance with, DoDI 1400.25 V451_AFI36-1004, *Civilian Recognition Program*, and DAFI 34-101. See [paragraph 4.12.7](#).

15.7.2. No cash awards or gift cards (universal or non-universal) are authorized for volunteers. **(T-0)**

15.8. Volunteer Files.

15.8.1. DAFFH volunteer program files shall consist of volunteer opportunities, volunteer positions and descriptions and volunteer files (e.g., volunteers forms, background screening, training records, and volunteer logs). **(T-3)**

15.8.2. All Volunteer related files are securely retained in the DAFFH manager's office and disposed of in accordance to record management guidance. **(T-3)**

BRIAN L. SCARLETT, SES, DAF
Principal Deputy Assistant Secretary of the
Air Force for Manpower and Reserve Affairs

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

5 CFR, Part 339.304(a), *Payment for Examination*

5 CFR Part 2634 Subpart I, *Confidential Financial Disclosure Reports*

5 CFR Part 2635.202(a), *Standards of Ethical Conduct for Employees of the Executive Branch – General Prohibition on solicitation or acceptance of gifts*

5 CFR Part 2635.203(b)(1), *Standards of Ethical Conduct for Employees of the Executive Branch – Gifts from Outside Sources*

5 CFR Part 2635.204, *Standards of Ethical Conduct for Employees of the Executive Branch – Exceptions to the prohibition for acceptance of certain gifts*

5 CFR Part 2635.808, *Standards of Ethical Conduct for Employees of the Executive Branch – Fundraising activities*

28 CFR Part 35.136, *Service Animals*

28 CFR Part 35.151, *New Construction and Alterations, Title II of the Americans with Disabilities Act of 1990 “ADA”*

29 CFR Part 1910.1030, *Occupational Safety and Health Standards*

41 CFR Chapter 304, *Payment of Travel Expenses from a Non-Federal Source*

Public Law 105-261, Part 906, *Strom Thurmond National Defense Authorization Act for Fiscal Year 1999, Restructuring of administration of Fisher Houses*

Public Law 107-314, Part 321, *Bob Stump National Defense Authorization Act for Fiscal Year 2003, Authority for each military department to provide base operating support to Fisher House*

Public Law 112-81, Part 643 (10 USC § 2493), *National Defense Authorization Act for Fiscal Year 2012, Designation of Fisher House for the Families of the Fallen and Meditation Pavilion, Dover Air Force Base, Delaware, as a Fisher House*

Public Law 97-174, *The Veterans Administration and Department of Defense Resource Sharing and Emergencies Operations Act*

H.R. 2498, *The Cardiac Arrest Survival Act of 2000 (CASA) Part B Section 248*, 23 May 2000

FAR, Part 7.5, *Inherently Government Functions*, 1 October 2000

Public Law 110-325, *American with Disabilities Act Amendments Act of 2008 (ADAAA)*, 1 January 2009

10 USC § 1104, *Sharing of Healthcare Resources with the Department of Veterans Affairs*

10 USC § 2493, *Fisher Houses: Administration as Nonappropriated Fund Instrumentality*

10 USC § 2601, *General gift funds*

10 USC § 2601(b), *Acceptance of Gifts and Services – General Gift Funds*

10 USC § 2601 (e), *Acceptance of Property Gifts; Naming Rights*

10 USC § 1588, *Authority to Accept Certain Voluntary Services*

10 USC § 9013, *Secretary of the Air Force*

26 USC, *Internal Revenue Code*

26 USC § 501(c)(3), *List of exempt organizations*

31 USC § 1353, *Acceptance of Travel and Related Expenses from a Non-Federal Sources*

38 USC § 8111, *Sharing of VA/DoD Health Resources Sharing*

American with Disabilities Act Amendments Act and the Department of Justice implementing regulation section 504 of the Rehabilitation Act of 1973, as amended

DoD 5500.07-R, *The Joint Ethics Regulation (JER)*, 30 August 1993

DoD 7000.14-R, *Financial Management Regulation, Volume 12, Chapter 34, Direct Acceptance of Gifts by Members of the Armed Forces, Department of Defense Employees and Their Families and Survivors*, March 2022

DoDD 1000.26E, *Support for Non-Federal Entities Authorized to Operate on DoD Installations*, 2 February 2007

DoDI 1000.15, *Procedures and Support for Non-Federal Entities Authorized to Operate on DoD Installations*, 24 October 2008

DoDI 1015.10, *Military Morale, Welfare and Recreation Programs*, 6 July 2009

DoDI 1015.11, *Lodging Policy*, 23 January 2023

DoDI 1015.15, *Establishment, Management and Control of Nonappropriated Fund Instrumentalities and Financial Management of Supporting Resources*, 31 October 2007

DoDI 1100.21, *Voluntary Services in the Department of Defense*, 27 March 2019

DoDI 1400.25 V451_DAFI36-1004, *Civilian Recognition Program*, 26 April 2019

DoDI 1400.25 V731, *DoD Civilian Personnel Management System: Suitability and Fitness Adjudication for Civilian Employees*, 24 August 2012

DoDI 1402.05, *Background Checks on Individuals in DoD Child Care Services Programs*, 11 September 2015

DoDI 4000.19, *Support Agreements*, 16 December 2020

DoDI 4500.36, *Acquisition, Management, and Use of DoD Non-Tactical Vehicles*, 1 February 2023

DoDI 5400.17, *Official Use of Social Media for Public Affairs Purposes*, Section 8, 12 August 2022

DoDI 6010.23, *Department of Defense and Department of Veterans Affairs Health Care Resource Sharing Program*, 3 February 2022

DoDM 5400.07_AFMAN 33-302, *Freedom Of Information Act Program*, 27 April 2018

AFPD 34-1, *Air Force Services*, 11 October 2018

AFPD 51-5, *Administrative Law, Gifts, and Command Relationships*, 31 August 2018

AFI 24-301, *Ground Transportation*, 22 October 2019

AFI 24-302, *Vehicle Management*, 21 February 2020

AFI 25-201, *Intra-Service, Intra-Agency, and Inter-Agency Support Agreements Procedures*, 18 October 2013

AFI 32-1001, *Civil Engineer Operations*, 4 October 2019

AFI 32-9001, *Acquisition of Real Property*, 28 September 2017

AFI 33-322, *Records Management and Information Governance Program*, 23 March 2020

AFI 33-324, *The Air Force Information Collections and Reports Management Program*, 22 July 2019

AFI 33-332, *Air Force Privacy and Civil Liberties Program*, 10 March 2020

DAFI 34-101, *Air Force Morale, Welfare, and Recreation (MWR) Programs and Use Eligibility*, 7 March 2022

DAFI 34-108, *Commercial Sponsorship and Sale of Advertising*, 31 January 2023

AFI 34-144, *Child and Youth Programs*, 2 July 2019

DAFI 31-101, *Integrated Defense (ID)*, 25 March 2020

DAFI 34-160, *Mortuary Affairs Program*, 3 March 2022

AFI 34-223, *Private Organizations (PO) Program*, 13 December 2018

AFI 35-101, *Public Affairs Operations*, 20 November 2020

DAFI 36-3002, *Casualty Services*, 4 February 2021

DAFI 36-3013, *Lactation Rooms and Breast Milk Storage for Nursing Mothers*, 5 August 2021

DAFI 36-3101, *Fundraising*, 25 October 2022

AFI 41-200, *Health Insurance Portability and Accountability (HIPAA)*, 25 July 2017

AFI 41-126, *DoD-VA Health Care Resource Sharing Program*, 4 September 2018

AFI 44-177, *Public Access Defibrillator Program*, 5 June 2014

AFI 44-108, *Infection Prevention and Control Program*, 5 June 2019

AFI 48-110_IP, *Immunizations and Chemoprophylaxis for the Prevention of Infectious Diseases*, 7 November 2013

DAFI 48-116, *Food Safety Program*, 10 March 2023

AFI 51-506, *Gifts to the Department of the Air Force from Domestic and Foreign Sources*, 16 April 2019

DAFI 52-201, *Religious Freedom in the Department of the Air Force*, 23 June 2021

AFI 65-106, *Appropriated Fund Support of Morale, Welfare, and Recreation (MWR) and other Nonappropriated Fund Instrumentalities (NAFIs)*, 15 January 2019

AFI 65-603, *Emergency and Extraordinary Expense Authority*, 29 April 2020

DAFI 84-103, *Department of the Air Force Heritage Program*, 12 May 2021

AFI 91-202, *The US Air Force Mishap Prevention Program*, 12 March 2020

AFMAN 24-306, *Operation of Air Force Government Motor Vehicles*, 30 July 2020

AFMAN 32-7002, *Environmental Compliance and Pollution Prevention*, 4 February 2020

AFMAN 34-201, *Use of Nonappropriated Funds*, 28 September 2018

AFMAN 34-202, *Procedures for Protecting Nonappropriated Fund Assets*, 25 June 2019

AFMAN 34-204, *Property Management*, 9 October 2018

AFMAN 34-209, *Nonappropriated Fund Financial Management and Accounting*, 2 October 2019

DAFMAN 36-2806, *Awards and Memorialization Program*, 26 October 2022

AFMAN 44-198, *Air Force Civilian Drug Demand Reduction Program*, 23 January 2019

AFMAN 48-147, *Tri-Service Food Code*, 1 March 2019

AFMAN 64-118, *Air Force Nonappropriated Fund (NAF) Purchase Card Program*, 28 August 2020

AFMAN 64-302, *Nonappropriated Fund (NAF) Contracting Procedures*, 26 September 2019

DAFMAN 65-605V1, *Budget Guidance and Technical Procedures*, 31 March 2021

DAFMAN 90-161, *Publishing Processes and Procedures*, 15 April 2022

DAFMAN 91-203, *Air Force Occupational Safety, Fire and Health Standards*, 25 March 2022

AFMAO Instruction 34-331, *Fisher House Campus, Dover Air Force Base*, 21 November 2018

ADA *Standards for Accessible Design*, current version

The Veterans Health Administration Directive 2010-40, *Health Care Resource Sharing with the Department of Defense*, 28 June 2010

UFGS 11 68 13, *Playground Equipment*, 1 August 2017

VHA Handbook 1660.4(1), *VA-DOD Healthcare Resources Sharing*, 29 July 2015

Public Playground Handbook for Safety, *United States Consumer Product Safety*, 29 December 2015

National Fire Protection Association 1 (NFPA 1), *Fire Code*, Current Edition: 2021

Prescribed Forms

DAF Form 33, *Department of the Air Force Fisher House Registration Form*

DAF Form 34, *Department of the Air Force Fisher House Referral Form*

DAF Form 37, *Department of the Air Force Fisher House General Consent Form*

DAF Form 38, *Department of the Fisher House for Families of the Fallen Request Form*

Adopted Forms

DD Form 2793, *Volunteer Agreement for Appropriated Fund Activities and Nonappropriated Fund Instrumentalities*

OF 1164, *Claim for Reimbursement for Expenditures on Official Business*

IRS Form 990, *Return of Organization Exempt From Income Tax*

AF Form 55, *Employee Health and Safety Record*

AF Form 1875A, *NAF Individual Cashier's Report*

DAF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

ADA—Americans with Disabilities Act

AED—Automated External Defibrillator

AFAA—Air Force Audit Agency

AFB—Air Force Base

AFI—Air Force Instruction

AFIG—Air Force Inspector General

AFMAN—Air Force Manual

AFMAO—Air Force Mortuary Affairs Operations

OSI—Office of Special Investigation

AFPD—Air Force Policy Directive

AFRIMS—Air Force Records Information Management Systems

AFSVC—Air Force Services Center

APF—Appropriated Fund

BER—Budget Execution Report

BOS—Branch of Service

BPA—Blanket Purchase Agreement

CACO—Casualty Assistance Call Officer

CAO—Casualty Assistance Officer

CASA—Cardiac Arrest Survival Act

CE—Civil Engineering

CES—Civil Engineering Squadron

CFC—Combined Federal Campaign

CFF—Center for Families of the Fallen

CFR—Code of Federal Regulation
CONS—Contracting Squadron
CPR—Cardiopulmonary Resuscitation
CS—Communications Squadron
DAFFH—Department of the Air Force Fisher House
DAFFHF—Department of the Air Force Fisher House Fund
DAFFHFB—Department of the Air Force Fisher House Fund Board
DAFI—Department of the Air Force Instruction
DAFMAN—Department of the Air Force Manual
DoD—Department of Defense
DoDI—Department of Defense Instruction
DoDIG—Department of Defense Inspector General
ECCS—Executive Control and Command Supervision
EO—Equal Opportunity
FAR—Federal Acquisition Regulations
FH—Fisher House
FHF—Fisher House Foundation
FoF—Friends of the Families of the Fallen
FPCON—Force Protection Condition
FSS—Force Support Squadron
GLAC—General Ledger Account Code
GMV—Government Motor Vehicle
HAZMAT—Hazardous Materials
HIPAA—Health Insurance Portability and Accountability Act
IT—Information Technology
JER—Joint Ethics Regulation
JSTO—Job Safety Training Outline
LNO—Branch of Service Liaison Officer
LOSS—Line of Sight Supervision
LSF—Local Supporting Foundation
MFR—Memorandum for Record
MOD—Manager on Duty

MOU—Memorandum of Understanding
MP—Meditation Pavilion
MTF—Military Treatment Facility
MWR—Morale, Welfare, and Recreation
NAF—Nonappropriated Funds
NAFI—Nonappropriated Funds Instrumentality
NCO—Non-Commissioned Officer
NCOIC—Non-Commissioned Officer in Charge
NFE—Non-Federal Entities
OA—Operations Assistant
OF—Optional Form
OMB—Office of Management and Budget
OOC—Out-of-cycle
OPR—Office of Primary Responsibility
P-Card—Purchase Card
PACA—Public Accountant Contract Audit
PHI—Protected Health Information
PII—Personally Identifiable Information
PL—Public Law
PNoK—Primary Next of Kin
PPE—Personal Protective Equipment
RegAF—Regular Air Force
RDS—Records Disposition Schedule
SDS—Safety Data Sheets
SFS—Security Forces Squadron
SJA—Staff Judge Advocate
SORN—System of Records Notification
TBI—Traumatic Brain Injury
TDY—Temporary Duty
USAF—United States Air Force
USC—United States Code
USO—Uniformed Service Organizations

USSF—United States Space Force

VA—Veterans Affairs

Office Symbols

AF/A1S—Director, Air Force Services

AF/A1SO—Chief, Services Operations Division

AF/A1SOS—Department of the Air Force Morale, Welfare and Recreation Programs

AF/A1SR—Chief, Resources & Requirements Division

AF/A1XY—Chief, Business Operations Branch

AF/A4CF—Division Chief, Facility Management Division

AF/JACF—Director, Air Force Civil Law

AF/SG1/8—Surgeon General Liaison

AFSVC/CC—Air Force Services Center Commander

AFSVC/VF—Director, Air Force Services Center Financial Management and Comptroller

AFSVC/VBF—Department of the Air Force Fisher House Program Manager

AFSVC/SVXH—Chief, Human Resources Division

SAF/AAR—Associate Director, Resources

SAF/CNZA—Secretary of the Air Force, Compliance Division

SAF/FMB—Deputy Assistant Secretary of the Air Force, Budget

SAF/FMBO—Director, Budget Operations and Personnel

SAF/FMC—Deputy Assistant Secretary of the Air Force, Cost and Economics

SAF/FMCEB—Assistant Secretary of the Air Force Cost and Economics Management Division

SAF/MRR—Deputy Assistant Secretary of the Air Force, Reserve Affairs

Terms

Active Duty—Military member currently serving full-time in the active military service of the United States, including active duty or full-time training duty in the Reserve Component. The member is part of the Uniformed Services.

