

# ***Fisher House Guestbook***

## General Information

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### ***Administration Office Hours:***

Our administrative office hours are 8:00 a.m. – 4:00 p.m. Monday through Friday.

### ***Visitors:***

Out of concern for the safety and wellbeing of our in-house families and our staff members, Fisher House guests are not allowed to have visitors at this time.

### ***Guest Rooms:***

Housekeeping staff provides services to guest rooms every week or at check-out, whichever comes first. Guests are responsible for the general daily cleaning of their room. Please do not rearrange the furniture within the guest room. Guest rooms are regularly checked to ensure sanitary and safety standards are being maintained.

Bedspreads, blankets and mattress covers will be laundered by Housekeeping at the end of your stay. Please contact a Fisher House staff member if you need assistance prior to departure.

### ***Guests Who Become Ill During Stay:***

Guests who become ill or shows signs of illness of any kind while staying at the Fisher House must inform Fisher House staff. Fisher House staff will provide additional guidance. The Fisher House will not be used for self-quarantine.

### ***Mask Guidance:***

Refer to posted signage throughout the Fisher House regarding the use of masks while outside the guest room. Guidance may be updated at any time to align with current installation policy.

### ***Parking:***

Fisher House parking passes are provided at check-in and should be displayed on your dashboard at all times to avoid ticketing. Guests may park in the available marked spaces.

### ***House Access:***

For the safety of all guests, please keep exterior doors locked at all times. Please have the room key and/or key card with you at all times. Only authorized guests are allowed access to the Fisher House. For everyone's safety, refrain from opening the doors of the Fisher House to unexpected visitors.

***Quiet Time and Guest Consideration:***

Observed quiet hours are from 10:00 p.m. to 8:00 a.m. Please be mindful of other guests by closing doors gently, keeping TV volume low and tidying up behind yourself. Disruptive behavior, sexual misconduct, abusive demeanor, demands for preferential treatment toward staff and guests are not permitted in the Fisher House.

***Pets:***

Pets are not allowed in the Fisher House. If a service animal is required, please speak with Fisher House management.

***Medical:***

Patients are to be accompanied by a caregiver capable of safely meeting the guests' needs as medical or nursing services are not allowed or provided at the Fisher House. Guests are asked to update Fisher House management on their patient's medical condition weekly. If a patient's treatment is delayed or completed, the guest will be required to check-out.

Medical supplies must be disposed of in a proper container provided by the hospital and/or medical staff. Guest medicines and/or breast milk are not authorized to be stored in the community refrigerator. Small coolers may be provided upon request.

***Lost and Found:***

If you have lost or found an item, please inform a Fisher House staff member immediately.

***Smoking:***

Fisher House is a smoke-free environment and smoking is only authorized in designated areas.

***Illegal Items and Personal Behavior:***

Alcoholic beverages, illegal drugs, tobacco, firearms, weapons, gambling, soliciting, and vending are not permitted in the Fisher House or on the Installation. Disruptive behavior, sexual misconduct, abusive demeanor toward staff or demands for preferential treatment are also not permitted.

***Personal Appliances and Open Flame Items:***

Personal appliances (hotplates, coffee makers, etc.) and open flame appliances (candles, incense, etc.) are not permitted in guest rooms.

***Facility Safety and Repairs:***

Report plumbing or other facility related issues to a Fisher House staff member. If you notice a potential safety hazard please notify a staff member.

***Laundry Room:***

Please reference signage posted in the laundry room for hours of operation and additional information.

### ***Kitchen and Dining Area:***

Hours of operation for the kitchen are from 7:00 a.m. to 10:00 p.m. All meals must be consumed in the kitchen, at the kitchen bar area or in the dining room. It is a shared responsibility to keep the kitchen and dining area clean. When Fisher House staff are not present, it is the guest's responsibility to assist with removing trash.

Guests may purchase groceries to store in the refrigerator(s) and freezer(s); however, space is limited. The refrigerator is cleaned at least twice a week and leftovers and expired food are discarded after 72 hours.

Guests may also use their individually assigned cabinets in the kitchen island for all dry storage.

Guests are advised to use a trivet or hot pad on countertops to avoid damage.

Guests are asked to assist in loading and unloading the dishwasher. Please note that pots and pans should never be placed in the dishwasher.

Guests should always check that all appliances are turned off after use.

Fire extinguishers are located in the kitchen area for emergencies.

### ***Common Areas:***

Common areas are open from 7:00 a.m. to 10:00 p.m. It is a shared responsibility to keep common areas clean and organized. Fisher House guests are required to practice good hygiene by washing hands and/or using the available hand sanitizer frequently.

### ***Outdoor Areas:***

Please do not move lawn furniture and please use caution when operating the outdoor grill. The grill and all tools should be cleaned upon use.

### ***Check-Out:***

Check-out is at 11:00 a.m. Please notify the Manager as soon as you are aware of a departure date and time. Prior arrangements must be made with Management for an after-hours check-out.

Please remove all personal food and drink items from your cabinet and the refrigerator and dispose of any opened products.

If you wish to donate any un-opened products, please inform a staff member and leave in your assigned cabinet and/or refrigerator. Clean and put away any containers that belong to the house.

Guests are responsible for damages they incur to Fisher House Property. Damage to Fisher House property will be assessed and costs will be determined.

We appreciate any comments you may have about your stay with us. Please take a moment to fill out the comment card located in your welcome packet before check-out.

### **Questions, Problems or Suggestions:**

If you have any questions, problems, concerns or suggestions during your stay or about patient care, please speak with Fisher House management.

## **Local Information**

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### **Emergency Procedures:**

A map is located near the entrance of your room door. Please familiarize yourself with the closest exit to your room. In the event of an emergency, proceed to the nearest exit.

Fire Emergency	301-295-0999
Security	202-433-4201
Command Duty Office (CDO)	301-295-4611

If a problem arises with a visitor or intruder, call security immediately.

In the event of a natural disaster, please refer to the following for the most up-to-date information:

Installation Website: <https://www.cnic.navy.mil/Bethesda/index.htm>

Facebook Page: <https://www.facebook.com/NSABethesda>

If you are locked out of the house after normal office hours, please call security for access.

To report urgent maintenance issues after normal office hours, please call the CDO.

### **On-Base and Local Calls:**

Dial the area code + any local number (free of charge).

### **Long Distance Calls:**

Long distance calls can also be made free of charge to any location within the Continental United States (CONUS).

### **Voicemail Instructions:**

To retrieve your messages, please press the envelope icon.

Press 1 to listen to your messages.

Press 7 to delete messages.

Press 9 to save messages.

Press \* to return to the main menu.

Please remember to erase your messages before checking out of your room.

***Internet Access:***

Complimentary Wi-Fi is available by selecting "gowifi" in your settings if an automatic prompt is not generated. Please note that the Wi-Fi connection lasts for 24 hours and then resets.

***Mail:***

If you would like to receive mail during your stay at the Fisher House, please have your mail addressed to:

Fisher House  
24 Stokes Road  
Bethesda, MD 20814  
ATTN: Your Name and Room Number

Our staff will deliver mail to your room. For outgoing mail, the Post Office is located on the first floor of Building 10.

***Pastoral Assistance and Worship Services:***

Please visit *Patient Resources* at <https://walterreed.tricare.mil/> for the most up-to-date information.

***Area Information:***

If you would like to learn more about the local area, we encourage you to visit: <https://www.visitmaryland.org/list/bethesda>