



UNITED STATES MARINE CORPS
MARINE CORPS BASE
PSC BOX 20004
CAMP LEJEUNE, NC 28542-0004

BO 5000.5
S-1
DEC 01 2009

BASE ORDER 5000.5

From: Commanding Officer
To: Distribution List

Subj: STANDING OPERATING PROCEDURES FOR THE CAMP LEJEUNE
RECEPTION CENTER (CLRC) MARINE CORPS BASE, CAMP LEJEUNE
(SHORT TITLE: SOP FOR THE CLRC MCB CAMLEJ)

Ref: (a) BO 5300.3P
(b) BO 1610.8H
(c) BO 5500.3C
(d) BO P3440.6G

1. Situation. The Commandant of the Marine Corps directed the establishment of a "one-stop" reception center for all service members and their families assigned to Marine Corps Base, Camp Lejeune (MCB CamLej).

2. Mission

a. To promulgate the administration and operational procedures of the Camp Lejeune Reception Center (CLRC) in order to ensure the smooth and expedient check-in/out processing for all military service members and their families aboard MCB CamLej as well as delineating the roles and responsibilities of the occupants of the CLRC.

b. The Director, Base S-1 has overall responsibility for the CLRC facility to include the occupant's room assignments, parking assignments, key distribution, and is point of contact for any building and grounds maintenance issues. Any agency request for occupancy in the CLRC will be submitted to the Director, Base S-1. Likewise, any agency requesting to vacate the CLRC will also submit a request to the Director, Base S-1.

c. The CLRC is located in Buildings 59 and 60 and the main hours of operation are 0730-1630; however, various agencies within the CLRC may operate beyond those established times.

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distribution is unlimited.

DEC 01 2009

3. Execution

a. Commander's Intent. Review of this Order is recommended for all commanders and their staffs. The Director, Base S-1, is responsible for the oversight and daily operation of the CLRC. Adherence to this Order will assist commanders in understanding the new join process associated with the CLRC. The end-state is to provide commanders, service members, and their family member's effective personnel administrative support and other personal services being rendered within the CLRC.

b. Concept of Operations. The CLRC is the main facility for all active duty service members checking in and checking out of MCB CamLej and its tenant commands. Due to the overwhelming amount of personnel reporting, not all new joins complete the join process during normal working hours. To ensure proper reporting and completion of all join processes, the CLRC troop handlers are available both during and after working hours. This Order provides guidance to troop handlers assigned to the CLRC. The Base S-1 and Director's of the agencies within CLRC are authorized to deviate from this Order as the situation requires.

4. Administration and Logistics. Recommendations concerning the contents of this Order will be submitted to the Director, Base S-1, via the appropriate chain of command.

5. Command and Signal

a. Command. This Order is applicable to the operations of the CLRC and tenant commands aboard MCB CamLej.

b. Signal. This Order is effective the date signed.


W. A. MEIER
By direction

DISTRIBUTION: A

RECORD OF CHANGES

Log completed change action as indicated.

Change Number	Date of Change	Date Entered	Signature of Person Incorporated Change

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Chapter 1

Troop Handler Procedures

1. General. This chapter covers the services, administrative, and duty responsibilities of the CLRC troop handlers. The troop handlers' mission is to track and supervise new joins (service members) for MCB CamLej until the service members have reported to their parent command(s).
2. Orders. Endorse all Orders with a stamped date and time the member reported to the CLRC. Input the member's information into the join logbook (in case electronic system is down) or database for tracking purposes. Collect the service members' service record book/officer qualification record with the Orders and maintain it. A representative from the Joins Branch within the MCB Installation Personnel Administration Center (IPAC) will collect all records the morning of the following workday.
3. E5 and Below. All members in the ranks of E5 and below who do not have dependents (geographical bachelors are included), and do not complete check in with the CLRC during normal working hours, will be provided billeting.
4. E6 and Above. All staff noncommissioned officers (SNCO) and commissioned officers who require a room will be directed to the Bachelor Officer Quarters (BOQ) for billeting assignment. Ensure their Orders and records are stamped and collected as well.
5. New Join Logbook. Every new join will be logged into either a logbook or database for tracking purposes. This will be available to the Joins Branch within the MCB IPAC.
6. Uniform. This is an official Marine Corps duty so the duty troop handler will be in the uniform of the day. After working hours if the uniform of the day was not utilities the troop handler may change into utilities.
7. Transportation. All members who do not have transportation and have completed their check in with the CLRC will have a representative from their unit transport the member from the CLRC to the parent unit.
8. Liberty. The duty troop handler may grant liberty for all new join personnel at the end of the normal workday. Prior to dismissal, a safety brief will be given, along with the phone number (910)451-2123 that they may contact if they require assistance.

a. The new join logbook or database will be the official source document for tracking new join personnel while in a liberty status.

b. A brief will be provided to all personnel prior to being released for liberty that covers rules and regulations while on liberty.

(1) New joins will check out with the duty troop handler prior to leaving Building 59. The troop handler will log the member into the logbook as being on liberty.

(2) When returning from liberty the new join will check in with the duty troop handler. The troop handler will log the member into the logbook as returned from liberty.