Regular Air Force Family Members—An employee's spouse; children who are unmarried and under age 21 years or who, regardless of age, are physically or mentally incapable of self-support; dependent parents, including step and legally adoptive parents of the employee's spouse; and dependent brothers and sisters, including step and legally adoptive brothers and sisters of the employee's spouse who are unmarried and under 21 years of age or who, regardless of age, are physically or mentally incapable of self-support.

Appropriated Fund (APF)—Within the Federal Government, Appropriated Funds refer to moneys allocated by legislation passed by Congress and signed by the President. Appropriated Funds are usually specified in Congress's yearly budget or continuing resolution. However, funds

can be allocated in any bill passed by Congress. This money comes primarily from Federal Income Tax and other Federal Taxes. Appropriated Funds may only be used for the purpose they have been appropriated for. Agencies can incur penalties and employees can face legal charges for misappropriating funds.

Authorized Referral Agent—An individual that is authorized to make referrals requesting accommodations on behalf of a DAFFH guest such as medical liaisons or designee (e.g., case worker, physician, discharge planner, charge nurse, or other medical representative), military case manager (e.g., recovery care coordinator) and chain of command. Authorized referral agents may be a representative of the MTF, VA, or a local servicing healthcare facility.

Bed-night—A count for each time a single guest room is occupied within a 24-hour period.

Blood-borne Pathogens—Infectious microorganisms, are found in human blood that can lead to disease in humans. These microorganisms include but are not limited to human immunodeficiency virus (HIV), hepatitis B (HBV), and hepatitis C (HCV).

Combat Injury—A casualty to military personnel resulting from instrumentalities of war or military related training.

Common Support—APF and NAF support used to perform the general management of more than one program or funding category within a program at installation, major command, or Headquarters Air Force level, and that is not easily or readily identifiable to a specific program.

Communicable Disease—An infectious disease caused by microorganisms such as bacteria, viruses, parasites, and fungi that can spread directly or indirectly, from one person to another. Transmissible (as from person to person) by direct contact with an affected individual or the individual's discharge or by indirect means such as insect bites or ingesting contaminated water. Examples are TB, Influenza, STIs, Hepatitis, and H1N1 Swine Flu.

Consumable—Expendable property that will be depleted. An edible consumable is considered food related items that have been prepared, ingredients that are part of a prepared dish, raw food, or packaged food. A non-edible consumable is considered items such as toiletries, paper products, cleaning supplies, and batteries.

Custodial Worker—The primary purpose of this position is to perform a full range of custodial duties associated with the cleaning and maintenance of the Fisher House. Within this instruction, the term 'custodial worker' is synonymous with the term 'housekeeper'.

Deceased / Decedent—A casualty status applicable to a person who is either known to have died, determined to have died based on conclusive evidence, or declared to be dead on the basis of a presumptive finding of death. The recovery of remains is not a prerequisite to determining or declaring a person deceased.

Dignified Transfer—The process by which, upon the return from the theater of operations to the United States, the remains of fallen military members are transferred from the aircraft to a waiting vehicle and then transferred to the mortuary facility. The dignified transfer is not a ceremony; rather, it is a solemn movement of the transfer case by a carry team composed of military personnel from the fallen member's respective service. A dignified transfer is conducted for every US military member who dies in the theater of operation while in the service of their country. A senior ranking officer of the fallen member's service presides over each dignified transfer.

Disinfectant—Usually a chemical agent (but sometimes a physical agent) that destroys disease causing pathogens or other harmful microorganisms but might not kill bacterial spores. It refers to substances applied to inanimate objects.

Durable Medical Equipment—Equipment that assists a person to complete activities of daily living, such as portable oxygen tanks, small medication refrigerators or other durable medical equipment.

Elective Medical Treatment—Any medical procedure that is chosen by the patient that is advantageous to themselves but not essential to preserve one's life nor considered urgent. Example: PRK/Lasik surgery, or non-essential cosmetic surgery.

Extended Family Member—Defined as grandparents, father-in-law, mother-in-law, uncles, aunts, cousins, etc. and may stay in the house on a space available basis. This includes persons providing the equivalent of familial support or primary next of kin.

Facility—A building or location consisting of one or more of the following: a structure, a utility system, pavement, and underlying land. The building or location can contain an activity, program, or multiple activities and/or programs of NAFIs.

Fund Source—There are several sources of funding available for a MWR or other NAFI program to use, some examples include NAF, APF, donations and grants. It is important to understand the various types of funding, their intended use, and the specific restrictions or controls pertaining to each funding stream. If uncertain of the appropriate funding source, submit a determination request through the installation comptroller to AFIMSC/RM.

Gift Cards—A card entitling the recipient to receive goods or services of a specified value from the issuer. Universally accepted gift cards are prepaid cards generally issued by a major processor loaded with cash equivalent funds commonly accepted at any merchant or retailer. Non-Universally accepted gift cards are prepaid cards load with non-cash equivalent funds that are accepted by one single merchant or retailer.

Gratuitous Service—Service provided by an individual or group of individuals without any expectation of compensation, including salary, tips, benefits, and reimbursements for incidental expenses, or legal protections pursuant to this issuance.

Guard/Reserve—Federal or state members of the Uniformed Services who are not active service but who are subject to call to RegAF status.

Handler—Handlers are qualified persons for whom a service animal does work or performs tasks, or persons with primary responsibility and control of an animal utilized in an Animal Assisted Therapy and Activity programs.

Hazard—A condition, procedure or practice that creates a potential for producing death, injury, illness, fire, property damage, equipment damage or environmental damage.

Health Insurance Portability and Accountability Act (HIPAA)—United States legislation that provides data privacy and security provisions for safeguarding medical information.

Hero Miles TM—The Hero Miles TM Program provides round-trip airline tickets to wounded, injured, and ill service members and/or their families who are undergoing treatment at a military or VA medical center; or who are attending an authorized event. Flights are made possible through frequent flyer mile donations made by individual airline passengers. A DAFFH manager is

responsible for delegating a request for Hero Miles TM to either the appointed local installation liaison or the Air Force Recovery Care Coordinator, or validating the eligibility and initiating the request through the FHF.

Hotels for Heroes TM—The Hotels for Heroes TM program is a FHF supported program. The program provides hotel rooms to the families of wounded, injured, and ill military service members who are undergoing treatment at authorized medical centers when a guest room at a local Fisher House is not available. Rooms are made possible through the donation of rewards points by the hotel's rewards members. A DAFFH manager is responsible for validating the guest eligibility and initiating a request for accommodations with the FHF.

Immediate Family Member—A lawful spouse, children (including pre-adoptive children, adopted children, stepchildren, and foster children), siblings (including half-siblings), and parents (including father, mother, stepparents, parents by adoption, and person acting “in loco parentis”).

Infectious Diseases—Are disorders caused by organisms such as bacteria, viruses, fungi or parasites. Many organisms live in and on our bodies. They're normally harmless or even helpful. But under certain conditions, some organisms may cause disease.

Inpatient—Medical status in which the patient is admitted to a hospital or other medical facility while under treatment that requires at least one overnight stay.

Local Supporting Foundation (LSF)—a local organization authorized non-profit status under 26 USC § 501(c)(3), *List of exempt organizations* (exemption from tax on corporations, certain trusts, etc.), whose primary mission is the support of the installation Fisher House. LSFs are registered as a Private Organization and maintain an MOU with the DAFFH.

Medical Status—Refers to the status of the patient or the prospective guest. In order to be eligible as a DAFFH guest, an outpatient guest must be medically sound and able to independently care for him or herself including the ability to be self-ambulatory.

Mishap—Unplanned occurrence or series of occurrences, not caused by combat which results in injury to USAF military personnel on or off duty; injury to on-duty USAF civilian personnel; injury to non-USAF civilian personnel as a result of USAF operations, occupational illness to military or civilian USAF personnel; damage to USAF property or equipment; and damage to non-USAF property as a result of USAF operations.

Non-Federal Entities (NFE)—A self-sustaining organization, incorporated or unincorporated, that is not an agency or instrumentality of the Federal Government. This issuance addresses only those entities that operate on DoD installations with the express consent of the installation commander or higher authority. Membership of these organizations consists of individuals acting exclusively outside the scope of any official capacity as officers, employees, or agents of the Federal Government. NFEs include a State, Indian tribal, or local government, and private organizations.

Nonappropriated Funds (NAF)—Funds generated by DoD military and civilian personnel and their dependents and used to augment funds appropriated by Congress to provide a comprehensive, morale-building welfare, religious, educational, and recreational program, designed to improve the well-being of military and civilian personnel and their dependents.

Nonappropriated Fund Instrumentality (NAFI)—An integral DoD organizational entity that performs a government function. It acts in its own name to provide or assist DoD components in

providing morale, welfare and recreational programs, and other specified functions, for military personnel and authorized civilians. As a fiscal entity, it maintains custody and control over its NAFs. It is not incorporated under the law of any state or of the District of Columbia and it enjoys the legal status of an instrumentality of the United States.

Occupational Hazard—Conditions, procedures, and practices directly related to the workplace that can create a potential for producing occupational injuries, property or equipment damage, mission degradation, damage to the environment, or illnesses.

Official Capacity or Use—For the purpose of this AFMAN, includes authorized communication or activities conducted as an assigned DoD employee function.

Outpatient—A medical care or treatment that does not require an overnight stay or admittance into a hospital or medical facility. Outpatient or ambulatory care may be administered in a medical office, hospital, or outpatient surgery center.

Personally Identifiable Information (PII)—Information about an individual that identifies, links, relates, or is unique to, or describes a member. For example – social security numbers (full or partial), age, marital status, race, salary, home or personal cell phone numbers, other demographic biometric, personnel, medical and financial information.

Personal Property—Investment equipment or expensed equipment that is moveable. It excludes real property installed equipment.

Personal Protective Equipment (PPE)—Protective items or garments worn to protect the body or clothing from hazards that can cause injury.

Position Guide—Structured position guide outlining major duties and responsibilities, qualifications, performance standards, training and classification. Each position guide contains sufficient information on the following grading standards: skills and knowledge, responsibility, physical effort, and working conditions.

Post-Traumatic Stress Disorder—Post-Traumatic Stress Disorder is a condition that develops in some individuals who are exposed to a shocking, traumatic, or dangerous event. Instead of experiencing a normal period of distress followed by a natural consolidation of memories and return to pre-trauma functioning, people who develop Post-Traumatic Stress Disorder continue to be highly distressed by thoughts and memories of the traumatic event they experienced.

Primary Next of Kin (PNoK)—The one person identified that will receive notification of the death of the service member and from whom the military will request instructions for the transportation, preparation and interment of the deceased.

Private Organizations—Self-sustaining special interest groups, such as Local Supporting Foundations, set up by individuals acting exclusively outside the scope of any official capacity as members of the Department of the Air Force or Federal Government, to include civilians, contractors, Air Reserve and Air National Guard members. They operate on Department of the Air Force installations with the written consent of the installation commander.

Protected Health Information (PHI)—Information in a medical record that can be used to identify an individual, and that was created, used, or disclosed in the course of providing a health care service, such as a diagnosis or treatment.

Real Property—Real property is lands, buildings, structures, utilities systems, improvements, and appurtenances thereto. It includes equipment attached to and made part of buildings and structures (such as heating systems) but not movable equipment (such as plant equipment).

Retiree—Any former member of the uniformed services who is entitled, under statute, to retired, retirement, or retainer pay on account of service as a member.

Safety Data Sheets (SDS)—Safety Data Sheet that is a standardized document containing occupational safety and health data. An SDS that includes information such as properties of each chemical: the physical, health, and environmental health hazards; protective measures; and safety precautions for handling, storing, and transporting the chemical.

