

Commander, Navy Installations Command

FISHER HOUSE PROGRAM



GUEST DIRECTORY

General Information

Administrative Office Hours:

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

Visitors:

Guests are responsible for notifying Management prior to having a visitor. Visitors are allowed in the common areas only and must depart by 9:00 p.m. Guest keys may not be given to visitors for their use. Guests must have prior approval from management if additional family members arrive and need accommodation.

Guest Rooms:

Housekeeping staff provide light dusting, vacuuming, and bathroom cleaning to guest rooms once per 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.

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

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.

Kitchen & Dining Area:

Food and beverage storage and consumption must occur in the kitchen, at the kitchen bar, or in the dining room only. Water may be kept in the guest 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 refrigerators and freezers; 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 in the kitchen area for emergencies.

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 after use.

House Access:

For the safety of all guests, please keep the exterior doors locked. Please have the 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 7:00 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, and demands for preferential treatment toward staff and guests are not permitted in the Fisher House.

Health and Wellness:

Guests who become ill or show signs of illness of any kind while staying at the Fisher House must wear a mask and use sanitizer while in common areas.

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.

Parking:

Fisher House parking passes are provided at check-in and should always be displayed on vehicle dashboards to avoid possible ticketing or towing depending on Installation policy. Guests may park in the available marked spaces.

Pets:

Pets are not permitted in the Fisher House. If you require a service animal, please contact Fisher House management in advance.

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:

Alcoholic beverages, illegal drugs including medicinal prescription marijuana, tobacco, firearms, weapons, gambling, soliciting, and vending are not permitted in the Fisher House or on the Installation.

Facility Safety and Repairs:

Please report any plumbing issues or other facility concerns to a staff member. If you observe a potential safety hazard, notify staff immediately.

Guests with Children:

Children under the age of 18 must be supervised at all times. Babysitting services are not authorized within the Fisher House. Pack-N-Plays are available upon request.

Check-Out:

Check-out is at 11:00 a.m. Please notify Fisher House management as soon as you are aware of the departure date and time. Prior arrangements must be made 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 them in your assigned cabinet and/or refrigerator. Clean and put away any containers that belong to the house.

Guests are responsible for damage they inflict on Fisher House property and costs to repair or replace property may be assessed.

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 checking 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

Emergency Procedures:

A map is located on the back 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.

Emergency	9-911 or 757-953-5777
Security	757-953-7177
Quarterdeck/Officer of the Day (OOD)	757-953-5008
Duty Phone	757-672-2086

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://portsmouth.tricare.mil/>

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

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 Quarterdeck/OOD.

On-Base and Local Calls:

Dial 3 + the last four digits of the extension. It is not necessary to dial the 95 of the prefix.

Long Distance Calls:

Dial 9 + any local number (free of charge). Long-distance service is not available. Phone books are available at the Reception/Computer Desk in the front hallway.

Please remember to delete all 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
853 Fisher Drive
Portsmouth, VA 23708
ATTN: Your Name and Room Number

Our staff will deliver mail to your room. For outgoing mail, the Post Office is in Building 3 on the first floor.

Pastoral Assistance and Worship Services:

For current services, mass or devotions, please call the Chapel at 757-953-5550.