(3) Liberty expires for all new joins billeted in the CLRC at 2000 on a workday. Weekends and holiday liberty ends at 2230 each night. A formation will be held each night at the expiration of liberty for accountability purposes.

(4) All newly joined married service members, residing off base (E3 and below) will call the duty troop handler at 2030 each night and check in with the duty for accountability. Liberty ends the following workday at 0730.

(5) After reporting to MCB CamLej all personnel regardless of rank are not authorized to depart the Jacksonville area while under the cognizance of the CLRC. Once their join process has been fully completed and the member has reported to his/her unit, normal leave and liberty policies would be in effect.

9. Accountability. A formation of all personnel in the ranks of E5 and below will be held each morning at 0730 for accountability purposes. Weekend and holiday formations will not include personnel residing off base.

10. Billeting. All new joins that require billeting will be assigned a rack and wall locker. If two personnel report at the same time, and due to the lack of wall locker availability, the new joins will share one wall locker, until such time another wall locker becomes available.

11. Linen. All personnel sleeping in the CLRC will be issued clean linen.

- a. All racks will be made daily.
 - b. The duty troop handler will issue clean linen to all personnel checking in on a weekend or holiday.
 - c. All dirty linen will be turned into the base laundry facility every Monday (or the first working day after a holiday) by the troop handlers. The Building Manager will be the point of contact for a vehicle.
 - d. Upon releasing new join personnel from the control of the Troop Handlers, to the parent command, all linen and blankets issued will be turned in. The wall locker, rack and sleeping area will be inspected for cleanliness and to ensure any personal property is not left unclaimed.
12. Roving Patrol. The duty troop handler will conduct roving patrols in and around Buildings 59 and 60 every two hours. The roving patrol will include but are not limited to:
- a. Verifying all doors and windows are locked and the buildings are secured after hours. If a door is found unlocked make a logbook entry and notify the MCB Command Duty Officer (CDO) at (910)451-2414/4789.
 - b. Conduct a police call around Buildings 59 and 60 to ensure everything is in good order.
 - c. Ensuring the linen closet has enough clean linen for the next day. This includes verifying all linen is folded and placed neatly within the closet.
13. Chow. Troop handlers will post a phone watch to answer the phone during chow breaks. The phone watch will be provided with a time the troop handler will return to inform others as required. Chow time will last no longer than 60 minutes.
14. Logbook. A logbook will be used and maintained by the duty troop handler. It will include all information pertinent during the troop handler's duty. The building manager will review the duty logbook daily and report any reportable incidents to the Director, Base S-1.
15. Hours. Troop handler shifts will consist of a day and night shift.

a. Day shift begins at 0700 and ends at 1900. Day shift is not a sleeping post.

b. Night shift begins at 1900 and ends at 0700. Night shift is a sleeping post from 2200 to 0600. However, the troop handler is still required to rove their post every two hours. Information will be posted for new joins to locate the troop handler if needed.

16. Morning Clean-up. Morning clean-up will consist of all racks being made, chairs in room 212 will be covered and aligned, police call around Buildings 59 and 60, restrooms will be cleaned and stair wells will be swept. Service members will not be secured from morning clean-up until the troop handler has inspected and verifies it is complete.

17. Field Day. Field day will be conducted every Thursday after working hours. It will consist of all tasks associated with morning clean-up along with cleaning heads, and police calling the hallways in Building 59. Service members will not be secured from field day until the troop handler has inspected and verifies it is complete.

18. Luggage. Any lost luggage for a new join from the airport, bus station, cab company, etc (if the member cannot be found) will be delivered to the CLRC. The troop handler will try to locate the member. If the member cannot be contacted, the troop handler will sign for the luggage until the member can be notified to retrieve the luggage. A logbook entry will be made and the luggage will be placed in a secure location. Once the new join retrieves his/her luggage another entry will be made in the logbook for accountability purposes.

19. Red Cross. The troop handler will complete a Red Cross message worksheet (Figure 1-1) when a call is received. If the message is for a service member who is already joined to MCB CamLej, then the unit (i.e. Officer of the Day (OOD), Duty non commissioned officer (NCO), etc.) will be notified immediately. If the message is for a new join that has not yet reported to MCB CamLej and is still in a leave status or has reported to the CLRC, but has not completed the join process, the Director, Base S-1 will be notified immediately for further instruction. Listings of OOD numbers are provided:

<u>Unit</u>	<u>Phone Number</u>
2d MarDiv	(910)451-8658
II MEF	(910)451-8138
2d MLG	(910)451-2826
MCB/MCIEAST	(910)451-2414
MCAS New River	(910)449-5411
MARSOC	(910)451-7913

20. Leave Extensions. After normal working hours, the troop handler is authorized to grant a leave extension of up to five days after approval from the Manpower Officer, Base S-1, (at (910) 451-2385) if the request meets specific conditions. The service members requesting the leave extension must fill out a Leave Extension Authorization Form (Figure 1-2).

a. If the new join has not yet reported to MCB CamLej and requires a leave extension for emergency reasons.

b. If the new join has reported to the CLRC and checked in with the troop handler, but has not completed the join process, and requires a leave extension for emergency reasons.

c. If a new join reports late to the CLRC without a previously authorized leave extension.