Service Animals—ADA-recognized animals (i.e., service dogs) are individually trained to do work or perform tasks for the benefit of people with a physical or mental disability. The dog is trained to respond to a verbal command or condition. Other species of animals, whether wild or domestic, trained or untrained, are not service dogs for the purposes of this definition. Dogs that are “in training” or whose sole function is to provide emotional support, comfort, therapy, or companionship are not service animals under the ADA. A psychiatric service dog that is trained to sense an anxiety attack and takes action to mitigate or reduce the impact of an anxiety attack are considered service dogs.

Standard—An exact value, a physical entity, or an abstract concept that the appropriate authority custom, or common consent sets up and defines to serve as a reference, model, or rule in measuring quantities or qualities, developing practices or procedures, evaluating results. A fixed quantity or quality. Established norms.

Sundry Items—Also known as sundries, are miscellaneous small items that are for benefit of the guest (e.g., toiletries, over the counter medications, snack items).

System of Records—A group of records, whatever the storage media (e.g., paper, electronic), under the control of a Department of Defense (DoD) Component from which personal information about an individual is retrieved by the name of the individual, or by some other identifying number, symbol, or other identifying particular assigned, that is unique to the individual.

Temporary Duty (TDY)—When an employee, of the U.S. government and is stationed on a temporary basis away from the employee’s permanent duty location. This designation includes certain military personnel. TDY status may involve working on a temporary job or receiving training.

Traumatic Brain Injury—Traumatic Brain Injury (TBI) occurs from a sudden blow or jolt to the head. Brain injury often occurs during some type of trauma, such as an accident, blast, or a fall. Symptoms that result from TBI are known as post-concussion syndrome. Few people will have all of the symptoms, but even one or two of the symptoms can be unpleasant. Following a TBI the most common symptoms are physical (e.g., headache, vision problems, dizziness), emotional (e.g., depression, outbursts of anger, personality changes), and cognitive (e.g., memory, lack of focus, poor judgement).

Uniformed Services—Member of the Uniformed Service includes RegAF, National Guard, Reserve, Retired, or Veteran of the Army, Marine Corps, Navy, Department of the Air Force, United States Coast Guard, United States Public Health Service and National Oceanic Atmospheric Administration.

Veteran—A person who served in the military as a member of the Uniformed Services and was discharged or released under conditions other than dishonorable.

Attachment 2

SAMPLE DAFFH SALVAGE AND DISTRIBUTION REPORTS

A2.1. DAFFH Monthly Salvage Inventory. The designated staff member, generally the OA, should document salvaged linen on a monthly basis. They may record salvaged inventory on the following sample of a DAFFH Monthly Salvage Inventory.

Figure A2.1. DAFFH Monthly Salvage Inventory Sample.

 AIR FORCE FISHER HOUSE MONTHLY SALVAGE INVENTORY ORG/SYMBOL: _____ FY: _____ Month: _____		
ITEM	QUANTITY	NOTES
Bath Towel		
Hand Towel		
Wash Cloth		
Bath Mat		
Shower Curtain		
Kitchen Towel		
Q Flat Sheet		
Q Fitted Sheet		
Q White Knitted Blanket		
Q Brown Knitted Blanket		
Q Bed Skirt		
Q Comforter		
Q Comforter Insert		
Q Comforter Duvet		
Q - Mattress Cover		
Q Encasement - Zippered		
F Mattress Cover		
F Encasement - Zippered 2 piece		
T Fitted Sheet		
T Flat Sheet		
T Striped Blanket		
T White Knitted Blanket		
T Comforter		
T White Comforter - Frostgate		
T Mattress Cover		
Pack N Play (PNP) Mattress Cover		
PNP Fitted sheet		
Pillowcase		
Pillowcase zipper		
Pillow		
PNP		
Rollaway bed		
Misc. (reference item salvaged)		

Revision Date: 02/14/2020

A2.2. DAFFH Annual Salvage Inventory Report. The designated staff member, generally the DAFFH Assistant Manager, should prepare a record of salvaged inventory by month on an annual inventory report for review and approval by the DAFFH manager. They may record salvaged items on the following sample of the *DAFFH Annual Salvage Report*.

Figure A2.2. DAFFH Annual Salvage Inventory Report Sample.



AIR FORCE FISHER HOUSE
ANNUAL SALVAGE INVENTORY LOG
 ORG/SYMBOL: _____
 FY: _____

SALVAGED ITEM	SALVAGED QUANTITY PER MONTH												FY TOTAL
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	
Bath Towel													0
Hand Towel													0
Wash Cloth													0
Bath Mat													0
Shower Curtain													0
Kitchen Towel													0
Q Flat Sheet													0
Q Fitted Sheet													0
Bath Mat													0
Q Brown knitted blanket													0
Q Red Skirt													0
Q Comforter													0
Q Comforter insert													0
Q Comforter Duvet													0
Q Mattress Pad/Cover													0
Q Encasement - Zippered													0
F Mattress Pad													0
F Encasement - Zippered 2 piece													0
T Fitted Sheet													0
T Flat Sheet													0
T Striped Blanket													0
T White Knitted Blanket													0
T Comforter													0
T White Comforter - Frontgale													0
T Mattress Pad/Cover													0
Pack N Play (PNP) Mattress Cover													0
PNP Fitted sheet													0
Pillowcase													0
Pillowcase zipper													0
Pillow													0
Rollaway bed													0
PNP													0
Misc. (reference item salvaged)													0

Revision Date: 02/14/2020

A2.3. DAFFH Annual Salvage Disposition Report. The designated staff member, generally the DAFFH Assistant Manager, should prepare a record of disposed and salvaged items by month on an annual disposition report, for review and approval by the DAFFH manager. They may record salvaged items on the following sample of *DAFFH Annual Salvage Disposal Report*.

Figure A2.3. DAFFH Annual Salvage Disposition Report Sample.



AIR FORCE FISHER HOUSE
ANNUAL SALVAGE DISPOSITION REPORT
ORGANIZATION: _____
FE: _____

SALVAGED ITEM	SALVAGE QUANTITY PER MONTH												FY TOTAL
	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	
Bath Towel													0
Hand Towel													0
Wash Cloth													0
Bath Mat													0
Shower Curtain													0
Kitchen Towel													0
Q Flat Sheet													0
Q Flat Sheet													0
Bath Mat													0
Q Brown Knitted Blanket													0
Q Bed Sheet													0
Q Comforter													0
Q Comforter Insert													0
Q Comforter Duvet													0
Q Mattress Pad/Cover													0
Q Pillowcase - Zippered													0
Q Mattress Pad													0
Q Pillowcase - Zippered 3 piece													0
T Flat Sheet													0
T Flat Sheet													0
T Single Blanket													0
T White Knitted Blanket													0
T Comforter													0
T White Comforter - Frontgate													0
T Mattress Pad/Cover													0
Pack 31 Play (P31) Mattress Cover													0
P31 Flat Sheet													0
Pillowcase													0
Pillowcase zipper													0
Pillow													0
Kitchen towel													0
P31													0
Misc. (for items not listed)													0
Disposition Date:													
Disposition for (include any applicable notes)													

Revision Date: 02/14/2020

Attachment 3

Table A3.1. DAFFH GUEST ELIGIBILITY GUIDE.

Factor	Eligibility Criteria
Uniformed Service Affiliation	Member of the Armed Services, National Guard, Reserve, United States Coast Guard, United States Public Health Service, Retiree, Veteran and/or their family member. DOD or VA identification required at initial visit.
Medical Status	Written verification/referral of active medical treatment plan may be in the form of a referral, letter, or medical appointment reminder from authorized referral agent.
Location	Verified proof of legal residence beyond 50-miles of travel to the local Department of the Air Force Fisher House.
Exceptions	All three above factors are required to stay at a Department of the Air Force Fisher House. Installation commanders may approve individual local exceptions to policy for guest eligibility when warranted by unique circumstances. The Department of the Air Force Fisher House Program Manager may also approve categorical waivers to guest eligibility policy. (Note 1)
Note: 1. Air Force Fisher Houses are not to be used as routine surge capacity rooms for Air Force Lodging including Distinguished Visitor Lodging. Unique circumstances must be consistent with the mission of the Department of the Air Force Fisher House Program to provide a safe "home away from home" for Service Members, Retirees, Veterans, their families, and their survivors. Exception to guest eligibility policy authorities should be wary of transferring inappropriate circumstances (e.g., domestic violence and other forms of inter-personal violence) to the Fisher Houses which generally have no overnight staffing presence.	

Attachment 4

DAFFH GUEST PRIORITY GUIDE

Table A4.1. DAFFH Guest Priority Guide.

Priority	Status of Medical Condition
1	Regular Air Force and Space Force Combat Injuries - Family member of an inpatient RegAF, USSF, National Guard, and Reserve component service member under treatment for combat or in line of duty and training related injury/illness. Immediate consideration shall be given to family members of combat casualty or instrumentality of war.
2	Inpatient RegAF/USSF/Guard/Reserve - Family member of an inpatient RegAF, USSF, National Guard, and Reserve component service member under treatment for non-combat injury/illness.
3	Inpatient RegAF/USSF/Guard/Reserve Dependent - Family member of an inpatient RegAF, USSF, National Guard, and Reserve component family member.
4	Outpatient Reg AF/Space Force/Guard/Reserve or their Dependent – RegAF, USSF, National Guard, and Reserve component service member and/or their family member undergoing medically necessary, non-elective outpatient treatment at the Military Treatment Facility (MTF) or local servicing healthcare facility.
5	Retiree - Retired military and/or their family member undergoing inpatient or outpatient treatment at the MTF or local servicing healthcare facility.
6	Veteran – Veteran and/or their family member undergoing inpatient or outpatient treatment at the MTF or local servicing healthcare facility.
7	Elective Procedure – RegAF and USSF Service Members, National Guard, and Reserve component service member and/or their family member undergoing elective outpatient treatment at the MTF or local servicing healthcare facility. (e.g., PRK/Lasik Procedure)
The DAFFH manager may approve exceptions to guest priority based upon the following: financial need; expected length of stay; and availability of private support in the MTF area (e.g., such as friends or family who reside there, personal vehicle).	

Attachment 5

SAMPLE DAFFH GUEST AGREEMENT

A5.1. DAFFH Guest Agreement. Sample *DAFFH Guest Agreement Form* outlines guest rules. The first section rules are required at all DAFFHs. The DAFFH manager has the discretion to change the last four rules to be location specific, with approval by the DAFFH Program Manager. The DAFFH Guest Agreement shall be reviewed and initialed by the guest at their first check-in and annually thereafter in acknowledgement of the DAFFH rules. The DAFFH manager shall identify the guest with a unique identifier established within the approved reservation software systems.

Figure A5.1. DAFFH Guest Agreement Sample.

DEPARTMENT OF THE AIR FORCE FISHER HOUSE	
GUEST AGREEMENT	
1	Alcohol, illegal drugs, firearms/explosives, and smoking, including smokeless tobacco and the use of e-cigarettes, is not permitted in the house. Smoking and vaping must be done in designated areas only. Please see a staff member or review the Guest Directory to locate the designated area. Violation of these rules will result in eviction.
2	Pets are not permitted in the Fisher House, with the exception of service dogs, as defined by the <i>Department with Disabilities Act</i> . Service dogs are permitted with <u>gating</u> management approval.
3	No open flames or candles.
4	Please do not accept donations of any kind. Refer the donor to Fisher House management.
5	For the safety and security of all our guests, please keep the doors locked at all times.
6	Guests are responsible for the conduct of their children/dependents, non-medical students and guests for whom they are the sponsor. Children under the age of 16 must be supervised at all times. Guests may be responsible for damages caused by them or their attending family member, non-medical student or guest that are above normal wear and tear.
7	The house is a communal living facility. Please show respect for other guests' property and remember to secure your own room. The Fisher House is not responsible for lost or stolen property.
8	<u>Guests are expected to clean up after themselves when they use common areas or rooms.</u> All dishes, silverware, and glasses are to be washed in the dishwasher to ensure sanitation and infection control. Do not leave dishes in the sink. Guests are expected to empty the dishwasher when they are done with the cycle as well as emptying the trash in their guest rooms and the common areas as needed. Guests are expected to clean up in all common areas including outside playground, patio and grilling areas.
9	Housekeeping services are provided upon check-out for stays less than 7 consecutive nights. For stays longer than 7 consecutive nights an AFFH staff member is required to provide professional cleaning services weekly.
10	<u>All eating and drinking must take place in the kitchen or dining room.</u> If you have a special need, please discuss this with the House Manager and we will attempt to accommodate. Bottled water and instant noodle are allowed in guest rooms.
11	Rooms must be occupied on a daily basis unless other arrangements have been made in advance with the House Manager. You may be asked to check out when away for two or more consecutive days in order to accommodate other guests on the wait list.
12	Residents are expected to dress appropriately in common areas - <u>shorts and pajamas are required.</u>
13	Only guests listed on the registration form may reside in the house. Any changes must be coordinated with Fisher House management.
14	All guests must be able to evacuate the house independently in case of a fire or any other emergency. Emergency evacuation routes are posted on the door of each guest room.
15	Staff is not permitted to provide any medical care or assistance. No medical treatment will be permitted in the Fisher House. Portable oxygen is authorized, provided it is set up by a professional service provider. Sharps containers are authorized, please advise management of our need.
16	Persons with infectious disease or exposure to infectious disease within the last 30 days, often require special precautions. For the safety of other guests and our staff, please notify the House Manager if you have an illness or medical condition requiring special arrangements.
17	Hands must be washed with soap prior to food preparation.
18	Transportation is a guest responsibility.
19	Upon check-in, you will be issued access to the facility and your private room (key-lock combination). Please scratch keys upon check-out. Only show your access device with a registered guest in your room or a staff member.
20	<u>Quiet hours are observed from 2200h to 0600 hours daily.</u> Non-essential guests will not be permitted in the Fisher House during quiet hours.
21	Privacy and security are of the utmost concern. Please respect the privacy of other guests. Do not enter guest rooms uninvited. Do not take items belonging to the Fisher House or fellow guests. If you are unsure whether an item is someone's or a personal belonging, ask a staff member prior to taking it.
22	Do not video or photograph guests, staff, or visitors of Fisher House without obtaining the proper consent form from a member of management.
23	Guests using internet, WiFi and cable services agree to abide by all copyright laws and licensing agreements. Do not download or view sexually graphic, degrading, gratuitous, lewd, or lewd material or images. Do not delete passwords and browsing history on public use computers.
24	Property Access: Fisher House staff may enter your room at any time for the purposes of maintenance, repairs, security, housekeeping, inspection, and to ensure the health of our resident of all occupants.
25	Unclaimed belongings will be returned for 30 days at which time they will be disposed of in accordance to current guidance. Operable and portable goods will be disposed of and are considered packaged goods will become common guest use.
IMPORTANT! READ THE FOLLOWING RULES	
26	Fisher House is not staffed 24 hours a day. If you have an emergency, call 911. A message may be reached after hours for urgent matters only by dialing XXX-XXX-XXXX. Please leave a message. Because this is not an emergency number, the response to your message may take up to 48 hours. Routine and non-urgent messages will be addressed on the following business day.
27	Written medical certification is required and will be used to determine length of stay requests. Fisher House Management will assess eligibility, suitability for common living and enforce all house rules.
28	Video surveillance is recording throughout the common areas of the house.
29	Personal mail sent to the Fisher House may not be received in a timely manner. Long term guests should not a mailbox by the month at one of the two post office or at an off installation box provider following to receive mail.
I understand accommodation at the Fisher House is a privilege and not an entitlement. I agree to abide by the rules set forth and understand violations of these rules may result in immediate removal and have an impact on future requests to stay at a Fisher House.	
DAFFH Guest ID _____	Initial _____ Date _____
This form is to be completed upon first time check-in and annually thereafter for returning guests, with exception to revisions of the form.	

