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Installation Management Command
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IMCOM G9 Business and Recreation

**INSTALLATION MANAGEMENT COMMAND (IMCOM) G9
STANDARD OPERATING PROCEDURE (SOP)
24/7, UNSTAFFED, and UNMANNED, PHYSICAL FITNESS CENTERS**

History. This is the first edition of this publication.

Applicability. The administration of systems, applications and data in this SOP applies to all organizational elements, and supported organizations that support IMCOM G9 Physical Fitness Centers (PFCs). Non-compliance impacts internal controls, financial reporting, and accreditation, which affects programming, planning, budgeting and execution.

Proponent and exception authority. The Office of Primary Responsibility (OPR) for this SOP is IMCOM HQ G9 Business and Recreation (BR). The OPR has the authority to approve exceptions or waivers consistent with controlling law, regulations and command policies. The proponent may delegate this approval authority, in writing. Activities may request a waiver by providing justification that includes a full cost benefit analysis and must include formal review by the activity's legal officer. All waiver requests must be endorsed by the garrison commander or senior leader of the requesting activity and forwarded through their higher headquarters to the SOP proponent.

Supplementation. Supplementation of this SOP is prohibited without prior approval from IMCOM HQ G9 Business and Recreation Programs, 2455 Gun Shed Road, Joint Base San Antonio, Fort Sam Houston, TX 78234-7664.

Suggested improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to IMCOM HQ G9 BR, 2455 Gun Shed Road, Joint Base San Antonio, Fort Sam Houston, TX 78234-7664.

Distribution. Distribution of this publication is available in electronic media only and is located in the IMCOM G9 SOP Document Library at:
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Section I – Introduction

1-1. History. This is the first edition of this publication.

1-2. Purpose.

a. This SOP provides IMCOM responsibilities and procedures for implementation, administering and operation of 24/7, unstaffed or unmanned Physical Fitness Centers (PFCs). The intended audience is IMCOM Directorate Family and Morale, Welfare and Recreation (FMWR) personnel, IMCOM G9 BR personnel and applicable garrison staff.

b. This publication supersedes all previous documents addressing the implementation, administration and operation of 24/7, unstaffed or unmanned operations of PFCs.

1-3. Scope. This SOP is applicable to all IMCOM Directorates (IDs), IMCOM garrisons, and supported organizations utilizing PFCs. Exceptions will be considered only under special local conditions and requested in writing. Requests for exemptions will be routed through IMCOM G9, Business and Recreation Programs.

1-4. References. See Appendix A.

1-5. Records Management.

a. Records created as a result of processes provided in this SOP shall be identified, maintained, and disposed of according to Army Regulation (AR) 25-400-2, The Army Records Information Management System (ARIMS), and Department of the Army Pamphlet (DA PAM) 25-403, Guide to Recordkeeping in the Army.

b. Record titles and descriptions are available on the ARIMS website (<https://www.arims.army.mil>).

Section II – Responsibilities

2-1. Commanding General, IMCOM. Oversees and provides guidance for the administration of IMCOM PFCs.

2-2. HQ, IMCOM G9 Director.

a. Responsible for management and oversight of PFCs operations on behalf of the IMCOM CG.

b. Ensures IMCOM HQ G9 BR provides proper procedures and processes to deliver effective and efficient FMWR programs and services that support Army priorities.

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c. Ensures approval and communication of all revisions and updates to policies, guidance, and procedures for IMCOM HQ G9 PFCs among:

- IMCOM Directorates
- HQ IMCOM Staff Directorates
- HQ IMCOM HQ G9 Divisions

d. Ensures annual review, monitoring, and evaluation of IMCOM HQ G9 PFCs for proper internal control procedures.

2-3. HQ, IMCOM Business and Recreation.

a. Ensure an annual review of the standard operating procedures (SOPs) and internal and external stakeholder recommendations are incorporated.

b. Ensure appropriate division program managers act as subject matter experts and represent areas of responsibility related to IMCOM HQ G9 PFCs support of operational requirements and performance measurement.

c. Ensure coordination in the development of training, and enable access to training assets in support of user learning requirements.

d. Enable reach back and remote support for the implementation, update and utilization of IMCOM HQ G9 PFCs.

e. Ensure coordination for approval by Director, G9, of all revisions and updates to policies and guidance for IMCOM HQ G9 PFCs.