21. Deserters. When a chaser team delivers a deserter to the CLRC, the troop handler will make a logbook entry in the logbook and sign all paperwork requiring a signature. Complete the Desertion Form (Figure 1-3) with all pertinent information, make two copies of all paperwork (one for the deserter and one for the Joins Branch), and contact the unit (179 days or less contact previous command; 180 days or more contact MCB) for transport to their parent command per reference (b). The unit/command representative will pick up the deserter and sign accepting custody of the deserter.

LEAVE EXTENSION AUTHORIZATION FORM

PRIVACY ACT STATEMENT

Systems of Records Notice MMN00013 (Personnel Management Working Files), published February 22, 1993, 58 FR 10630. **AUTHORITY** 10 U.S.C. 1071-1087 and E.O. 11016. This information is FOR OFFICIAL USE ONLY and may not be disclosed without the consent of the record subject, except under routine use. **PURPOSE** provide a record for the use in the administration of programs. Disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act, these records or information contained therein may specifically be disclosed outside the DoD as **ROUTINE USE** pursuant to 5 U.S.C. 552a(b)(3). **DISCLOSURE MANDATORY**

"OFFICIAL USE ONLY"

Date Time

LAST NAME FIRST NAME MI GRADE/RANK

SSN (LAST FOUR) MOS

PRESENT LEAVE ADDRESS: _____

VALID PHONE NUMBER _____ CELL PHONE NUMBER _____

LAST DUTY STATION: _____

PREVIOUS EXTENSION (S): YES NO NUMBER OF DAYS: _____

ORIGINAL REPORT DATE: _____ MCC REPORTING TO: _____

NEW REPORT DATE: _____

NUMBER OF DAYS GRANTED BY THIS COMMAND: _____ (CAN ONLY AUTHORIZE 5 DAYS)

REASON FOR EXTENSION: _____

CALL RECEIVED BY: _____
(PRINTED RANK AND NAME)

(SIGNATURE)

EXTENSION APPROVED BY: _____
(PRINTED RANK AND NAME)

(SIGNATURE)

This form is for "OFFICIAL USE ONLY (FOUO) - PRIVACY SENSITIVE.
Any misuse or unauthorized disclosure may result in both civil and criminal penalties"

Chapter 2

Emergency Action Plan

1. General. This chapter provides guidance in the event of a bomb threat, building fire, power outage, and natural or manmade disaster for the troop handlers assigned to the CLRC aboard MCB CamLej.

2. Bomb Threat. In accordance with reference (c), if a bomb threat is received by telephone, complete a bomb threat checklist (Figure 2-1) and immediately contact the Director, Base S-1 at (910)451-2385. If a suspicious package is observed or received, do not attempt to open the package. Notify the Provost Marshal's Office (PMO), call 911 immediately and notify the Director, Base S-1 and the Base CDO at (910)451-2414 (after normal working hours). If a written bomb threat is received avoid touching it. Notify PMO and contact the Director, Base S-1 immediately for further instruction. The Director, Base S-1 or officer in charge (OIC) of the building are the only authorized personnel to order an evacuation of the threatened building.

a. If the building is evacuated, ensure personnel are at least 500 feet away from the threatened structure and away from glass windows. The preferred muster point should be a location that is least likely to contain a secondary device (i.e. dumpster, parking spaces, or other buildings).

b. An accountability of all personnel will be conducted to inform the Director, Base S-1 of any missing personnel.

c. PMO will be provided with a recall number to the Director, Base S-1 and the completed bomb threat checklist.

d. Once the threat has been eliminated, all personnel may return to the building.

3. Fire/Smoke in the Work Area or Building. In the case of fire or smoke, the troop handler will:

a. Pull the nearest fire alarm and attempt to put out the fire using a hand-held fire extinguisher.

b. If the situation permits (i.e., no casualties will result):

(1) Remove all logbooks and give to or maintain them for the Director, Base S-1.

(2) Evacuate all personnel to a designated location. Emergency exit instructions are located in each building. Ensure that all personnel are present and accounted for.

(3) Close all secondary control point doors, but do not lock them, and close all windows. Do not block entrances.

c. Once in a safe area, contact the Director, Base S-1 and notify him/her of the situation.

d. After the fire is extinguished and the area is declared safe, all personnel may re-enter the building.

4. Power Outage. In the event of a power outage the troop handler will:

a. Contact Public Works ((910)451-3001, (910)451-8997, or (910)451-3319) to report the power outage. The system should automatically revert to an alternate source of power. Ensure the Director, Base S-1 is notified of the situation.

b. Power down all unnecessary equipment.

c. If the situation permits:

(1) Remove all logbooks and give to or maintain them for the Director, Base S-1.

(2) Close and lock all windows and doors. Do not block entrances.

(3) Evacuate all personnel to a designated location to prevent injury. If necessary, obtain a flashlight in order to facilitate the evacuation of personnel. Ensure that all personnel are present and accounted for.

d. Once power has returned and the area is declared safe, all personnel may re-enter the building.

5. Severe Weather Conditions. Severe Weather Conditions/ Natural Disaster include events such as destructive winds, earthquake, flooding, hurricanes, etc. The troop handler will be notified by the Director, Base S-1 when the Base is under a Destructive Weather Condition (DWC).

a. Per reference (d), there are eight DWC's, they are listed below.