Revisions Date: 12 July 2021

Attachment 6

DAFFH RECORD OF CONTRIBUTIONS AND DONATIONS LOG

A6.1. DAFFH Record of Contributions and Donations Log. The designated staff will record all checks and cash with the donor's name, amount, and form of donation, in accordance with AFMAN 34-202, paragraph 4.16., in a gift control log. The DAFFH manager shall ensure delineation of contributions and donations are from private donors and the LSF are annotated accordingly. Monthly bed-night shall be accounted for on the log.

Figure A6.1. DAFFH Record of Contributions and Donations Log.

[illegible]

Attachment 7

SAMPLE DAFFH QUARTERLY BED-NIGHT CONTRIBUTION REQUEST

A7.1. DAFFH Quarterly Bed-Night Contribution Request. The bed-night contribution request should: be on official installation letterhead; report the quarterly bed-nights by month within the quarter; request \$10 per bed-night per month, including the total bed-night contribution requested; be signed by the DAFFH manager and the Force Support Resource Management Flight Chief; and submitted to Air Force Services Center Financial Management and Comptroller Directorate and the DAFFH Program Manager.

Figure a7.1. DAFFH Quarterly Bed-Night Contribution Request.

<<DD Month YYYY>>		
MEMORANDUM FOR: AFSVC/VFSP		
FROM: <<ORG/Symbol (i.e., AFSVC/SVOHA)>> – Fisher House		
SUBJECT: Fisher House Quarterly Contribution Request		
1. Request <<total request in \$0,000>> donation payment for the <<XX Quarter of FYXX>> for the operation of <<local DAFFH>> Fisher House. The numbers of occupied bed nights for the quarter is as follows:		
Month	Number of Nights Occupied	Amount (\$10/Bed Night)
<<Month>>	000	\$0,000
<<Month>>	000	\$0,000
<<Month>>	000	\$0,000
Total:	000	\$0,000
<<Name, Rank Department of the Air Force Fisher House Manager>>		<<Name, Rank FSS Resource Manager>>

Attachment 8

SAMPLE DAFFH GIFT CARD LOG

A8.1. DAFFH Gift Card Log. The DAFFH Gift Card Log is a sample of an auditable ledger for the acceptance and distribution of gift cards to the DAFFH.

Figure A8.1. DAFFH Gift Card Log Sample.

 AIR FORCE FISHER HOUSE GIFT CARD LOG --- CHOPOLite Spinal ---										
n/a credit Insert credit date and auditors initials										
Date Donated	Donor Name	Description Retailer or Merchant Name	Last 4 Ds of Card	Expiration Date	Card Value	Date Issued	Designated Purpose of Use/Donated To (Include Reservation #, Room #, and Reason for Gift)	Remaining Card Balance	Issuer Initial	Witness Initial
12/20/19	American Legion Post	Wal-Mart	6122	n/a	\$ 25.00	12/26/19	1106445015, RM002, Santa's Holiday	\$ --	km	jk

1. As gift card is received enter date donated, donor name, description, last four of card#, expiration date (if applicable), and card value into electronic log.
2. As gift card is issued enter the date issued, purpose, remaining balance, and initials by issuer and witness.
3. Audit monthly for reconciliation of gift cards on hand. Print monthly reconciliation. Report any discrepancies, accordingly.
4. Adhere to appropriate records management guidance of logs and receipts.

Attachment 9

SAMPLE DAFFH GIFT CARD RECEIPT

A9.1. DAFFH Gift Card Receipt. The DAFFH Gift Card Receipt is a tool to be utilized to track the distribution or utilization of gift cards for the benefit of guests or use by the DAFFH.

Figure A9.1. DAFFH Gift Card Receipt Sample.

 AIR FORCE FISHER HOUSE Gift Card Receipt of Use or Distribution <<ORG / OFFICE SYMBOL>>																																																											
Attach retail receipt here (if applicable).		Date Used/Distributed: _____																																																									
		Distributed To: (e.g. Room # and Branch) _____																																																									
		Items Purchased: (briefly describe items and cost) _____																																																									
<table border="1"> <thead> <tr> <th>Gift Card (Retail or Merchant Name)</th> <th>Gift Card Identifier (e.g., last 4 of card number, or local identification)</th> <th>Card Value</th> <th>Card Value Used</th> <th>Remaining Card Value</th> </tr> </thead> <tbody> <tr> <td>Walmart</td> <td>1234</td> <td>\$ 25.00</td> <td>\$ 25.00</td> <td>\$ -</td> </tr> <tr> <td>Walmart</td> <td>FY 21 #1</td> <td>\$ 25.00</td> <td>\$ 12.50</td> <td>\$ 12.50</td> </tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>					Gift Card (Retail or Merchant Name)	Gift Card Identifier (e.g., last 4 of card number, or local identification)	Card Value	Card Value Used	Remaining Card Value	Walmart	1234	\$ 25.00	\$ 25.00	\$ -	Walmart	FY 21 #1	\$ 25.00	\$ 12.50	\$ 12.50																																								
Gift Card (Retail or Merchant Name)	Gift Card Identifier (e.g., last 4 of card number, or local identification)	Card Value	Card Value Used	Remaining Card Value																																																							
Walmart	1234	\$ 25.00	\$ 25.00	\$ -																																																							
Walmart	FY 21 #1	\$ 25.00	\$ 12.50	\$ 12.50																																																							
Issued By Signature: _____ Secondary AFFH staff or Recipient Signature: _____																																																											

Attachment 10

DAFFH GIFT ACCEPTANCE TABLE

A10.1. DAFFH Acceptance Level Table. Table for Contributions and Donations (Gifts) of Funds, Personal Property and Services to the Department of the Air Force, the DAFFH Fund and its Subaccounts. Receipt of real property is in accordance with [Chapter 9](#).

Table A10.1. DAFFH Gift Acceptance Level Table.

Approving Official	GIFTS TO THE AIR FORCE	GIFTS TO THE NAFF	GIFTS TO THE AIR FORCE FISHER HOUSE			
	Installation Commander	Installation Commander	DAFFH Manager (Note 2)	DAFFH FM Manager	AFSVC/CC (exception Dover FH, AFMAO/CC has acceptance authority)	DAFFHFB
Gifts of Real Property (Note 3)	up to \$100,000, must have real property element	up to \$100,000, must have real property element	n/a	n/a	n/a	All gifts of real property tendered by the FHF can only be accepted by the DAFFHFB (Note 4)
Other Gifts of Real Property (e.g., land, structures, new machinery, appliances and appurtenances that can be affixed to real property, and major landscaping projects)	up to \$100,000, must have real property element	up to \$100,000, must have real property element	n/a	n/a	n/a	All gifts of real property tendered by the FHF can only be accepted by the DAFFHFB (Note 4)
Funds and Cash Equivalent Items (e.g., stocks, bonds, recuties, negotiable instruments, and universally accepted gift cards)	up to \$5,000	up to \$5,000 (may be delegated to PSS Commander)	not more than \$500 from non-LSF sources, up to \$5,000 from the LSF (Note 5 & Note 6)	up to and including \$25,000, from all sources	up to and including \$100,000, from all sources (Note 7)	more than \$100,000
Personal Property (e.g., furnishings, decorations, and guest use items)	up to \$5,000	up to \$5,000 (may be delegated to PSS Commander)	not more than \$500 from non-LSF sources, up to \$5,000 from the LSF (Note 5 & Note 6)	up to and including \$25,000, from all sources	up to and including \$100,000, from all sources (Note 7)	more than \$100,000
Non-Cash Equivalent Items (e.g., non-universal gift cards)	up to \$5,000	delegated to DAFFH Manager	not more than \$500 from non-LSF sources, up to \$5,000 from the LSF (Note 5 & Note 6)	up to and including \$25,000, from all sources	up to and including \$100,000, from all sources (Note 7)	more than \$100,000
Gratuitous Services (e.g., cable TV, landscaping and maintenance, laundry services)	n/a	delegated to DAFFH Manager	not more than \$500 from non-LSF sources, up to \$5,000 from the LSF (Note 5)	up to and including \$25,000, from all sources	up to and including \$100,000, from all sources	more than \$100,000
Volunteer Services	any amount	n/a	any amount	n/a	n/a	n/a
In-Kind Donations (e.g., consumable supplies for other House operations or guest use, can be either in new or used condition)	n/a	n/a	any amount	n/a	n/a	n/a

Note:
 1. Pursuant to DAFMAN 34-147, Chapter 9.
 2. Due to the unique nature of Dover FH and its staffing, AFMAO Commander exercises DAFFH Manager authority for gifts received at the Dover FH.
 3. Receipt of real property is in accordance with Chapter 9 and DAFMAN 34-301.
 4. Gifts of property (e.g., land and new property) tendered by other organizations (not through FHF) must be accepted pursuant to AFI 51-506 & AFMAN 34-301.
 5. DAFFH accepted gifts from the LSF have no limit to the amount of gifts that may be accepted from the LSF per FY.
 6. DAFFH Managers may accept gifts to the DAFFH from LSFs valued at \$1500 or less, or from other sources valued at \$150 or less without legal review.
 7. AFMAO/CC may accept gifts of unlimited value from the LSF and gifts of \$100,000 or less from other sources for the Dover FH. (See DAFMAN 34-147 Chapter 9 and Chapter 12 for additional Fisher House for Families of the Fallen guidance)

Attachment 11**SAMPLE OFFER OF GIFT TO INSTALLATION FISHER HOUSE**

A11.1. Offer of Gift to Installation Fisher House. The proffer or offer of gift should: acknowledge transfer of property or services; provide description of property and services; reference applicable guidance; acknowledge the donor understands an administrative fee may be applied to the donation; and be signed by the donor and witnessed by a DAFFH manager.

Figure A11.1. Offer of Gift to Installation Fisher House Sample.

KNOW ALL PERSONS BY THESE PRESENTS:

That I, (Name), do hereby voluntarily give, transfer, convey, and assign said property or services, free and clear of all encumbrances, to the Secretary of the Air Force, acting on behalf of the United States of America, to have and to hold the same forever, hereby relinquishing for myself, my executors, administrators, heirs and assigns all ownership, rights, title, interest and possession therein to the <<Name of AFB Fisher House>> absolutely: (Description of property or services). The herein described gift and transfer of said property or services does not entail the granting by the <<Name of AFB Fisher House>> of special concessions or privileges to me or my executors, administrators, heirs and assigns.

The herein described gift and transfer of said property or services is made for the benefit of, or use in connection with, the establishment, operation, or maintenance of maintenance of the <<Name of AFB Fisher House>> under the jurisdiction of the Department of the Air Force, in conformance with 10 USC § 2493

(Donor Signature) —(Seal)

(Dated)

WITNESS: (Recipient Signature)

Attachment 12

SAMPLE FORWARDING MEMORANDUM OF GIFT ACCEPTANCE TO THE DAFFH PROGRAM

A12.1. Forwarding Memorandum of Gift Acceptance to the DAFFH Program. The memorandum of gift acceptance should: be on official installation letterhead; request approval for acceptance of the gift to DAFFH NAFI (Fund 024); briefly describe the gift of funds, property or services; acknowledge the donor; reference applicable guidance and acceptance value as provided by the donor; and be signed by the DAFFH manager; then forwarded to the accepting official for approval and signature approving and accepting the gift.

Figure A12.1. Forwarding Memorandum of Gift Acceptance to the DAFFH Program Sample.

