

**STANDARD OPERATING PROCEDURE
FOR
ARMY COMMUNITY SERVICE
FAMILY RESOURCE CENTER**

1. **Purpose:** This Standard Operating Procedure (SOP) establishes guidance and applicability for the use and operation of the Army Community Service (ACS), Family Resource Center (FRC), 1501 William C. Lee Road, Fort Campbell, KY.

2. **References:**

- a. AR 215-1, Military Morale, Welfare, and Recreation Programs and Nonappropriated Fund Instrumentalities, 24 September 2010.
- b. AR 608-1, ACS Program, 19 October 2017.
- c. TB MED 530/NAVMED P-5010-1/AFMAN 48-147_IP, Tri-Service Food Code.
- d. Army Directive 2019-17 (Changes to Soldier and Family Readiness Group Program).

3. **General:** The ACS, FRC is designed to strengthen the readiness and well-being of Soldiers and their Family members at Fort Campbell. The facility is envisioned as the administrative hub of Soldier and Family Readiness programs that are conducted by the Directorate, Family and Morale, Welfare and Recreation (DFMWR), and ACS. The FRC directly supports "The Best Soldier and Family Experience" initiatives by providing a unique culture, fostering a sense of community and building and sustaining readiness and resiliency among Soldiers and Family members. The FRC is a tremendous community asset as the sole facility designed to support Soldier and Family Readiness Groups (SFRGs), within the 132 county area of responsibility surrounding Fort Campbell.

4. **Responsibilities:**

- a. Lead Agency for Soldier and Family Readiness is the DFMWR, ACS.
- b. The ACS Chief develops, establishes, implements, and enforces this SOP.
- c. FRC staff are the primary conduit in which services provided to Families as described within the FRC SOP are acknowledged.
- d. All customers reserving a room or equipment at the FRC will read, understand,

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and adhere to this SOP prior to submitting a signed room reservation request form.

5. Execution:

a. Usage:

(1) The Unit Commander, Family Readiness Support Assistant (FRSA), Soldier and Family Readiness Liaison (SFRL) or SFRG Leader requesting to use the FRC and/or equipment, must submit a signed room reservation request to the FRC Reception desk; not earlier than 90 days but not less than 14 days in advance of the event in order to book a room, pending availability. (See Encl 1: ACS, FRC Room Reservation Request).

(2) Customers will ensure rooms are returned to the original layout configuration with tables uniformly placed per the layout, (See Encl 3), chairs neatly arranged and pushed under tables, (Please pick up tables and chairs DO NOT drag them), all tables and surfaces wiped down, all trash placed in bags and removed to the waste management receptacle located directly outside of the FRC. Spills, etc., on carpeted flooring (Room 140 only) will be cleaned immediately to avoid stains, tile flooring and polished concrete will be swept and mopped (plain water only), room dividers returned to their original position. All cleaning supplies can be found in the kitchen or individual classrooms. The kitchen area (if used) cleaned to include: dishes washed, dried and placed in cabinets, vinyl flooring swept and mopped, counters and appliances cleaned and any automation used will be returned to the FRC staff, any damages are reported to a FRC staff member promptly. (See Encl 2).

(3) The FRC manager reserves the right to reassign space due to scheduling based on the prioritization of usage. Functions are not permitted to run over the specified time. An FRC representative will inform POC about any space reassignment.

b. FRC Usage Prioritization:

(1) SFRG meetings. If the FRC is booked with events that do not allow an official SFRG meeting to occur, as funds are available the FRC staff will provide the SFRG with a statement of non-availability. The statement of non-availability allows the FRG to coordinate room space in one of the following MWR facilities: Joe Swing, Cole Park Commons (CPC), Smokehaus Restaurant, or Artillery Grille. The FRC has "first right of refusal" before the SFRGs can utilize the MWR facilities listed for official meetings if there is enough space at the FRC for their function to occur.

Caveat: The following events have FRC reservation priority over the SFRGs regular meetings:

(a) 1st Wednesday of each month- United States Army Garrison (USAG) Information Exchange (daytime only).

(b) Every Thursday - Soldier and Family Newcomer Orientation (daytime only).

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(c) 2nd Wednesday of each month - Eagle Remembrance Ceremony (Inclement Weather Plan).

(d) Pre-deployment and/or RESET briefings.

(e) ACS Certification classes.

(2) General use is prioritized as follows:

(a) Installation Agency Programs (*only if it does not interfere with SFRG usage*).

(b) Official Installation Functions (*must be Family or SFRG related*).