(1) Destructive Weather Condition V (DWC V). The potential for the occurrence of destructive weather is elevated but no specific system threatens the area. DWC V indicates a seasonal destructive weather readiness level, i.e., Atlantic Hurricane Season (1 June to 30 November) is in progress.

(2) Destructive Weather Condition IV (DWC IV, 72 Hours). A specific destructive weather system with sustained winds of 50 knots or greater is forecast to affect the area within 72 hours.

(3) Destructive Weather Condition III (DWC III, 48 Hours). A specific destructive weather system with sustained winds of 50 knots is forecast to affect the area within 48 hours.

(4) Destructive Weather Condition II (DWC II, 24 Hours). A specific destructive weather condition with sustained winds of 50 knots is forecast to affect the area within 24 hours.

(5) Destructive Weather Condition I (DWC I, 12 Hours). A specific destructive weather condition with sustained winds of 50 knots is forecast to affect the area within 12 hours.

(6) Destructive Weather Condition I Caution (DWC IC, 6 Hours). A specific destructive weather condition with sustained winds of 50 knots is forecast to affect the area within 6 hours.

(7) Destructive Weather Condition I Emergency (DWC IE). The area is currently experiencing a specific destructive weather system with sustained winds of 50 knots.

(8) Destructive Weather Condition I, Recovery (DWC IR). The destructive weather system has passed the area, but safety and storm hazards remain. All orders, restrictions, and guidance, established in previous DWCs remain in effect. The emergency management structure is affecting the speedy return to normal operations by eliminating safety concerns, re-establishing services, utilities, the transportation system, clearing debris, and performing essential repairs.

b. In the event of DWC V and DWC IV the troop handler will conduct normal operations. During DWC IV the troop handler will prepare for DWC III.

c. In the event of DWC III the troop handler will:

(1) Conduct an accountability of all new join personnel assigned to the CLRC and provide the information to the Director, Base S-1. The accountability must include the service members last name, last four of the Social Security Number, rank, contact phone number, and parent command the new join personnel are waiting to report to.

(2) Ensure all personnel in a new join status are informed that current information relating to local weather conditions, advisories and hurricane information is available on the Camp Lejeune Automated Information System (AIS) by calling (910)451-1717.

(3) Prepare for DWC II.

d. In the event of DWC II the troop handler will:

(1) Ensure all new join personnel who have not completed the join process within the CLRC and have reported to MCB CamLej will report to their parent command. Once the DWC has been reduced to level III the new join personnel will return and report to the CLRC to complete the join process.

(2) If it is after hours then the troop handler will ensure all windows and doors are locked in Buildings 59 and 60.

(3) Ensure all personnel in a new join status are informed that current information relating to local weather conditions, advisories and hurricane information is available on the Camp Lejeune AIS by calling (910)451-1717.

(4) Prepare for DWC I.

e. In the event of DWC I the troop handler will:

(1) Be restricted to their appointed place of duty, quarters, barracks, or shelter. **Note: Liberty is authorized on Base only.**

(2) If authorized, evacuate the area until it is determined safe to return. Advisories and hurricane information is available on the Camp Lejeune AIS by calling (910)451-1717.

(3) Prepare for DWC IC and DWC IE.

f. In the event of DWC IC and DWC IE the troop handler will:

(1) Be restricted to their appointed place of duty, quarters, barracks, or shelter. **Note: All liberty is secured.**

(2) If authorized, evacuate the area until it is determined safe to return. Advisories and hurricane information is available on the Camp Lejeune AIS by calling (910)451-1717.

g. DWC IR is a temporary condition pending transition to DWC V. During this period, the troop handler must follow guidelines provided via the AIS or the Director, Base S-1. Once the DWC has been set at DWC V, follow the procedures contained in paragraph 5b above.

Bomb Threat Checklist

DUPLICATE AND PLACE BY EACH PHONE

Exact time of call _____ Phone number call received at _____ Date _____

Exact words of caller _____

QUESTIONS TO ASK

1. When is bomb going to explode? _____
2. Where is the bomb? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____
7. Where are you calling from? _____
8. What is your address? _____
9. What is your name? _____

CALLER'S VOICE (circle as many that apply)

Age _____	Normal	Nasal	Angry	Excited
Sex _____	Calm	Stutter	Lisp	Disguised(How)
Race _____	Deep	Crying	Squeaky	Other (Specify)
Stressed	Accent	Loud	Slurred	

If the voice is familiar, whom did it sound like? _____

Were there any background noises? (Circle as needed)

Street Noises	Music	Machinery	Television	Subway
Voices	Long Distance	Crying	House Noises	Train
Animal Noises	Motor	Clear	Office Machinery	Other(Specify)
PA System	Phone Booth	Static	Airport/Jet	