<<DD Month YYYY>>	
MEMORANDUM FOR:	<<Approving Official>>
FROM:	<<ORG/Symbol >> – Fisher House
SUBJECT:	Acceptance of Donation for Fisher House Nonappropriated Fund Instrumentality (NAFI)
1. Request approval for the Fisher House NAFI (Fund 024) to accept a donation of <<\$XXX.XX>> from the <<Name of Donor>> in the form of <<insert form of payment (e.g., cash, check)>>. 2. << Reference document, table (e.g., DAFMAN 34-147, Attachment X)>>, delegates authority for donations to Fisher House NAFIs to the <<Approving Official>> for amounts << insert acceptance value (e.g., between \$500 and \$25,000)>>. 3. If you have any questions regarding this donation, please contact me at <<add contact email and commercial phone number>>.	
<<Requestor Signature Block>> <<Requestor Title>> <<Requestor DAFFH Name>> <<Requestor phone and email>>	
1 st Ind:	
TO: << Approving Official>>	
I accept the offer of donation from the <<Name of Donor>> on behalf of the << Name of AFB Fisher House>> NAFI.	
<<Approving Official Signature Block>> <<Approving Official Title>> <<Approving Official Organization>>	
<<Approving Official phone and email>>	

Attachment 13

SAMPLE LETTER OF ACCEPTANCE FOR THE DAFFH

A13.1. Letter of Acceptance for the DAFFH. The letter of gift acceptance should: be on official letterhead; acknowledge receipt of the gift; briefly describe the gift and value as provided by the donor; express appreciation for the gift or acknowledge who the donation is in honor or memory of; and be signed and provided to the donor.

Figure A13.1. Letter of Acceptance for DAFFH Sample.

Official Letterhead	<<DD Month YYYY>>
<<DAFFH Staff Member or Accepting Authority>> <<Title>> <<DAFFH Name>> <<Street Address>> <<City State Zip Code+4>> <<Donor Name>> <<Donor Address>> <<City State Zip Code+4>> Dear <<Donor Name>>, On behalf of the <<DAFFH Name>> and the entire Department of the Air Force Fisher House Program, please accept our heartfelt gratitude for the generous donation of <<as provided by donor: value of gift of real property, funds or cash-equivalent items, personal property, or in-kind donation and description of donation. If specified by donor, annotate intended use>> to the <<DAFFH Name>>. (If in memory of: replace all language after generous with "contribution in your honor or in memory of Name>> by <<Name of Donor or Name of Organization>>). We understand and appreciate that the motivation behind this generous gift was to assist the Department of the Air Force Fisher House at <<Department of the Air Force Base Name>> with <<insert donation type (i.e., funds)>> to provide for the comfort and support of the Fisher House guests at this location. By authority of the Secretary of the Air Force and on behalf of the Department of the Air Force Fisher House Fund Board, it is with pleasure to accept this <<conditional or unconditional gift>> of <<insert description (i.e., funds) to the <<DAFFH Name>>, pursuant to 10 U.S.C. 2493 (e) and Chapter 9 of Department of the Air Force Manual 34-147, <i>Department of the Air Force Fisher House Program</i>. It is through donations such as these that the Department of the Air Force Fisher House Program and the <<DAFFH Name>> can continue having a positive impact on the quality of life of "our greatest national treasure...our military men and women and their loved ones." Thank you for your kindness and generosity. Sincerely, <<Staff Name>> <<Staff Title>> <<DAFFH Location>>	
Note to Donor: No goods or services were provided by the <<DAFFH Name>> in return for this donation. As a matter of policy, the Department of the Air Force does not substantiate or verify the value of goods and services claimed by the donor for tax purposes, it is recommended to contact a civilian tax advisor.	

Attachment 14

SAMPLE DAFFH DONATION OPTIONS INFORMATION

A14.1. Donation Option Information. Printed on DAFFH Letterhead, the donations options information may be placed in the guest information book on how to make donations. The informational sheet should not, in any way, communicate the idea that such donations are expected or should be viewed as payment in lieu of lodging fees.

Figure A14.1. DAFFH Donation Option Information Sample.

DONATION OPTIONS There are several ways you are able to give to the <<DAFFH Name>>! The vast majority of donated funds stay with the <<Name of AFB Fisher House>> to support the needs of the families, however, a small amount may be utilized for DAFFH Program costs. You may choose for us to use your gift in the manner that matches your heart for the Fisher House mission. Donation receipt letters shall be provided by the organization you donated to. Please choose from the options below in order to have your funds used in the manner you would like: ❖ Gift Cards: Gift Cards are used to directly support family needs such as groceries, gas, taxi/ride-share services, infant care items, department stores for clothes, and restaurants meals. Gift cards may be given in any dollar amount and are given directly to the families with the greatest need. They may be hand delivered to <<specify location>>, Monday – Friday between <<X am and X pm>>. ❖ Monetary donations may be made via <u>check or cash</u> to one of the following organizations: A. A check may be hand delivered or mailed directly to <<Name of AFB Fisher House>>. This money will be deposited into our Department of the Air Force account and is used to replace guest use items such as furniture, wall decor, and office supplies. Checks should be made payable to: <<Name of AFB Fisher House>>. Mailing address: <<Name of AFB Fisher House, DAFFH Address, City, State, Zip Code>>. B. A check may be mailed to the non-profit Local Supporting Foundation (LSF) (a Section 501(c)3 nonprofit), <<Name of LSF>>. This money will be deposited to the private organization's account and can be used for any needs the Fisher House has - an example of such needs would be groceries, holiday decorations, volunteer appreciation, hotel rooms when there is a wait list, and laundry services, etc. The funds from this group offer the most flexibility. Checks should be made payable to: <<Name of LSF>>. Local Supporting Foundation mailing address: <<Name of LSF, LSF Address, City, State, Zip Code>>. C. A check may be sent to the Fisher House Foundation, (a Section 501(c)3 nonprofit), in support of paying it forward to construct additional houses throughout the world. Checks should be made payable to: Fisher House Foundation Fisher House Foundation mailing address: 12300 Twinbrook Pkwy, Suite 410, Rockville, MD 20852. ❖ Credit and Debit Card: Donations may be made online at www.fisherhouse.org under the donations tab. At this location, you are able to choose if you want your funds to stay with the mission of the foundation or they will forward the donation to the <<Name of AFB Fisher House>> on your behalf. Also note with this option, you are able to make a one-time donation or automatic monthly donations. Our mission depends on gifts from generous hearts like yours. We cannot do what we do without YOU!
--

Attachment 15**SAMPLE DAFFH DONATION ENVELOPE**

A15.1. DAFFH Donation Envelope. Donation envelopes may be placed in the guest information book for voluntary gift donations to the DAFFH Program. Recommended to be printed on a white 4" x 9.5" envelope with the approved logo to the left of wording.

Figure A15.1. DAFFH Donation Envelope Sample.

DONATION ENVELOPE	
NAME _____	DATE _____
Cash, checks, and gift cards may be placed in the drop box at <<insert secure location>> or personally delivered to a manager.	
Funds in this envelope will be deposited to the Department of the Air Force Fisher House Operations Account.	

Attachment 16

DAFFH AND LOCAL SUPPORTING FOUNDATION MEMORANDUM OF UNDERSTANDING TEMPLATE

A16.1. DAFFH and Local Supporting Foundation MOU. When establishing an MOU between the DAFFH and LSF, the DAFFH manager will utilize the *Memorandum of Understanding, Between the Department of the Air Force Fisher House (DAFFH) And The Local Supporting Foundation (LSF)* as a template. **(T-2)** DAFFH manager will modify the MOU template specific to their location in coordination with the DAFFH Fund Board Legal Advisor, LSF, and in consultation with the Fisher House Foundation until all parties have come to a mutual agreement. **(T-2)**

Figure A16.1. DAFFH and Local Supporting Foundation MOU.

MEMORANDUM OF UNDERSTANDING BETWEEN THE DEPARTMENT OF THE AIR FORCE FISHER HOUSE (DAFFH) AND THE LOCAL SUPPORTING FOUNDATION (LSF) FOR _____ (DAFFH Location) This is a Memorandum of Understanding (MOU) between the local Department of the Air Force Fisher House (hereinafter DAFFH) and the Local Supporting Foundation (hereinafter LSF). This MOU establishes roles and responsibilities related to the support of the Department of the Air Force Fisher House located at _____ (DAFFH Location). The _____ (LSF Legal Name) is also referred to as the LSF. When referred to collectively, DAFFH and the LSF are referred to as the "Parties". This MOU is (a new agreement (or) an amendment of current MOU dated <u>xx/xx/xxxx</u>) and once signed, cancels all prior existing agreements. 1. BACKGROUND: Department of the Air Force Fisher Houses are comfort homes for members of the uniformed services, including USSF service members, RegAF, National Guard and Reserve components, Retirees and Veterans or their families that may stay free of charge, when traveling to receive medical care for themselves or member of their immediate family. These homes are located on Department of the Air Force installations and have been gifted to the Department of the Air Force by the national Fisher House Foundation (FHF), established by Zachary and Elizabeth Fisher, pursuant to 10 USC § 2493(a). Each house may have up to 21 private guest rooms with bath. Families share a common kitchen; laundry facilities; dining room; and living room. There is an annual limited Congressional Appropriation, which is utilized for specific operational items. Local Supporting Foundations (LSF) are state registered 501(c)(3) non-profit organizations, operating with the consent of the FHF, with the primary mission to support Department of the Air Force Fisher House families by raising funds designated for the Department of the Air Force Fisher House in their community. Department of the Air Force Fisher Houses rely on non-profit Local Supporting Foundations to fundraise in the local community to fund unfunded house requirements, provide guest comfort and sundry items, and maintain the distinctive Fisher House quality and décor. Such conditional gifts of funds, personal property, and in-kind donations are provided by the LSF, in accordance with 10 USC § 2493(e)(1)(A).
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The _____ (LSF Legal Name) is recognized as the Local Supporting Foundation (LSF) for the _____ (DAFFH Location) as a registered 501(c)(3) non-profit organization within the state of _____ (State), whose primary mission focus is the success of the DAFFH to which they fundraise for and support local Fisher Houses (including those at Sister Service and Veterans Affairs facilities), authorized to operate on DoD installations in accordance with DoDD 1000.26E, *Support for Non-Federal Entities Authorized to Operate on DoD Installations*, and DoDI 1000.15, *Procedures and Support for Non-Federal Entities Authorized to Operate on DoD Installations*. The LSF may act as a conduit for gifts and donations from outside sources benefitting the DAFFH Program. Should the LSF wish to support other military-related missions in the same state, region, or local area as the DAFFH (e.g., Wounded Warrior programs) the marketing, fundraising, and distribution of funds shall be transparent, with the expectation that all such fundraising will take place outside the scope of DAFMAN 34-147, *Department of the Air Force Fisher House Program*, paragraph 4.26.6.2 and paragraph 11.12.2).

The FHF may augment funding efforts of the LSF to support major projects and renovations at a DAFFH.

2. PURPOSE: To provide transparency regarding administration and fiscal management and to define roles responsibilities between parties.

3. ROLES AND RESPONSIBILITIES OF THE DEPARTMENT OF THE AIR FORCE (all paragraph numbers are in reference to DAFMAN 34-147, unless otherwise indicated):

3.1. Department of the Air Force Fisher House Program Manager (AFSVC/SVOH):

3.1.1. Will represent the Department of the Air Force Fisher House Program (DAFFH Program) and will oversee DAFFH facility operations.

3.1.2. May attend LSF-hosted or sponsored special events and board meetings by invitation. (paragraph 11.2.1.4).

3.2. Department of the Air Force Fisher House Manager:

Section 3.2A. Status and Relationship.

3.2.1. May be designated as an official DAFFH liaison officer by the DAFFH Program Manager to the LSF Board of Directors in accordance with DoD 5500.07-R, *The Joint Ethics Regulation (JER)*, Section 3-201. Shall normally attend Board of Director meetings and may brief the board on such matters and activities, occupancy, and other matters pertaining to the operation of the DAFFH. In addition, the manager may discuss upcoming events and any matters of concern or any needs of the DAFFH, as well as any other matter of interest of mutual interest of the parties. See Section 3.2F of this MOU. (paragraph 11.2.2.1 and 11.11.3).

3.2.2. May not act as an agent fiduciary, officer, director, employee, or volunteer of the LSF. (paragraph 11.5.1).

3.2.3. House managers and staff should not act as administrative or secretarial support staff for the LSF. The use of DAFFH office supplies or copier equipment, except on an occasional and minimal basis, is not permitted. However, Department of the Air Force Fisher Houses may copy a simple agenda for LSF Board of Directors meetings to be held at the House. (paragraph 11.5.2).

3.2.4. May not allow immediate family members of DAFFH management and staff to be an agent, officer or director, or employee of the LSF. (paragraph 11.5.3).

3.2.5. May attend LSF hosted or sponsored special events. The DAFFH manager may appoint a staff member to attend LSF hosted events in their place. When the LSF event is hosted at the DAFFH, a manager or appointed staff member must be in attendance. Refer to paragraph 11.2.2.

Section 3.2B. Requisition of Funds and Services in Support of the DAFFH.

3.2.6. May communicate immediate, short-term, and long-term (e.g., Capital Improvement Plans) needs of the DAFFH to the LSF during the LSF's Board of Directors meetings and

as emergent needs requires. The DAFFH manager should provide documentation and supporting justification for each need, with exception to minor, routine, or immediate needs unless requested by the LSF. (paragraph 11.10.2).

3.2.7. Shall communicate any out-of-cycle request and justification electronically to the LSF.

3.2.8. May request funds from the LSF to support special guest events, transportation and admission to outside events, specific guest needs, and other non-essential items not funded by the Department of the Air Force. (paragraph 11.6.3).

3.2.9. May request reimbursement in the event where manager or staff's personal funds were used to resolve guest immediate needs for prior approved expenses. (e.g., gift cards not available at time of need). (paragraph 11.6.4).