2-4. IMCOM Directorates (ID).

a. Ensure engagement of Senior Commanders (SCs), tenant units and garrison commanders (GCs) in the support and administration of IMCOM HQ G9 PFC.

b. Support the participation of appropriate ID and/or garrison personnel as necessary to review, monitor, and evaluate PFCs.

c. Support on-site evaluation and assessment of internal controls IAW AR 11-2.

2-5. IMCOM Garrison Commanders (GCs) / Garrison Managers (GMs).

a. Provides support as coordinated by HQ IMCOM G9 BR, in support of 24/7, unstaffed or unmanned PFCs operations.

b. Ensure utilization of this SOP to standardize PFCs 24/7, unstaffed or unmanned

program.

- c. Support the participation of appropriate garrison personnel as necessary to review, monitor, evaluate and support PFCs requirements.
- d. Support on-site evaluation and assessment of internal controls IAW AR 11-2.
- e. Support recurring assessment(s) to monitor compliance and identify risks for remediation, in accordance with Federal, DOD, and Army policies.
- f. Forward request for interpretation of this publication to HQ, IMCOM G9 BR.

2-6. Garrison Directors of Family and Morale, Welfare and Recreation (DFMWRs).

- a. Provides management oversight and guidance on all aspects of the IMCOM HQ G9 PFCs to include budget, policies, implementation and integrating the requirements of the IMCOM HQ G9 PFCs in all aspects of MWR operations.
- b. Support the attendance and participation of appropriate garrison personnel in Working Groups to review, monitor, and evaluate IMCOM HQ G9 PFCs.
- c. Ensure FMWR programs and activities compliance with internal controls IAW regulations, policies and procedures by administering IMCOM HQ G9 PFCs.
- d. Participate in central procurement initiatives for all FMWR programs and activities to sustain operational standards, capabilities and efficiencies.
- e. Ensure personnel complete evaluations for provided training to measure learner proficiency and delivery efficacy.
- f. Ensure tenant units, managers, and customers understand the benefits and requirements of IMCOM G9 PFCs.
- g. Ensure resources and support are provided to garrison FMWR programs and activities in the planning and execution of IMCOM HQ G9 PFCs.
- h. Forward request for interpretation of this SOP to IMCOM HQ G9 BR and in coordination with IMCOM Directorate policies.

2-7. Managers / Supervisors.

- a. Report to garrison Director, Family, Morale, Welfare and Recreation (DFMWR) the results of participation of 24/7, unstaffed and unmanned operations.
- b. Maintain a close working relationship with garrison personnel, including but not limited to the PFCs in support of MWR.

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- c. Ensure attendance and participation in Working Groups to review, monitor, and evaluate IMCOM HQ G9 PFCs.
- d. Ensure FMWR programs and activities administer IMCOM HQ G9 PFCs IAW standards and internal controls.
- e. Ensure review and analysis is conducted on a recurring basis, utilizing IMCOM HQ G9 PFCs reports and data to support key decision-making.
- f. Participate in central procurement initiatives for all FMWR programs and activities to sustain operational standards, capabilities and efficiencies.
- g. Identify and coordinate training to support IMCOM HQ G9 PFCs at all levels in maintaining proficiency and fully utilizing PFC.
- h. Ensure personnel complete evaluations for provided training to measure learner proficiency and delivery efficacy.
- i. Ensure customers and FMWR personnel understand the benefits and requirements of IMCOM HQ G9 PFCs.
- j. Forward requests for interpretation of this SOP through respective ID to HQ IMCOM G9.

Section III – Program Processes

3-1. 24/7, Unstaffed and Unmanned PFC Defined.

- a. 24/7 is defined as a PFC that has staffed operating hours and after the staffed hours the PFC still operates 24 hours a day, 7 days a week with controlled access.
- b. Unstaffed and Unmanned is defined as a PFC that operates without staff. The hours can be limited or operate 24 hours a day, 7 days a week.

3-2. 24/7, Unstaffed and Unmanned PFC Funding.