Person receiving call: _____

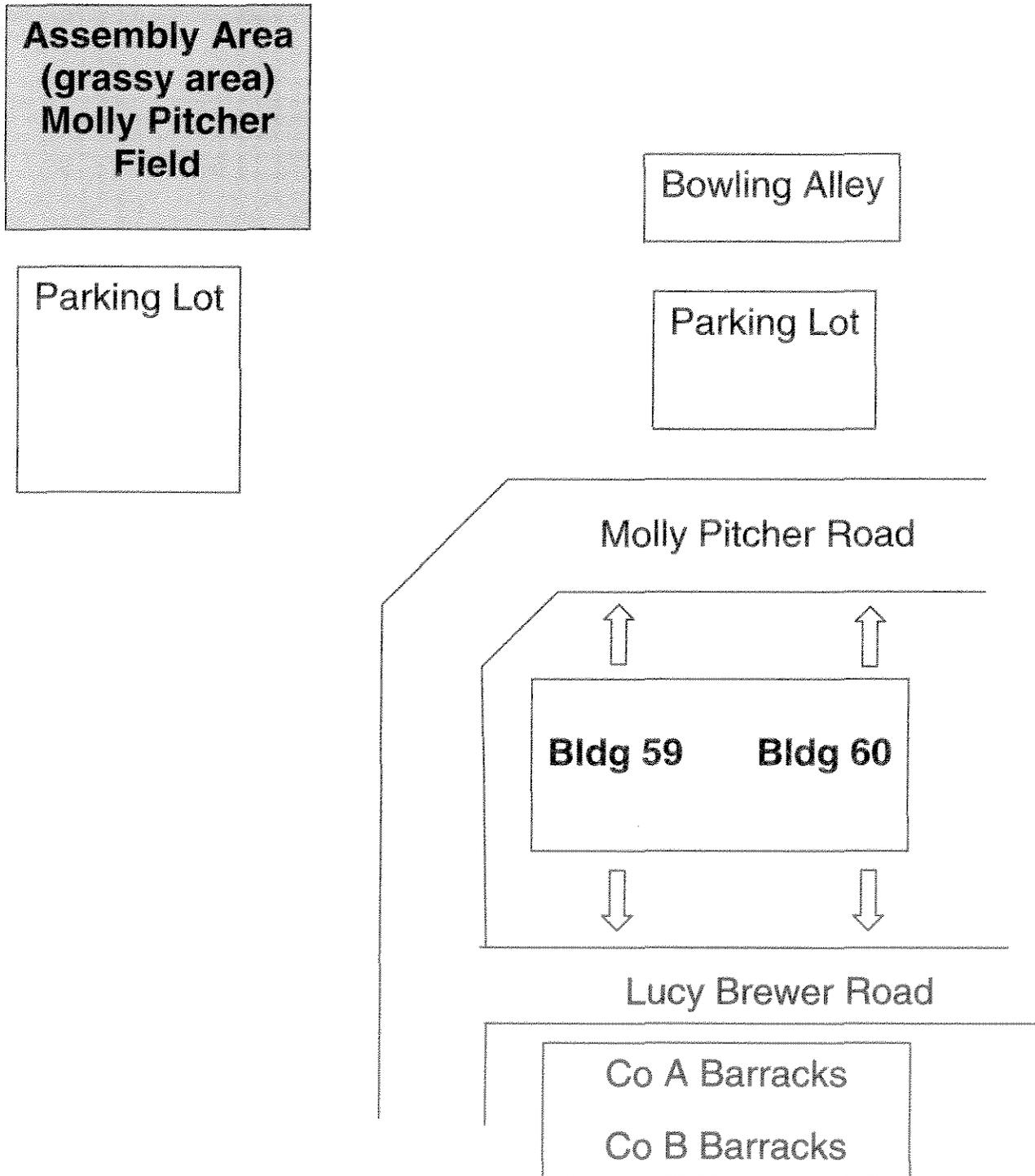
REPORTING PROCEDURES: TRY TO KEEP THE CALLER ON THE PHONE. If possible, notify fellow workers to call 911 on another line to report the incident and so Dispatch can call Telephone Repair to initiate a phone trace on the Bomb Threat line. If the caller hangs up, initiate CALL TRACE PROCEDURES.

CALL TRACE PROCEDURES:

- 1.) Keep the caller on the line if possible.
- 2.) When the caller hangs up, "HOOK FLASH" your phone and dial *57 to activate trace.
- 3.) Do not use that phone line again. Use another line and call 911 and ask for the PMO Desk Sgt to ensure call trace was activated and to report Bomb Threat call.

Figure 2-1.--Sample Bomb Threat Checklist

EGRESS ROUTE FROM BUILDINGS



❖ Walk to assembly area (Molly Pitcher Field)