3.2.10. May refer guests that meet eligibility and priority requirements of the DAFFH to the LSF to provide lodging assistance at local hotels when the DAFFH is unable to meet the need of the initial reservation requested. (paragraphs 6.4.3 and 11.6.5).

3.2.11. Will accept reservation request forwarded from the LSF, without prejudice or preferential treatment, and in accordance with current priority and eligibility policy. (paragraphs 6.4.3 and 11.6.5).

Section 3.2C. Fundraising.

3.2.12. Shall coordinate (upon LSF-initiated request) with local installation commander or delegable representative, to allow the LSF to hold up to three (3) fundraising activities quarterly at the DAFFH or on the installation. Approved fundraising events or donor recognition that takes place at the DAFFH shall not disrupt normal guest services or daily operations. (paragraph 11.7.2; AFI 34-223, *Private Organizations Program*, paragraph 10.10.2; and DAFI 36-3101, *Fundraising*, paragraph 5.5).

3.2.13. May accompany LSF personnel to fundraising activities and make official remarks at the event or activity about the Department of the Air Force Fisher House and the mission describing the house and families assisted by the mission. The DAFFH staff shall not be the "draw" to the event. See 5 CFR Part 2635.808. (paragraph 11.7.3).

3.2.14. Shall not participate in the solicitation or encourage the donation of funds, gifts, or other in-kind donations on behalf of the LSF, but may thank potential donors for their interest in the DAFFH Program and provide information briefs on its operations. (paragraph 11.8.9).

3.2.15. May provide guests and visitors information on making donations to the LSFs upon request. May allow LSF supplied informational flyers and stamped self-addressed donation envelopes be made available to guest and visitors by adding to guest information binder within guest rooms and displaying at registration desk or outside the management office. Will ensure completed donations are placed in a sealed envelope designated for the LSF. Envelopes will be kept in a secure location at the DAFFH until such envelope can be turned over to the LSF personnel. (paragraph 11.6.6).

3.2.16. Will forward all event fundraising requests to the appointed LSF representative in a timely manner. (paragraph 11.7.4).

3.2.17. May issue appropriate expression of gratitude to LSF and their community donors. See AFI 51-506, *Gifts to the Department of the Air Force from Domestic and Foreign Sources*, Chapter 4. (paragraph 11.8.8).

3.2.18. LSFs are not involved with the FHF House memorialization and all recognition to LSF and their donors must comply with DAFI 34-108. With exception to donor recognition markings or plaques in place at the DAFFH prior to publication of DAFMAN 34-147, they may be retained for the life of the item to preserve donor legacy. (paragraphs 9.2.1 and 11.8.8.1; AFI 51-506, Chapter 4; and DAFI 34-108, *Commercial Sponsorship and Sale of Advertising*).

3.2.19. May appear in LSF donor recognition ceremonies and photo opportunities in a passive role. (paragraph 11.2.2.7).

Section 3.2D. Gifts and Donations Acceptance

3.2.20. May accept gifts for the DAFFH from the LSF as governed by AFI 51-506; DAFMAN 34-147; and this memorandum:

3.2.20.1. Gifts of improvement to Real Property, may include individual services or contracts, but not limited to, improvement and renovation of existing infrastructure on DAFFH grounds, installation of new machinery, appliances and appurtenances, and major landscaping projects in accordance with acceptance provisions in DAFMAN 34-147, Table A10.1. (paragraphs 9.22 and 11.8.2).

3.2.20.2. Gifts of funds and cash-equivalent items (e.g., universally accepted gift cards), in an amount up to and including \$5,000 from the LSF for the benefit of the house or for the distribution of DAFFH guests. Amounts up to \$1500 from LSFs do not require legal review. Only cash-equivalent items (e.g., universally accepted gift cards) are for distribution to DAFFH guests. Cash equivalent gifts due to their cash like nature shall only be dispersed to DAFFH guests with a need for basic necessities of food, clothing, personal items, and sundries. The DAFFH manager may provide up to a cumulative of \$100.00 of cash-equivalent items for immediate relief per family request or circumstance. In the event there is a need to distribute more than \$100.00, approval from the DAFFH Program Manager will be required prior to the distribution of cash-equivalent items to DAFFH guests. Gifts of cash funds are not to be dispersed to DAFFH guests. (paragraphs 4.20.4, 9.23.2, and 11.8.3).

3.2.20.3. Personal property and non-cash equivalent items (e.g., non-universal store specific gift cards), in an amount up to and including \$5,000, from the LSF for the benefit of the house or distribution to DAFFH guests. (paragraphs 9.23.2.1, 9.24.1, and 11.8.3). Amounts up to \$1500 from LSFs do not require legal review.

3.2.20.4. Gratuitous services or gifts of service, (e.g., contracted services of Wi-Fi, landline and cellular telephone services, cable, laundry, maintenance, or landscaping services) in an amount up to and including \$5,000 from the LSF. (paragraphs 9.26.2.1 and 11.8.4). Most gifts of services are for the benefit of the house; some may be appropriate for distribution to DAFFH guests.

3.2.20.5. Loaned or leased vehicle and related services to the DAFFH. The DAFFH manager will ensure compliance in accordance with the Vehicle Control Officer (policy for extended use and storage of the vehicle on the installation. (paragraphs 4.23 and 11.8.5).

3.2.20.6. Donated vehicles will become property of the Department of the Air Force. The DAFFH manager will ensure that installation guidance, documentation, and requirements for the management and use of the vehicle are met accordingly. (paragraph 4.23.3.).

3.2.21. Will ensure that designated gifts are documented and utilized according to the donor's specified condition. (paragraph 11.8.7).

3.2.22. Gifts and donations of funds and personal property intended for the LSF may be received from a donor or via mail or delivery services at DAFFH and shall forward donations to the LSF at the soonest availability. (paragraph 11.8.6.1).

3.2.23. Shall permit the LSF to maintain a drop or mailbox in the House common areas, including at the front desk, for the purposes of collection donation envelopes and other correspondence. No other permanent displays for the LSF fundraising are permitted. (paragraph 11.8.6.2).

3.2.24. While gifts and donations may be received at the House, the manager may not accept the donations of funds, cash equivalents, non-cash equivalents, personal and real property, gratuitous and volunteer services on behalf of the LSF. (paragraph 11.8.9).

Section 3.2E. Contracting Gratuitous Services, Utilities & Purchase of Goods

3.2.25. Will review prospective contracts for the purchase of goods, utilities, and services that are presented by the LSF. Will retain a final copy of contracts for quality assurance purposes. LSFs shall coordinate with DAFFH managers prior to the actual signing of contracts for execution at the DAFFH. (paragraph 11.9.2).

3.2.26. Will coordinate with appropriate installation functional offices to vet prospective and negotiated contracts and ensure that signed contracts are forwarded to the appropriate installation functional office. (paragraph 11.9.3).

Section 3.2F. Accountability of the DAFFH to the LSF

3.2.27. Will provide reports and information to the LSF Board of Directors to include, but not limited to, Department of the Air Force budget for the house, occupancy statistical data, volunteer utilization, hosted meals, tours, briefings, House manager's after-action report from the annual Fisher House Foundation Conference (less government-only sections), facility updates, prioritized lists of unfunded or not immediately funded requirements, or any other information requested by the LSF in order to support fundraising and gift requests of the house. (paragraph 11.10.2).

3.2.28. Shall be accountable for gifts, receipts, and expenses related to the donation and utilization of funds, cash-equivalent items, personal property, and non-cash equivalent from the LSF by providing an incoming and outgoing gift and donation transaction log on an annual basis or as requested. (paragraph 11.10.2.1).

3.2.29. May provide customer feedback and comments and related statistical data as requested by the LSF. (paragraph 11.20.2.2).

Section 3.2G. Interaction of the DAFFH with the LSF.

3.2.30. The DAFFH manager and staff shall maintain professional relationships with the LSF Directors, Officers, and Staff at all times. (paragraph 11.11.1).

3.2.31. Shall not request and solicit LSF Directors, Officers, or Staff for unlawful special consideration, personal favors, monetary or other items for personal gain. (paragraph 11.11.1.1).

3.2.32. DAFFH staff and their family members shall not accept offers of secondary employment or financial incentives from LSF Directors, Officers, and Staff on behalf of themselves or their family members. (paragraph 11.11.1.2).

3.2.33. Previous DAFFH managers and assistant managers shall not be employed, in any capacity, by the LSF for the duration of the current MOU. A new MOU shall be established, after the resignation of the DAFFH manager or assistant manager, prior to hiring the previous DAFFH staff by the LSF. However, previous DAFFH staff may sit on the Board of Directors as an advisor. (paragraph 11.11.1.3).

3.2.34. DAFFH managers and staff shall not maintain LSF financial records or be an authorized payor on LSF accounts. DAFFH managers and staff may not have direct access to LSF funds through checking, savings, or other credit accounts. Managers may be given universally accepted gift cards for use towards discretionary expenses. Local DAFFH staff shall not have access nor seek to have access to LSF proprietary and private information. (paragraph 11.11.2.1).

3.2.35. DAFFH managers and staff may not assume financial obligation on behalf of the LSF on loans, grant applications, line of credits and contracts, or purchase agreements. (paragraph 11.11.2.2).

3.2.36. Should normally attend LSF Board of Director meetings, if invited by the Board of Directors, in the role of advisor and be appointed as an official DAFFH Liaison Officer per JER Section 3-201. (paragraph 11.11.3.).

3.2.37. May allow for Board of Director's business meetings to be held at the DAFFH, as long as it does not affect the operation of the DAFFH or guest services. (paragraph 11.11.3.1).

3.2.38. May not wear clothing or uniform tags that display the logo of the LSF. (paragraph 11.11.9).

3.2.39. May link DAFFH Websites and social media accounts to the LSF websites but may not post or highlight LSF fundraising efforts or events unless they are to be held at the house. (paragraph 11.11.10).

3.2.39.1. The DAFFH manager or staff shall provide information for website and social media updates; however, they may not act as an author or editing agent of such content or other advertising or information materials on behalf of the LSF. (paragraphs 4.21.8. and 11.11.10.1.).

3.2.40. May facilitate installation access as needed for the Board of Directors, and any LSF advisors, contractors, and volunteers. (paragraph 11.11.4).

3.2.40.1. May request documentation to facilitate and assist with installation access, as required by local installation guidance. (paragraph 11.11.4).

3.2.41. Shall accompany LSF Directors, Officers, and Staff while they are at the DAFFH. The DAFFH manager or staff shall not provide keys or door codes for access to DAFFH property. (paragraphs 11.11.5 and 11.11.5.1).

3.2.42. May facilitate logistical support (e.g., the use of bleachers, tables, chairs, event parking areas and coordination with installation personnel such as public affairs and armed forces bands) to LSF as governed by Joint Ethics Regulation (JER) Section 3-211 and installation guidance. (paragraphs 9.12.1. and 11.11.6).

3.2.43. May not provide access to paper or electronic guest data base and reservation software system files. (paragraph 11.11.7).

3.2.44. May share stories and testimonies of Department of the Air Force Fisher House guests to LSF directors, officers, and staff. The DAFFH manager shall be sensitive to personal identifiers and shall not share personal information such as name and detailed medical specifics related to the guest, without guest consent. (paragraph 11.11.7.2).

3.2.45. May bring any concerns and disputes with the LSF to the Program Manager. Together with the Program Manager, the DAFFH manager will work to resolve concerns and disputes at the lowest possible level. (paragraph 11.11.12).

Section 3.2H. Special Events and Tours.

3.2.46. Shall coordinate and allow the LSF to offer tours to potential donors and to host community and periodic volunteer recruiting and appreciation events at the DAFFH. Such events shall be approved by the DAFFH manager and shall not interfere with guest services and daily operations. LSF representatives and DAFFH managers should be sensitive to situations when the primary purpose of donor tours become donor solicitation by the LSF (i.e., fundraising) and the tour event should count as one of the allowable LSF fundraising events per quarter, per AFI 34-223, paragraph 5.3. (paragraph 11.12.1).

3.2.47. May accommodate evening and weekend social and fundraising events at the approval of the DAFFH manager, on a not-to-interfere with guest services basis. (paragraph 11.12.4).

Section 3.2I. Recognition of the DAFFH by the LSF.

3.2.48. May accept items of recognition with little intrinsic value and intended primarily for presentation (e.g., certificates, trophies, plaques), from the LSF as part of the DAFFH established employee and volunteer awards and recognition program. May accept items of recognition with a value of less than \$20 in accordance with DAFMAN 36-2806, *Awards and Recognition*. (paragraphs 4.12.8. and 11.13.1).

3.2.49. May attend LSF sponsored employee and/or volunteer recognition luncheon (or breakfast) no more than once per quarter. Value of the luncheon shall not exceed the value of \$20/per person. (paragraph 11.13.2 and DAFMAN 36-2806). Alcoholic beverages may not be served as part of the recognition event.

4. ROLES AND RESPONSIBILITIES OF THE LSF (all paragraph numbers are in reference to DAFMAN 34-147, unless otherwise indicated):

Section 4A. Status and Relationship.

4.1. Will maintain good standing with the Fisher House Foundation.

4.2. Will apply for recognition with the installation as a Private Organization, pursuant to AFI 34-223, prior to commencing LSF operations. (paragraph 11.3.2.) Is subject to annual fiscal accountability reviews (by the Force Support Squadron with copy of all submissions to the DAFFH

Manager) and recertification every five (5) years, or when there is a change in the purpose, function, or membership eligibility of the Private Organization, whichever comes first and must be reviewed by the installation Judge Advocate. (paragraph 11.3.2 and AFI 34-223, paragraphs 9.3 and 10.7).

4.3. Shall allow the DAFFH manager to serve as a permanent advisor to the Board of Directors. (paragraphs 11.2.2.1 and 11.11.3).

