



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT BLISS
1741 MARSHALL ROAD
FORT BLISS, TX 79916

IMBL-MWA

8 DECEMBER 2017

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Standing Operating Procedure (SOP) Reserving and Utilizing Army Community Service (ACS) Family Resilience Center (FRC)

1. GENERAL.

a. Purpose. To establish Standing Operating Procedures (SOP) and guidelines for the use of the ACS FRC, Building 250, Club Road, Fort Bliss, TX 79916.

b. Scope. The provisions of this SOP are applicable to all individuals involved with the use and operation of this facility.

2. OPERATIONS. The operation of the FRC is designed to strengthen the readiness, resiliency and well-being of Soldiers, Family members and DA civilians at Fort Bliss. This facility is envisioned as an administrative hub for Soldier and Family Readiness classes and trainings that are conducted by Army Community Service (ACS). It directly supports Fort Bliss's well-being initiatives by providing full support services to ensure the well-being of the Fort Bliss Community to build the resilience and enhance the performance of every Soldier, Family member and DA civilian.

a. Daily Operations:

(1) Hours of Operation – The FRC is open Monday - Friday from 0730-1630.

(2) FRC is available Tuesday-Thursday for evening use starting at 1630.

(3) During evening use after 1630, the FRC will close NLT 2000.

b. Closed on all Federal Holidays and weekends.

3. RESPONSIBILITIES.

a. The FRC will be the overall responsibility of the ACS Director, supported by the FRC Facility Manager.

b. It is the responsibility of the FRC Facility Manager to implement and enforce this SOP.

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c. It is the responsibility of all Fort Bliss employees, Family Readiness Group (FRG) leaders/members, and military units utilizing the facility to follow this SOP.

d. It is the responsibility of all facility users to check in with a FRC staff member to do a walk through prior to usage of the facility to ensure the cleanliness of the room(s) used. If there are any deficiencies in the room(s) it must be annotated on the building check-in sheet prior to usage of the room. The check-in sheet will then be signed by the facility user. Upon completion, a FRC staff member will check for any damages and to ensure the room is clean and all furniture is returned to its original configuration. All equipment issued (projectors, extension cords, speakers, etc) will be turned in. The facility user must be cleared by the FRC staff before leaving the facility.

e. Children will not be left unattended and unsupervised at any time but will be under the care of their parent(s) while in the FRC during a FRG meeting or general use of FRC.

4. PROCEDURES.

a. Facility Use. The FRC is available for Soldier, Family member, DA civilian trainings and classes provided by ACS and as requested by Commanders in support of their unit Deployment Cycle Support to their Soldiers and Family members. Family Readiness Groups may use the FRC for meetings and trainings. Unofficial and personal usage by outside organizations deemed non-mission essential to the purpose of the use of the FRC is not authorized, i.e., non-federal entities, private organizations, change of command, receptions, and graduations. Fundraisers and exchange of money is not authorized in the FRC.

b. Classroom Capacities.

(1) User will not exceed maximum capacity:

<u>Room</u>	<u>Capacity</u>	<u>Room</u>	<u>Capacity</u>
115 A	20	Adobe	80
115 B	20	Downstairs	40
116	20	Dining Room	30
140	20	Kitchen	15

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(2) Groups wishing to use this facility should submit requests no later than 30 days in advance of the function by calling 569-5500.

(3) Rooms can be reserved no earlier than 30 days in advance of event.

c. Cancellation Policy.

(1) Due to the high demand for the FRC, it is important that all scheduled classes and meetings be cancelled in a timely manner. No shows and cancellations will be tracked and a report sent to the ACS Director through the Facility Manager of FRC.

(2) Cancellation of use of FRC will be submitted by the person who scheduled the event as soon as possible by calling 569-5500.

(3) Cancellation of FRC does not include cancellation of childcare. If childcare was scheduled it must be cancelled by contacting the CYSS point of contact.

d. Conditions.

