



**U.S. Navy Fisher Houses  
Commander, Navy Installations Command**

**Standard Operating Procedures  
Camp Lejeune**

**Operations**

**21 October 2011**

# COMMANDER, NAVY INSTALLATIONS COMMAND

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## Lejeune Operations

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**Section 1 – General Information**

**1-1 Purpose**

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This Standard Operating Procedures (SOP) was developed to provide guidance on the following operational procedures: Guest After Hours Arrivals, Emergency Procedures, Facility Maintenance and Manual Operations. The procedures contained in this guide follow the policy guidelines set forth by SECNAVINST 7010.8A, Establishment, Management, and Control of the Fisher House Program, 14 Jul 05.

**1-2 Background**

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The purpose of this SOP is to develop and implement written procedures that ensure proper procedures are followed during emergencies, operating/non-operating hours, system outages and facility maintenance to support the mission of the Fisher House (FH). The SOP assigns responsibilities for implementation and applies to the local FH and is consistent with the FH instruction and other applicable guidance.

**1-3 References**

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- a. SECNAVINST 7010.8A, Establishment, Management, and Control of the Fisher House Program, 14 Jul 05

**Section 2 –After Hours Arrivals**

**2-1 Fisher House Guest Arrivals after 1600**

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- a. Lodging arrangements and instruction on check-in procedures are made by Fisher House Staff with the guest. The following information is provided to the Officer of the Day (OOD), Naval Hospital Camp Lejeune, to be given to guests with a confirmed after hour's arrival. The OOD is provided with a list of guests for each day including those arriving after hours and keys. Keys and guest lists are delivered to the Naval Hospital Camp Lejeune Quarterdeck by 1600 each business day. The daily list of guests is provided via email to the watch duty officer by 1600 for inclusion in the OOD section of Naval Hospital Camp Lejeune Sharepoint. The Daily List of Guests is also provided via email to all members of the NHCL OOD email group, as well as the Director for Administration and Quarterdeck staff.
  - i. The OOD/JOOD may be asked to escort a new family to the Fisher House. If an escort is needed, the request will be made with the Daily Guest List. Escorts are asked to escort the family to the Fisher House facility and to their room. (Room numbers are indicated on the key envelope.) It is not

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necessary for the OOD/JOOD to provide orientation to the facility. The family will meet with staff the next business day for a complete check-in and orientation briefing.

### **Section 3 –Emergency Procedures**

#### **3-1 Emergency Procedures**

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- a. If an emergency occurs, please call the Fisher House Duty phone at (910) 750-5845.
  - b. If the emergency, i.e., fire, plumbing, etc., requires guests to be removed from the FH, the FH staff will assist with alternative lodging.
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### **Section 4 – Facility Maintenance**

#### **4-1 Reporting Facility Maintenance Job Orders (0800-1600)**

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- a. All facility maintenance issues are reported to Base Maintenance at (910) 451- 2590 by the Manager.

#### **4-2 Reporting Facility Maintenance Job Orders (1600-0800)**

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- a. Guests report facility maintenance issues after hours to the Fisher House Duty at (910) 750-5845 for assistance regarding plumbing or miscellaneous emergencies that cannot wait until the next business day.
  - i. If guests report maintenance issues to hospital staff, they must be routed through Base Maintenance After Hours at (910) 451-3001. The OOD/JOOD must call the Fisher House Duty Phone at (910) 750-5845 and report the Maintenance Issue first. If they are unable to reach a Fisher House Staffer, then they may call Base Maintenance.

### **Section 5 – Manual Operating Procedures**

#### **5-1 Property Management System (PMS) Outage - Manual Procedures**

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The attached procedures and responsibilities ensure appropriate actions are implemented in the event the Property Management System (PMS) fails.

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## Section 6 – Points of Contact

### 6-1 Points of Contact

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Josephine Callahan	FH Manager	910-750-5848	<a href="mailto:josephine.f.callahan@usmc.mil">josephine.f.callahan@usmc.mil</a>
Regina Jackson	Operations Assistant	910-450-3885	<a href="mailto:regina.jackson@usmc.mil">regina.jackson@usmc.mil</a>
Pamela J. Smith	Fisher House Program Manager	202-433-9812	<a href="mailto:pam.j.smith@navy.mil">pam.j.smith@navy.mil</a>

## Section 7 – Appendices

### 7-1 Fisher House Links

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NHCL <http://www.med.navy.mil/sites/nhcl/Pages/default.aspx>

CNIC Gateway <https://cnicgateway.cnic.navy.mil/HQ/N9/N92/default.aspx>

### 7-2 Revisions

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This SOP is a tool to facilitate the daily procedures and administration of the CNIC Fisher House Program and does not replace Department of the Navy or CNIC policy. Please contact Pamela J. Smith, (202) 433-9812, or [pam.j.smith@navy.mil](mailto:pam.j.smith@navy.mil) for updates, suggestions, requests to include additional information, or any other content matters.