4.3.1. May invite installation officials to give presentations to the Board of Directors at their business meetings. (paragraph 11.11.3.3).

4.4. LSF Board Members or Advisors, and/or personnel shall not be comprised of any immediate family members of DAFFH management and staff. (paragraph 11.5.3).

4.5. LSF directors, officers, and staff should not perform inherent government functions in accordance with Federal Acquisition Regulation (FAR), Part 7.5, *Inherently Government Functions*. (paragraph 11.5.4).

Section 4B. Requisition of Funds and Services.

4.6. Will evaluate and respond to written requests and justification by the DAFFH manager for support of immediate, short-term, and long-term (e.g., capital improvement plans) needs of the DAFFH either by approving or providing feedback to the DAFFH manager the reason for request, delay, or denial. Minor, routine or immediate needs may not require written justification, unless requested by one of the parties. May supply items which are otherwise funded through AF budget line items to expedite the mission. (paragraph 11.6.2).

4.6.2. If unable to fulfill request for support, the LSF will provide timely documentation and written explanation to the DAFFH manager as to why the request will not be fulfilled. (paragraph 11.6.2).

4.7. Shall consider emergency request for financial and other support from the DAFFH at Board Meetings to include electronic out-of-cycle request. (paragraph 11.6.2).

4.8. May fund requests by the DAFFH manager in support of special events, transportation and admission to outside events, specific guest needs, and other non-essential items not funded by the Department of the Air Force. (paragraph 11.6.3).

4.9. May accept referral of guests from DAFFH manager to provide lodging assistance at local hotels when the house is unable to meet the initial reservation requested. (paragraph 6.4.3 and 11.6.5).

4.10. Will refer and forward guest reservation requests without preference or promise of accommodations in a timely manner to the DAFFH manager. (paragraph 11.6.5).

Section 4C. Fundraising.

4.11. With coordination of the DAFFH manager and local installation commander or delegable representative, the LSF may hold up to three (3) fundraising activities quarterly on the installation. (paragraph 11.7.2 and AFI 34-223, paragraph 10.10.2).

4.11.1. Approved fundraising events or donor recognition held at the DAFFH shall not disrupt normal guest services or daily operations. (paragraph 11.7.2).

4.12. May organize a Combined Federal Campaign (CFC) campaign using their own CFC registration or may refer to the FHF CFC campaign in their advertising materials and social media. (paragraph 11.7.5).

4.13. May invite the DAFFH manager to fundraising activities and allow for DAFFH managers to make official remarks at the event or activity about the house and the mission describing the house and families assisted by the mission. They shall not make the DAFFH manager or staff the "draw" to the event. See 5 CFR Part 2635.808. (paragraph 11.7.3).

4.14. May provide the DAFFH with informational flyers and stamped self-addressed donation envelopes that are made available to house guests. (paragraph 11.6.6).

4.15. Will respond to fundraising requests from other Non-Federal Entities (NFE) (e.g., Veterans Support Organizations) received by the DAFFH manager or staff. (paragraph 11.7.4).

Section 4D. Gifts and Donations

4.16. May offer gifts to the DAFFH as governed in AFI 51-506, DAFMAN 34-147 and this memorandum:

4.16.1. Gifts of improvement to Real Property, may include, but are not limited to, the improvement and renovation of existing infrastructure on DAFFH grounds, installation of new machinery, appliance and appurtenances, and major landscaping projects. (paragraph 9.22 and 11.8.2).

4.16.2. Funds and cash equivalent items (e.g., universally accepted gift cards), in any amount to the DAFFH, for the benefit of the house or distribution to DAFFH guests. Only cash-equivalent items are available for the distribution to DAFFH guests with a need for basic necessities of food, clothing, personal items, and sundries. (Section 9E paragraphs and 11.8.3).

4.16.2.1. The LSF, with the DAFFH manager's permission, may make donations for direct acceptance for the benefit of qualified service members and their family. (paragraph 9.23.7).

4.16.3. Personal property and non-cash equivalent (e.g., cellular devices, non-universal merchant specific gift cards), in any amount, for the benefit of the house or distribution to DAFFH guests. (Section 9E and paragraph 11.8.3).

4.16.3.1. The LSF, with the DAFFH manager's permission, may make donations for direct acceptance for the benefit of qualified service members and their family. (paragraph 9.23.7).

4.16.4. May provide gratuitous services or gifts of services, such as contracted services of Wi-Fi, landline and cellular telephone, cable, laundry, maintenance, and landscaping services. (paragraph 9.26.2.1 and 11.8.4). Some offers of personal services (e.g., complimentary childcare) may be appropriate for distribution to guests.

4.16.5. May provide a loaned or leased vehicle and related services to the DAFFH. The LSF shall be responsible for all the fuel, insurance, licensing, and maintenance, unless limited by the conditions placed on the gift. (paragraphs 4.23 and 11.8.6.1.).

4.16.5.1. They may not provide driver services for such vehicle. (paragraphs 4.23 and 11.8.5).

4.16.6. Gifted vehicles to the DAFFH will become property of the Department of the Air Force. (paragraph 4.23.3.)

4.16.7. May provide short-term rental vehicle and driver services to support guest transportation to and from DAFFH or LSF sponsored events. (paragraph 4.23.2.2).

4.17. Shall communicate donors' intention with regards to gifts and donations to DAFFH manager. A gift proffer letter from a non-LSF donor should clearly identify the donor and those aspects that are intended to benefit the DAFFH. (paragraph 11.8.7).

4.18. May have gifts and donations of funds and personal property received at the DAFFH and shall coordinate arrangements with the DAFFH manager for timely forwarding or re-acceptance of donated items. (paragraph 11.8.6.1).

4.19. May supply staple food items for guest use consumption. (paragraph 11.8.3.2).

4.20. Shall be responsible for sending letters of gratitude and receipt of donations to the respective donor for donations accepted by the LSF. (paragraph 11.8.10.3).

4.21. May accept for the benefit of the DAFFH, but not on behalf of the DAFFH: donations of funds, cash equivalents, non-cash equivalent, personal and real property, gratuitous and volunteer services. (paragraph 11.8.10).

4.22. Shall coordinate all donations with the DAFFH manager and not encourage DAFFH staff into acceptance of funds, gifts, or in-kind donations not appropriate for house operations. (paragraph 11.8.10.1).

4.23. Shall not accept donations from current or potential guests in exchange for guest services, waitlist advancements, or waiver of eligibility and priority requirements. (paragraph 11.8.10.2).

4.24. Should the LSF wish to support other military related missions in the local area (e.g., Wounded Warrior programs) the marketing, fundraising, and distribution of funds shall be transparent, with the exception that all such fundraising will take place outside the scope of the section 4C of this MOU. (paragraph 11.7 and 11.10.5). Such distinct support will not be evaluated during the financial and capitalization audits of the Private Organization during the installation review and recertification process.

Section 4E. Contracting Gratuitous Services.

4.25. Will coordinate with and obtain approval from the DAFFH manager for contracts for the purchase of goods, utilities, and gratuitous services prior to the actual signing of contracts for execution at the DAFFH. (paragraph 11.9.2)

4.26. Will provide a copy of contracts for gratuitous services 30 days prior to commencement of services to the DAFFH manager to ensure the services are being adequately provided and delivered in the best interest of all Parties. (paragraph 11.9.3).

Section 4F. Accountability and Reporting.

4.27. Will provide a copy of the LSF Charter and by-laws and any applicable documentation (including recertification packages) to the installation in accordance with AFI 34-223, along with a courtesy copy to the DAFFH manager. (paragraph 11.3.2.1).

4.28. Will provide annual auditing and financial review according to AFI 34-223, paragraph 10.7. (paragraph 11.3.2.2).

4.29. Will provide an annual accounting of funds, gifts and in-kind donations provided to the house to the DAFFH manager. (paragraph 11.10.2.1).

4.30. Will provide a copy of the annual report filed with the FHF along with a copy of their Internal Revenue Service Form 990, *Return of Organization Exempt From Income Tax*, and gift log to include date, amount, and type of donation. (paragraph 11.3.3).

4.31. Will provide a report on future activities, community engagements, media engagements, and fundraising events to the DAFFH manager during the regular scheduled Board of Directors Business Meeting. (paragraph 11.3.3.).

4.32. Will provide the DAFFH manager a current list of Board members and advisors, other appropriate personnel and/or volunteers. The contact list shall include contact information. (paragraph 11.3.3).

4.33. The LSF will allow DAFFH manager, as an advisor to the Board of Directors, to share business meeting minutes with the DAFFH Program Manager within 30 days of the meeting minute approval. Will provide minutes to the DAFFH manager of the LSF Board of Directors meetings that may be redacted where they include proprietary or private information, the contents and results of Executive Sessions, or information pertaining to the LSF's activities and actions that do not pertain to the DAFFH. (paragraph 11.10.3).

4.34. May author an after-action report from the Annual Friends of the Fisher House Conference, and/or other FHF training events held by the Fisher House Foundation, to provide feedback on topics addressed, what best practices can be initiated and how to better strengthen the relationship between the local DAFFH and LSF. (paragraph 11.10.4).

4.35. May request and review Customer Feedback and Comment surveys and statistical data from the DAFFH manager. (paragraph 11.10.2.2).

Section 4G. Interaction of LSF with DAFFH

4.36. LSF Directors, Officers, and Staff shall maintain a professional relationship with DAFFH staff. (paragraph 11.11.1).

4.36.1. LSF Directors, Officers, and Staff on behalf of themselves or their family members may not offer employment or financial incentives to DAFFH staff and their family members. (paragraph 11.11.1.2).

4.36.2. Shall not request or solicit DAFFH staff for unlawful special consideration, personal favors, money, or other items. (paragraph 11.11.1.1).

4.37. Encouraged to hold a minimum of one Board of Director's business meeting, annually, at the DAFFH for familiarization purposes. (paragraph 11.11.3.1).

4.38. May develop and utilize a distinct logo. (paragraph 11.11.9).

4.38.1. The LSF may utilize the FHF logo according to FHF guidelines for corporate purposes and approved marketing campaigns.

4.38.2. They may not use the seals, logos, or insignia of the Department of Defense or any Department of the Air Force organization unit, pursuant to AFI 34-223, paragraph 10.1.1. However, the LSF recognized as a Private Organization may use the name or abbreviation of the Department of Defense, a Department of the Air Force organizational unit or installation in the LSF name provided that their status is apparent and no appearance of official sanction and there is no appearance of official sanction or support, pursuant AFI 24-223, paragraph 10.1.2.

4.39. Official Websites and Social Media pages may be linked to the DAFFH websites. The Department of the Air Force or DAFFH makes no effort to regulate the content of the LSF websites, social media accounts, or public affairs releases. (section 9D and 9E and paragraph 11.11.11).

4.40.1. May request DAFFH manager and staff to provide current website and social media updates; however, may not request them to be authors or editing agents of such content or other advertising or information materials on behalf of the LSF. (paragraphs 4.21.8 and 11.11.11).

4.41. May be permitted to maintain a drop or mailbox in the House common areas, including at the front desk, for the purposes of collection donation envelopes and other correspondence. No other permanent displays for the LSF fundraising are permitted. (paragraph 11.8.6.2).

4.42. LSF Director, Officer, Staff, contractors, and volunteers may be granted installation access with the facilitation of the DAFFH manager or staff. If required per local installation access policy, the LSF will submit applicable documentation to the DAFFH to assist with installation access. While on the installation the LSF representative will comply with all installation security requirements and procedures for installation access, with understanding the access to the installation may be suspended or revoked at any time depending on the current status of Force Protection Levels and requirements. (paragraph 11.11.4).

4.43. LSF representatives shall conduct themselves in a professional, courteous, and respectful manner that is compatible with the DAFFH mission and does not disrupt work being performed by DAFFH employees, contractors, or others at the house. (paragraph 11.11.5).

4.44. May request logistical support, (e.g., the use of bleachers, tables, chairs, event parking areas and coordination with installation personnel such as public affairs and armed forces bands) when hosting events at the DAFFH. (paragraphs 9.12.1 and 11.11.6).

4.45. May not have direct access to paper or electronic guest data base and reservation system files. (paragraph 11.11.7)

4.46. May share stories and testimonies of DAFFH guests. LSF directors, officers, and staff shall be sensitive to personal identifiers and shall not share personal information such as name and detailed medical specifics related to the guest, without guest consent. (paragraph 11.11.7.2).

4.47. May tender voluntary services of individuals or groups of individuals to act as permanent, temporary, or special event volunteers. The LSF will coordinate background checks for tendered volunteers, in accordance with AFI 34-223, paragraph 5.6 and installation guidance. The acceptance of individual volunteer services is pursuant to DoDI 1100.21, *Voluntary Services in the Department of Defense*. (paragraphs 9.26.1 and 11.11.8).

4.48. May not have unescorted access to DAFFH buildings. May not have keys or door codes for access to the DAFFH buildings, guest rooms, closets, and DAFFH outbuildings, such as garages and sheds. (paragraph 11.11.5.1).

4.49. May not interfere with the daily operations of the DAFFH. (paragraph 11.11.5).

4.50. May not maintain office space or office hours in the DAFFH. The LSF Board of Directors, officers, and staff shall normally not visit the DAFFH more frequently than on a weekly basis. (paragraph 11.11.5.2).

4.51. Shall provide their own office supplies to conduct LSF business. The use of DAFFH office supplies or copier equipment, except on an occasional and minimal basis, is not permitted. (paragraph 11.11.5.3).

4.52. May supply additional off installation storage for the storage needs of the DAFFH. The access to the storage will be mutually agreed upon by both Parties. (paragraph 11.11.11)

4.53. May bring any operational concerns and disputes with House management to the DAFFH Program Manager. Together with the DAFFH Program Manager, will work to resolve concerns and disputes at the lowest possible level. If the LSF has unresolved concerns after bringing it to the attention of the DAFFH Program Manager, the LSF may bring matters of concern that may affect the DAFFH Fund Board directly to the FHF, Principal Advisor to the DAFFH Fund Board. (paragraph 11.11.12).