(1) The Commander, Commander's designee or a responsible organization individual will sign for the facility room(s) on the Room Check-In Sheet, and assume all liability for incidents that may occur on the property during the time of usage. In addition, at the beginning of each function, a responsible person must familiarize the participants with fire exits and egress routes as a safety measure and ensure exit doors (that use a key) are unlocked. Each room contains a layout of the nearest emergency exits and a room layout with its maximum capacity. It is the responsibility of the person signing for the room to ensure that the maximum capacity of the room is not exceeded.

(2) Upon arrival a walk-through of room(s) reserved will be provided, as well as instructions on how to operate specific equipment. Upon completion, a walk-through of the room(s) will be conducted by a FRC staff to ensure the room has been returned to its original condition: tables and chairs wiped clean, chairs neatly arranged and pushed under tables, all trash placed in bags and deposited in trash containers outside. Floors will be swept and any spills will be cleaned immediately to avoid stains on floor, and all items will be accounted for. Rooms with carpeting will be vacuumed and any stains on the carpet removed immediately. Stains on carpets that are unable to be removed and become permanent and require additional cleaning, a maintenance fee will be incurred

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to the unit/organization using the room(s). Cleaning supplies are provided by FRC, located in the Janitor Room.

(3) Taping, nailing or stapling items to the walls is prohibited.

(4) Use of glitter is prohibited.

(5) If you are doing craft projects, tables and floor (if applicable) will be covered to ensure markers, ink, or paint do not bleed through to the tables or floor.

e. Damages

(1) Any item(s) unaccounted for or damaged will be duly noted by the FRC staff member and reported to the Facility Manager. The unit/organization is liable for incidents or damages that may occur which will result in a maintenance fee, or missing items replaced accordingly.

(2) Those item(s) not accounted for or damaged will be recorded on a DA Form 4697, Department of the Army Report of Survey, and documents will be sent up the Chain of Command.

f. Alcohol. The use and or consumption of alcoholic beverages are prohibited in the FRC.

g. Food. The use of food in this facility is permitted ONLY in areas that are NOT CARPETED, i.e., lobby, hallways, downstairs, dining room.

h. Kitchen Use. Use of kitchen is available Monday-Friday during normal business hours only and in the evenings Tuesday-Thursday beginning at 1630 and ending at 2000. Kitchen is not available for use on weekends unless it is a cooking class open to all Soldiers, Family members and DA Civilians of the Fort Bliss and surrounding community; hosted by Army Community Service and/or another supporting organization and will only be held on a Saturday if weekend use is requested. Kitchen cannot be used for personal use or private functions that are considered personal gain which is misappropriated use of an Appropriated Funded facility. **Use of the kitchen requires onsite supervision by a paid staff employee during non-business hours, when applicable.

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i. Kitchen Care. Items in kitchen are available for use and must remain in the kitchen at all times. Stove top, oven and microwaves only are available for use. Use of the fryer, steamer, and grill will not be available. Kitchen and all cookware and utensils must be cleaned and put up at the end of each use. Counters, sinks, stove, oven, and microwave will be wiped down. Floors will be swept and mopped, if needed. All trash will be removed from trash bin and place in dumpsters outside.

j. Child Care. Short Term Alternative Child Care (STACC) is available for FRG meetings and deployment cycle support briefings.

(1) The STACC requires coordination between the unit and the CYSS office.

(2) A reservation for childcare does not guarantee a reservation at FRC.

(3) The CYSS STACC policy for children is in effect during the use of this building. It is the responsibility of the parent/guardian to control children and make sure they are supervised at all times if they are not utilizing the STACC. Failure to comply with this policy will result in dismissal from the building.

5. **FACILITY MANAGER.** The Facility Manager, Carmen Rohena-Pastrana, reserves the right to disapprove the use of the facility for causes outlined in this SOP.

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CARMEN ROHENA PASTRANA
SFAC Director, Army Community Service
FRC Senior Supervisor