Figure 2-2.--Evacuation Route from Buildings

Rm# 101 ID Card Center
 Phone 451-4223

Rm# 110 MEO
 Phone 451-1068

Rm# 112 MCB Asst PersO
 Phone 451-4248

Rm# 118 Division PC&AO
 Phone 451-8870

Rm# 120 CamLej Reception
 Center Phone 451-8609

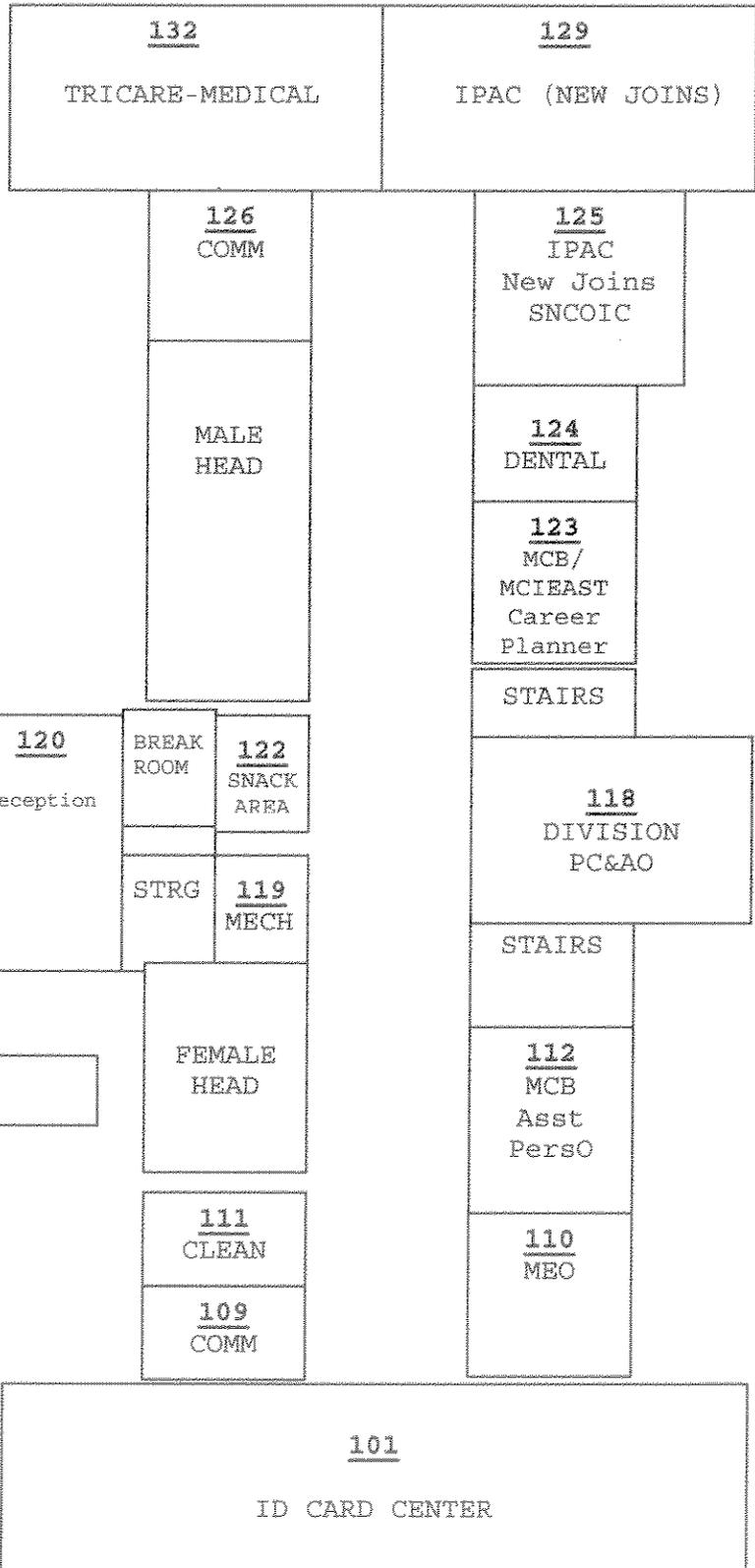
Rm# 125 IPAC New Join SNCOIC
 Phone 451-3058