Section 4H. Special Events and Tours

4.54. With DAFFH manager coordination and approval, may provide tours of the House to potential donors or donor organizations. Tours shall not interfere with guest services and house operations. As long as the primary purpose of such tours is to provide familiarization with DAFFH operations and not actually to solicit donations, said tours will not count as one of the LSF's three (3) allowable on base fundraising events per AFI 34-223. (paragraph 11.12.1). No meals or alcohol shall be provided by the LSF at such events.

4.55. May provide periodic potential volunteer recruitment tours, and accommodation of such tours are not considered a request for logistical assistance pursuant to *Joint Ethics Regulation*, section 3-211. (paragraph 11.12.3).

4.55.1. May fund modest food and non-alcoholic refreshments (as defined in 5 CFR 2635.203(b)(1)) following a volunteer brief and tour recruiting event.

4.56. May host community informational events at the DAFFH, upon DAFFH manager approval that shall not interfere with guest services and daily operations. Approval to host an event, use of storage and food preparation shall be in accordance with installation standards. If no fundraising is conducted at the event, it will not count against the three (3) allowable fundraisers per quarter. No alcoholic beverages shall be provided by the LSF at such events. (paragraphs 4.26.6. and 11.12.2.)

Section 4I. LSF Recognition of DAFFH Program Employees and Volunteers.

4.57. May provide DAFFH employees and volunteers with recognition luncheon (value not to exceed \$20 per person) and/or items of recognition with little intrinsic value and primarily intended for presentation (e.g., certificates, trophies, plaques), as part of the DAFFH established employee awards and recognition program. (paragraphs 4.12.8 and 11.13.2).

4.57.2. May be a primary source of funding and/or providing food and non-alcoholic beverages for special events, celebrations, and house gatherings. (paragraph 11.12.4).

Section 4J. Dissolution of the LSF

4.58. When the LSF's Board of Directors, according to the LSF's Charter or Bylaws, votes to decide to relinquish its 26 USC 501(c)(3) status as a non-profit corporation; or to not seek recertification with the installation as a Private Organization pursuant to AFI 34-223; or to otherwise voluntarily terminate its relationship with the FHF and/or DAFFH, they must:

4.58.1. Be transparent in their decision to dissolve and notify the DAFFH manager, the DAFFH Program Manager, the Fisher House Foundation, and the installation FSS Commander or Director, of their intent to dissolve the LSF-DAFFH relationship and prepare a time-phased action plan to do so. (paragraph 11.15.1.1).

4.58.2. Use its remaining funds to satisfy any outstanding debts, liabilities, and contractual obligations it occurred on behalf of, or for the benefit of, the DAFFH. (paragraph 11.15.1.2).

4.58.3. Distribute its remaining assets (e.g., funds, vehicles, office equipment), which were raised or accepted for the benefit of the installation DAFFH, as a gift to the DAFFH Program (per Chapter 9) and/or the FHF with the condition that such assets go to a successor LSF or otherwise be used for the benefit of the installation DAFFH. (paragraph 11.15.1.3).

4.59. The FHF may provide oversight to the dissolution of the LSF within the bounds of their relationship and will coordinate with the DAFFH Program Manager. (paragraph 11.15.2).

5. FUNDS:

5.1. No goods, services, or favors will be provided to the LSF for the contribution of funds, real property, cash and non-cash equivalent items, volunteer services, etc. It is in good faith that both Parties develop a trusted relationship to provide an ethical conduit for gifts and donations from outside sources for the benefit of the DAFFH Program.

5.2. Both Parties shall be sensitive to organizational and financial conflicts of interest, use of government information, use of LSF proprietary information, and the potential for misunderstanding of endorsement, coercion, and favoritism. (paragraph 11.11.2).

5.3. This MOU does not make any additional commitment or provision of resources other than as specifically provided under this MOU.

6. PERSONNEL:

6.1. Each Party is responsible for all costs of its personnel, including pay and benefits, support, and travel. Each Party is responsible for supervision and management of its personnel and their respective professional conduct.

6.2. **POINTS OF CONTACT (POC):** The following points of contact will be used by the Parties to communicate in the implementation of this MOU. Each Party may change its point of contact upon reasonable notice to the other Party.

6.2.1. For the DAFFH Program:

6.2.1.1. Primary: _____
(Name, DAFFH Program Manager, Phone #, and Email)

6.2.1.2. Alternate: _____
(Name, Alt DAFFH Program Staff/Advisor, Phone #, and Email)

6.2.2. For the DAFFH:

6.2.2.1. Primary: _____
(Name, DAFFH manager, Phone #, and Email)

6.2.2.2. Alternate: _____
(Name, DAFFH Assistant Manager, Phone #, and Email)

6.2.3. For the LSF:

6.2.3.1. Primary: _____
(Designee Name, Title, Phone #, and Email)

6.2.3.2. Alternate: _____
(Designee Name, Title, Phone #, and Email)

6.3. CORRESPONDENCE: All correspondence to be sent and notices to be given pursuant to this MOU will be addressed, as follows:

6.3.1. If for the DAFFH Program:

6.3.1.1. _____

(Name, DAFFH Program Manager, Mailing Address and Email)

6.3.2. If for the DAFFH Name:

6.3.2.1. _____

(Name, DAFFH manager, DAFFH, Mailing Address and Email)

6.3.3. If for the LSF:

6.3.3.1. _____

(LSF Mailing Address and Email Address)

7. GENERAL PROVISIONS:

7.1. MODIFICATION OF THE MOU: This MOU may only be modified by the written agreement of the Parties and duly signed by their authorized representatives.

7.1.1. This MOU will be examined and reviewed for applicability, relevancy, and necessary changes every five (5) years in coordination with the Private Organization recertification of the LSF by the installation. Upon review, any major modifications or changes made to the existing MOU should result in the re-signing of the MOU. If no significant changes are identified or required by either Party, the effective date of the MOU will change, to reflect the date of review completion and establishing the next review date.

7.1.2. Minor changes that do not significantly alter the existing MOU, may be changed with pen and ink, including non-substantive modifications, by mutual agreement providing the changes are not significant nor affect the transfer of manpower or funds. Each

party will initial and date each minor change. The pen and ink changes document mutual acknowledgement of the minor changes. A new signature page verifying the understanding and approval of the changes may be required.

7.2. DISPUTES: Any disputes relating to this MOU will be subject to applicable law, Executive order, directive, or instruction, be resolved by consultation between the Parties or in accordance with DoDI 4000.19, *Support Agreements*. Disputes that cannot be resolved by consultation between the Parties shall be submitted to the DAFFH Fund Board (which includes FHF representation) for resolution.

7.3. TERMINATION OF UNDERSTANDING:

7.3.1. This MOU may be terminated at any time upon mutual written agreement of the Parties.

7.3.2. This MOU may be terminated upon thirty (30) days written notice to the LSF by the DAFFH Program, for a violation of this Agreement or when (in the opinion of the DAFFH Program) the continued affiliation of the Parties is no longer in the best interests of the Department of the Air Force. When conditions warrant, LSF operations relating to the supported House(s) may be suspended immediately.

7.4. TRANSFERABILITY: This MOU is not transferable except with the written consent of the Parties.

7.5. LIMITATIONS: This MOU is not intended to, or does not, create any right or benefit, substantial or procedural, enforceable at law or inequity by any party against the United States, its departments, agencies, or entities, its officer, employees, or agents, or any other person.

7.6. ENTIRE UNDERSTANDING: It is expressly understood and agreed that this MOU embodies the entire understanding between the Parties and supersedes all previous understandings and

agreements between the Parties whether written or oral regarding the MOU's subject matter.

7.7. **EFFECTIVE DATE:** This MOU takes effect beginning on the day after the last Party signs.

7.8. **EXPIRATION DATE:** This MOU expires five (5) years from the date of signing or upon termination as agreed by both Parties. The MOU may be renewed every 5 years for a maximum of one (1) renewal periods. The MOU must be renegotiated and resigned after 10 years from effective date of the agreement.

SIGNATURE:

FOR DAFFH MANAGER

FOR LSF

DAFFH Manager Name

LSF Representative Name and Title

DAFFH Location

LSF Legal Name

(Date)

(Date)

APPROVED:

FOR THE DAFFH PROGRAM MANAGER

DAFFH Program Manager Name

DAFFH Program Manager

(Date)

ACKNOWLEDGED:

FOR FHF REPRESENTATIVE

Name of FHF Representative

Vice President of Community Relations

(Date)

LSF MOU Addendum A

List of References

- a. Title 5 C.F.R. Section 2635.203(b)(1), Standards of Ethical Conduct for Employees of the Executive Branch – Gifts from Outside Sources
- b. Title 5 C.F.R. Section 2635.808, Code of Federal Regulations, Standards of Ethical Conduct for Employees of the Executive Branch – Fundraising activities
- c. 10 USC § 2493 Fisher Houses: Administration as Nonappropriated Fund Instrumentality
- d. 10 USC § 1588, Authority to Accept Certain Voluntary Services
- e. Federal Acquisition Regulation (FAR), Part 7.5, Inherently Government Functions
- f. DoDI 1000.15, Procedures and Support for Non-Federal Entities Authorized to Operate on DoD Installations, October 24, 2008
- g. DoDD 1000.26E, Support for Non-Federal Entities Authorized to Operate on DoD Installations, February 2, 2017
- h. DoDI 1100.21, Voluntary Services in the Department of Defense, March 27, 2019
- i. DoDI 4000.19, Support Agreements, December 16, 2020
- j. DoD 5500.07-R Section 3-201, Joint Ethics Regulation (JER), Official Participation in Non-Federal Entities-Membership, August 30, 1993 (including Change 7 last revised November 17, 2011)
- k. DoD 5500.07-R Section 3-211, Joint Ethics Regulation (JER), Logistical Support for NFE Events, August 30, 1993 (including Change 7 last revised November 17, 2011)
- l. DAFI 34-108, Commercial Sponsorship and Sale of Advertising, January 31, 2023
- m. DAFMAN 34-147, *Department of the Air Force Fisher House Program*, forthcoming
- n. DAFMAN 36-2806, *Military Awards Criteria and Procedures*, October 27, 2022
- o. DAFI 36-3101, Fundraising, October 26, 2022
- p. AFI 34-223, *Private Organizations (PO) Program*, December 13, 2018
- q. AFI 51-506, *Gifts to the Department of the Air Force from Domestic and Foreign Sources*, April 16, 2019

Attachment 17

DAFFH VOLUNTEER STATEMENT OF UNDERSTANDING

A17.1. DAFFH Volunteer Statement of Understanding. The DAFFH Volunteer will execute DD Form 2793 and the DAFFH Volunteer Statement of Understanding certifying their understanding of the roles and responsibilities as a volunteer and to identify volunteer interests.

Figure A17.1. DAFFH Volunteer Statement of Understanding.

	DEPARTMENT OF THE AIR FORCE FISHER HOUSE VOLUNTEER STATEMENT OF UNDERSTANDING
NAME: _____ BIRTHDAY MONTH: _____ AREAS YOU ARE INTERESTED IN HELPING WITH: _____ _____ SPECIAL SKILLS/TRAINING: _____ _____	
MISSION The Fisher House is a "home away from home" for service members, veterans, and their family members. It provides a warm and compassionate environment for families to heal and support each other while receiving medical care. There are over 70 Fisher Houses nationwide and overseas.	
CONFIDENTIALITY Privacy of our guests is of utmost importance to the Air Force Fisher House. As a volunteer, we ask that you respect our guests and not enter any assigned guest rooms. Any and all confidential information pertaining to past, present, and future guests, or persons associated with Air Force Fisher House activities is to be considered privileged and confidential. Disclosure of confidential information to any third party, under any circumstances, without express permission from the Air Force Fisher House Manager is strictly prohibited. Confidential information includes, but is not limited to, all conversations, messages (received or transmitted), resources, contacts, e-mail lists, e-mail messages, and information of, or relating to, our guests, volunteers and staff obtained while volunteering at the Fisher House.	
SOCIAL MEDIA The Air Force Fisher House encourages the responsible use of social media by volunteers. Posting about public events happening at the Air Force Fisher House is permitted and encouraged. If you would like to post a picture that includes any guest, you must obtain a signed consent form from that guest, or the parent of a minor guest, and give it to Air Force Fisher House management prior to posting the images. If you have any doubt about whether or not a post is appropriate, please consult with Air Force Fisher House management prior to posting the image and/or text. A violation of any of these expectations could result in termination of future volunteer opportunities. In addition, management reserves the right to revoke volunteer privileges at any time for any reason deemed appropriate by the Air Force Fisher House management.	
_____ Volunteer Signature	_____ Date
This document is supplemental to DD Form 2793, <i>Volunteer Agreement</i> to outline volunteer roles and responsibilities at the DAFFH.	

Attachment 18

FISHER HOUSE FOUNDATION STANDARDS GUIDANCE.

A18.1. Fisher House Foundation Standards Guidance. The DAFFH shall be attractively furnished, appropriately supplied, clean, and properly maintained. Furnishings, linen quality standards, and decor are established by the FHF as referenced in the following attachment.

Figure A18.1. Fisher House Foundation Standards Policy Letter.



Attachment 19

DAFFH USE OF REGISTERED LOGO

A19.1. Fisher House Foundation Logo Authorization. The following letter serves as a non-exclusive right for the DAFFH Program to utilize the Fisher House Foundation's registered trademark logo (Reg. No 3,611,044).

Figure A19.1. Fisher House Foundation Logo Authorization.