(c) Authorized Private Organizations of Fort Campbell (*must be Family or SFRG related, example; Scouting, Fort Campbell Spouses' Club, USO*).

c. Room Capacities: (set per Fort Campbell Fire Code):

<u>Room</u>	<u>Table Seating</u>	<u>Theater seating (no tables; chairs only)</u>
Classroom A and C	150 each	200 each
Classroom B	120 each	200 each
Conference Room	40 each	75 each
Dining Room	40 each	75 each
A, B, & C combined		600 total

d. Equipment available for use only within the FRC:

All equipment listed is based on first come first serve availability.

- (1) Tables and Chairs.
- (2) Podiums and Sound System.
- (3) Overhead projectors and screens.
- (4) Laptop computers.
- (5) Kitchen utensils, pots, pans, refrigerators, and freezer.
- (6) Hand carts.
- (7) Ice machine.

e. Miscellaneous:

(1) A 48 hour cancellation notice is required and will only be accepted from the customer who signed the room reservation request form or the commander listed on the reservation form.

(2) Prior to room(s) usage, the customer must familiarize all participants with fire exits and egress routes, the location of fire extinguishers, and ensure that all exit doors are accessible and not blocked.

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(3) Nails, tacks, staples, or taping of items on the walls are not allowed. Missing items must be replaced accordingly. No confetti of any type is to be used.

(4) Open flames are not authorized within the FRC per the Fort Campbell Fire Code (example, birthday cake candles).

(5) Businesses may not advertise or participate in events conducted at the FRC. Attendance by a business for the MWR Newcomers Fair held weekly in the FRC is coordinated through the DFMWR Commercial Sponsorship Office at 931-561-0021.

(6) Fundraising is not allowed in the FRC building or on the surrounding grounds.

(7) All customers wishing to use the Resource Room must sign in at the front desk. Computer and copier usage in the Resource Room is for SFRG related materials ONLY, no other use is allowed. Only 25 copies per original can be made on the copiers. All information must and will be deleted from the Resource Room computers. No sensitive/classified materials allowed.

(8) Normal building hours of operation are 0730-1600 Monday through Friday; after-hours and weekend use is available upon request. Commanders, Soldiers E-5 or above or Department of the Army (DA) Civilian employees will sign for a facility key from an FRC key custodian for after-hours or weekend events when an ACS employee is not regularly scheduled to work, providing a signed room reservation is on file in accordance with (IAW) this SOP. Keys must be returned the following day by 0900, weekend usage by 0900 the following Monday.

(9) Parties are not permitted in the FRC building or on the surrounding grounds except for the month of December for holiday parties. Each Brigade, Separate and Tenant units will have one-day and one-evening time slot to conduct their holiday party, which will be drawn on the first workday in October each year. Timeslots left after the drawing will be open on a first come first serve basis. Units will be notified of their date via email and available at the October Information Exchange.

(a) Commanders may conduct SFRG pot lucks in order to foster unit camaraderie and esprit-de-corps, a valuable part of Family well-being and readiness.

(b) Decorations are not authorized to be hung anywhere in the FRC.

f. Alcohol: Normally the consumption of alcoholic beverages is not permitted in the recreational facilities on Fort Campbell. However, in accordance with AR 215-1 chapter 10,10-2(f) the consumption of alcoholic beverages in recreation centers is permissible upon written approval of the Garrison Commander. Exceptions to this policy have been granted to similar groups in the past.

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(1) A written request must be submitted through the Chain of Command to the Garrison Commander or his designated representative for approval. The FRC Facility Manager will receive and forward these written requests no later than 30 days from the event in order to allow ample time to process through the Chain of Command for approval.

(2) The Unit Commander will ensure appropriate controls are in place in order to prevent endangering Soldiers or surrounding communities. If approved by the Garrison Commander or his designated representative, the following requirement must be addressed within the written agreement. "In accordance with AR 215-1, Chap 10-2 f. only malt beverages and wine may be consumed, no distilled spirits".

(3) Alcoholic beverages must be purchased from an MWR service provider.

(4) The FRC manager will forward FRC usage requests outside the parameter of this SOP to the Garrison Commander for final adjudication/approval. All requests of this nature must be an official memorandum signed by the unit's senior commander and accompanied by a FC Form 6. These requests must be received by the FRC Facility Manager in sufficient time as to process through the Chain of Command and arrive at the Garrison Commander no later than 30 days from the event.

g. Food: The use of food in this facility is permitted when stated restrictions are met:

(1) The FRC (when available) will be considered for functions over 600 attendees. Units wishing to use Unit Funds must contact the MWR Unit Funds Officer. If an MWR catering facility cannot satisfy your food and beverage requirement, a non-availability statement may be issued by the Business Operations Division (BOD). Once the unit has the non-availability statement, an outside catering or food service establishment may be used.