Rm# 129 IPAC New Join
 Branch Phone 451-4466

Rm# 132 TriCare/Medical
 Phone 1-877-874-2273

Rm# 124 Dental
 Phone 451-8426

Rm# 123 MCB/MCIEAST Career
 Planner Phone 451-3076



BUILDING 59 LOWER DECK

Figure 2-3.--Building 59 Layout

Rm# 202 Community Relations
 Phone 449-9791

Rm# 204 Classroom

Rm# 207 Asst Bldg Mgr

Rm# 209 Building Manager
 Phone 451-9275

Rm# 212 Reception Center
 Duty NCO/Troop Handler
 Phone 451-2123

Rm# 214 Troop Handler
 Billeting

Rm# 218 OIC New Join/
 Unit Diary Phone 451-6432

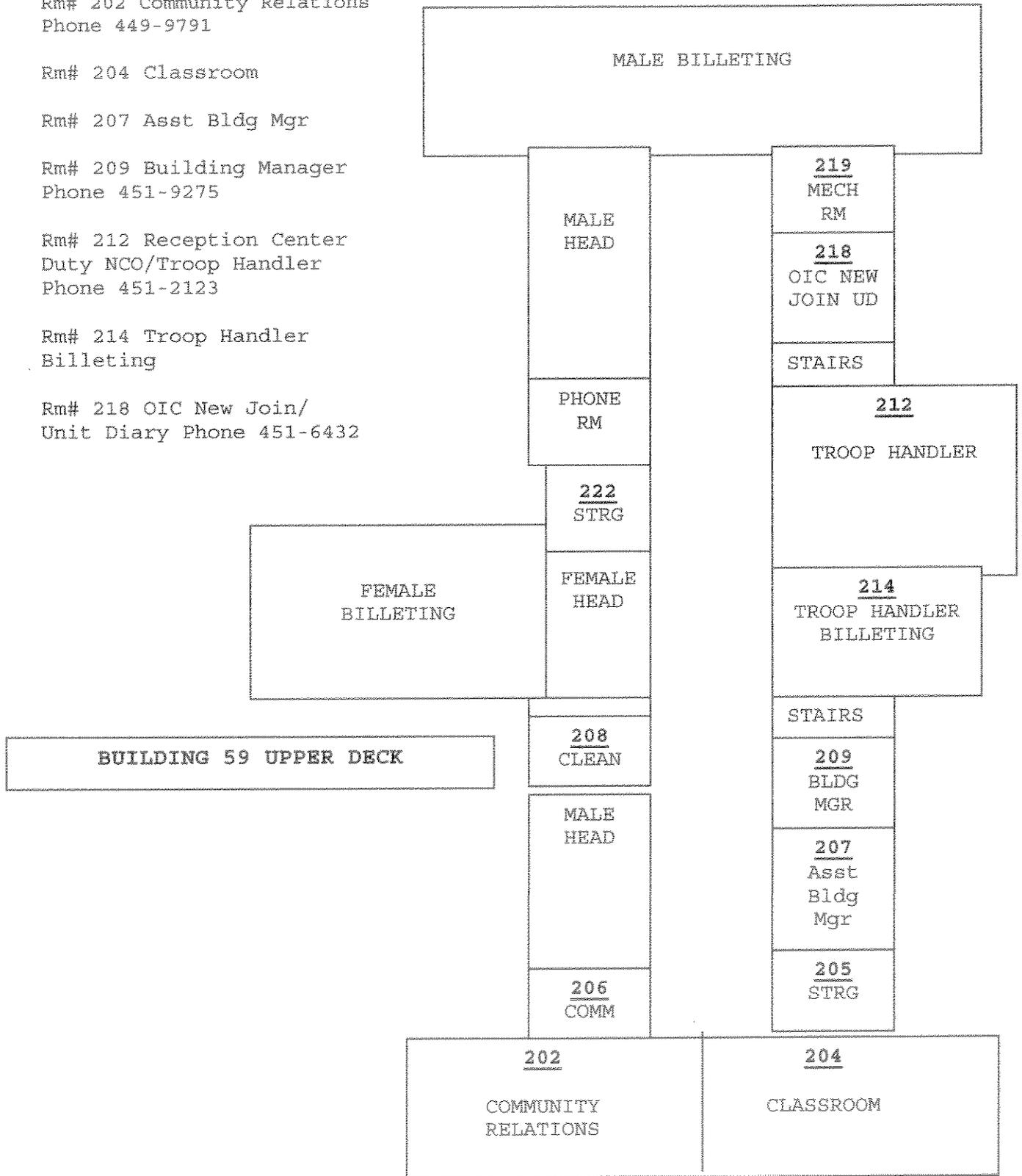


Figure 2-3.--Building 59 Layout (contd)