- a. The Department of Defense (DOD) standard is to operate and staff the main PFC at a minimum of 90 hours per week. The Department of Army (DA) standard is to operate and staff the main PFC >100 hours per week, with no less than 90 hours per week. Funding will be adjusted to operating reduced hours.
- b. Garrison requirements above the DOD and DA standard of 90 hours a week are the responsibility of the Garrison to resource within annual operating budgets. No additional APF (UFM) funds will be authorized by IMCOM G9.

3-3. 24/7, Unstaffed and Unmanned Procedures.

a. Garrisons requesting to operate 24/7, unstaffed or unmanned PFCs must request through their Garrison DFMWR to their ID Recreation Representative, to the HQ IMCOM G9 Chief of Sports, Fitness and Aquatics. The memorandum must include justification and location of the PFC.

b. The PFC will install surveillance cameras to record activities during 24/7, unstaffed and unmanned hours in adequate quantities to cover authorized areas. The surveillance cameras must be independent from the access system. Recommend to have battery backup in case of power interruption. Monitoring of the surveillance system must be in the fitness center and recommend linking the Installation Operations Center or DES Watch Desk to ensure monitoring during 24/7, unstaffed and unmanned operations.

c. The PFC will install a controlled access system utilizing the Common Access Card and enable security monitoring of authorized users during unstaffed operating hours. Access data system must have capability to record date/time of entry with video recording of access. Common Access Cards are registered monitoring system database to validate authorized users. Non register users are not authorized access. All new projects must utilize RecTrac as the system of record.

d. The PFC staff will lock and mark restricted areas that are not available for 24/7, unstaffed and unmanned use.

e. The PFC staff will perform a site survey of the 24/7, unstaffed and unmanned access area for any medical emergencies and follow a checklist for equipment inventories and damage assessments first thing during manned operations

f. Any significant subsequent project additions, deletions, deferments, or modifications on 24/7, unstaffed and unmanned projects, after IMCOM BR approval, will be reported to IMCOM G9 BR.

g. The PFC staff will inform patrons of 24/7, unstaffed and unmanned hour operations and provide information pertaining to access and privileges.

h. The PFC staff will provide registrant with safety orientation of 24/7, unstaffed or unmanned access and ensure CAC/ID card is fully functional after the Release of Liability Form has been signed. The orientation must include emergency procedures to include exiting the PFC in case of an emergency situation such as fire or power outage. In case of fire the patrons, may come back inside after emergency services notifies management and determines the PFC is clear and safe to enter. The orientation will instruct, phone usage and , emergency phone numbers location. There must be one phone three feet from the ground in case patron cannot stand to call. Automated External Defibrillator (AED), first aid kit location and usage during 24/7,

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unstaffed and unmanned operations included in the orientation..

i. Each registrant is required to fill out and sign a Release of Liability Form before use of 24/7, unstaffed and unmanned access will be granted. The Release of Liability Form must be reviewed IAW AR 215-1, paragraph 13-17 by installation SJA offices to ensure compatibility with state and local laws or the provisions of any applicable international laws, customs, or treaties or agreements and cover rules during 24/7, unstaffed and unmanned access.

j. Release of Liability Form must state the following.

(1) I will register my Common Access (CAC)/ ID Card and sign this form prior to accessing the Physical Fitness Center during unmanned hours.

(2) All current authorized patrons defined in AR 215-1, Army Military Morale, Welfare, and Recreation (MWR) Programs, approved by the installation Commander, and over the age of 18 (Active Duty can be 17) may access the PFC during unmanned hours. By accessing the facility, I agree to report and misuse, abuse, or violations of policies to the Military Police and the PFC staff.

(3) I am not permitted to have guests in the facility during 24/7, unstaffed and unmanned hours.

(4) There will be no supervision or assistance during 24/7, unstaffed and unmanned hours and I am expected to behave in accordance with military rules and standards. Surveillance cameras will record activities within the PFC during unmanned hours. Violations of policies will not be tolerated. As the sponsor, I am responsible for the conduct of my dependents.

(5) I will swipe my CAC/ID card for entry, and my entry will be logged in the RecTrac database. If I am in the facility when 24/7, unstaffed and unmanned operating hours cease, I will exit the facility and swipe back in for accountability.