(2) If any unit brings in food without a statement of non-availability the unit can lose FRC privileges for up to six months.

h. Child Care: Kids on Site (KOS) childcare is available with coordination with Child and Youth Services (CYS). The cost of childcare will depend on the type of care provided. The unit may incur a fee or Families may be able to use their deployment benefits. KOS is not free for events such as welcome home gatherings and/or private functions.

(1) Childcare coordination is between the unit representative and the KOS office; to schedule childcare call 270-956-4381 or cell 931-216-8205.

(2) Children must be registered with CYS.

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(3) Children not placed in KOS childcare must remain in the room with their parent and cannot be left unattended.

(4) Parents are not allowed to leave the FRC while their children are being attended by KOS staff within the FRC.

6. **Point of Contacts:** Chief, ACS, Karen R. Milner, karen.r.milner.civ@mail.mil, 270-798-5371 and ACS, FRC Facility Manager, Kim M. Hooks, kim.m.hooks.civ@mail.mil, 270-798-3843.

Encl



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Encl 1 ACS, FRC Room Reservation Request
Encl 2 ACS, FRC Room Sign In/Sign Out Checklist
Encl 3 ACS, FRC Standard Room Layout

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Encl 1: ACS, Family Resource Center Room Reservation Request

Room(s) Requested: _____ Date of Event: _____
Date Room Booked: _____ FRC Staff Initials: _____
Date Room Cancelled: _____ FRC Staff Initials: _____
Start Time of Event: _____ End Time of Event: _____

Number of people Attending Event: _____

Type of Event: _____

Catered Event: _____ Statement of Non-Availability _____
(i.e., FRG Meeting, SFRG Pot Luck, Briefing, Event, etc...)

Unit: _____
(Please Print)

Unit Commander's Name: _____
(Please Print)

Unit Commander's Phone #: _____
(Please Print)

Customer Requesting Room(s) _____
(Please Print)

Customer's Telephone #: _____
(Please Print)

Equipment Needed: _____
(Laptop, Microphone, Hand cart, Projector, Portable Screen)

(Signature of Customer requesting room(),
represents they have read and understand the FRC SOP)

(CHECK IN: Date, Time & Customers signature represents receipt of room(s) / equipment from
ACS)

(CHECK OUT: Date, Time & Staff member signature represents receipt of room(s)/equipment
from customer)

SPECIAL EVENT APPROVALS REQUIRED

Date Garrison Commander or Designated Representative (Form 6 Approval)

Encl 2: FRC Room Sign In/Sign out Checklist

- ☐ Conduct a pre-inspection/usage briefing of all areas to be utilized.
- ☐ Identify room deficiencies in space provided below to include but not limited to: broken furniture, stains (carpet, walls, tables and floor), debris, room temperature, room configuration, missing equipment (needed for event), etc.

Sign Out Checklist:

- ☐ Return room to its original configuration to include: aligning tables and chairs, placing chairs neatly under tables (do not drag tables and chairs) (see Encl 3 FRC Standard Room Layout).
- ☐ Carpet must be vacuumed (Room 140), floors swept and mopped (**plain water only**).
- ☐ Trash cans must be emptied and trash placed in Trash/ Cardboard container located behind the FRC. Replace trash bags. (**All cleaning supplies located on maintenance carts in kitchen**).
- ☐ Spills must be cleaned immediately to avoid staining. Use **plain water only** on tile and polished concrete).
- ☐ All tables and surfaces will be wiped down.
- ☐ ALL room dividers returned to their original position if moved.
- ☐ Remove all items brought when event has concluded.
- ☐ Kitchen area (if used) dishes washed, dried and placed in cabinets, floor swept and mopped, counters wiped, appliances wiped and all food brought in removed from the refrigerator and accountability for all items entrusted to the function point of contact.
- ☐ All borrowed equipment returned to front desk (unless weekend, return with key).
- ☐ If lobby or bathrooms are used ensure area is generally clean and toilets have been flushed.
- ☐ Conduct a final walk-thru of used areas with FRC front desk or available FRC staff member.

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Deficiencies Noted:

Patron Signature _____ Sign In Time _____

Patron Signature _____ Sign Out Time _____

FRC Staff Signature _____

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Encl 3: ACS, FRC Standard Room Layout