(6) Holding or propping the door open is strictly prohibited and will result in immediate loss of my privilege. Sharing my CAC/ID card is considered theft of services and will be prosecuted.

(7) For safety and security, I will ensure the door securely closes following my entry. All other doors will remain closed unless needed for an emergency.

(8) Areas that are not available for use will be locked or clearly marked as restricted.

(9) I will not partake in horseplay or other conduct that may jeopardize others or my safety.

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(10) Equipment must remain inside the PFC and will not be taken outside of the facility under and circumstances.

(11) I will identify and assess potential risks before engaging in any activity and will take reasonable precautions to mitigate risk of injury, including exercising with someone or using cardiovascular, weight, or selectorized equipment. Patrons are highly encouraged to use the buddy concept.

(12) A spotter is strongly recommended when using free-weight bars. If a spotter is not available, a power cage will be used. Additionally, I understand it is highly recommended not to exercise above my training limits and experience.

(13) In the event of a Natural Disaster, Major Accident, CBRNE incident or active shooter, I will execute lockdown or evacuation procedures, whichever is warranted for the incident at hand. The highest ranking member will take charge during lockdown situations and proceed to contact his/her Unit Combatant Command for further instruction.

(14) Violation of the Release of Liability Form could result in loss of my privileges and subject me to further discipline.

(15) Ropes shall not be climbed without another person present.

k. Assumption of Risk of Injury and Waiver of Claims:

(1) In consideration of access to the PFC and use of the exercise equipment and facilities provided by PFC, the execution of this agreement, I accept and assume full responsibility for any and all injuries, damages (both economic and non-economic), and losses of any type, which may occur to me, and I hereby fully and forever release and discharge the PFC, United States Army and United States Government, its insurers, employees, officers, directors, and associates, from any and all claims, demands, damages, rights of action, or causes of action, present or future, whether the same be known or unknown, anticipated, or unanticipated, resulting from or arising out of the use of said equipment and facilities. I expressly agree to indemnify and hold the Physical Fitness Center, the United States Government harmless against any and all claims, demands, damages, rights of action, or causes of action, of any person or entity, that may arise from injuries or damages sustained by me. I agree to be solely responsible for safety and well-being of myself.

(2) I understand that the PFC does not provide supervision, instruction, or assistance for the use of the facilities and equipment during 24/7, unstaffed and unmanned hours.

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(3) I agree to comply with all rules imposed by the PFC regarding the use of the facilities and equipment. I agree to conduct myself in a controlled and reasonable manner at all times, and to refrain from suing any equipment in a manner inconsistent with its intended design and purpose.

(4) I understand and acknowledge that the use of exercise equipment involves risk of serious injury, including permanent disability and death.

(5) I understand and agree that the PFC is not responsible for property that is lost, stolen, or damaged while in, on, or about the premises.

(6) I understand and agree that my use of the facilities and equipment is only to be undertaken on my own personal time, and that my use of the facilities and equipment is not within the course or scope of my employment.

(7) Pre-existing medical conditions:

(a) I represent that I am in good physical health and have no symptoms, medical conditions, impairments, or diseases that might be aggravated, worsened, or induced by my intended use of the PFC. If I have any health or medical concerns now or after I register, I will immediately discontinue my use of the PFC until I am cleared for physical activity by a physician. I agree not to engage in a use of the PFC that will result in self-injury.

l. Each patron is required to swipe their CAC for entry and secure the door so the next patron can swipe their CAC for entry.

m. Patrons are highly encouraged to exercise with someone. A spotter is required when using free weight bars.

n. Violation of the rules outlined in Release of Liability Form will result in loss of privileges.

o. Proponent. IMCOM HQ G9 Business and Recreation is the proponent for this SOP. POC is Mr. Mark Juliano, comm: 210-466-1337, (DSN: 450); email: mark.n.juliano.naf@mail.mil.

JAMES J. LOVE
Chief Business and Recreation
IMCOM G9

Appendix A
References

Department of Defense Instruction (DODI) 1015.10, Military Morale, Welfare, and Recreation (MWR) Programs

AR 215-1 Military Morale, Welfare, and Recreation Programs and Nonappropriated Fund Instrumentalities, 24 September 2010