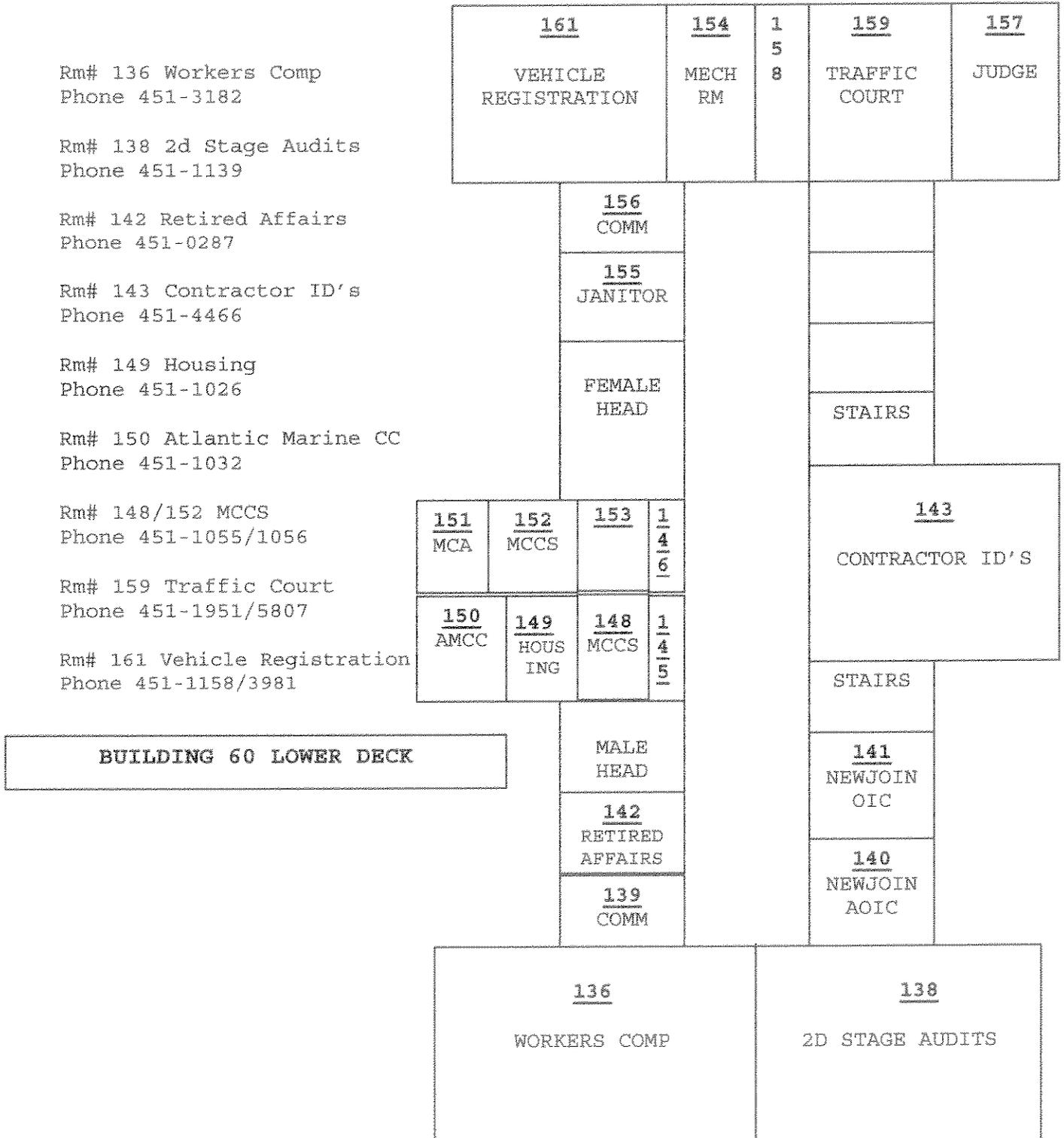


Figure 2-4.--Building 60 Layout

Rm# 249 IPAC Orders
Phone 450-9553

Rm# 226 IPAC Separations
Phone 451-0632

Rm# 242 Prior/Transitional Service
Recruiters and Wounded Warrior Rep
Phone 451-1734

Rm# 236 Outbound Headquarters
Phone 450-9603

BUILDING 60 UPPER DECK

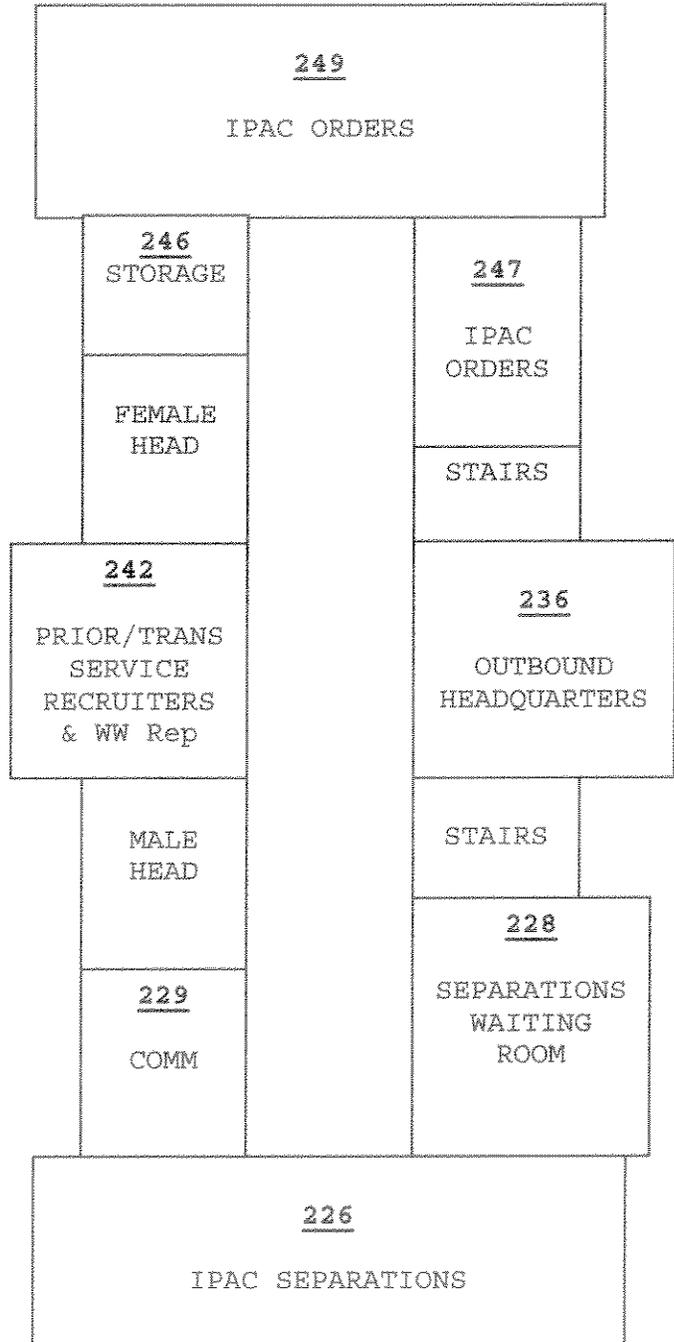


Figure 2-4.--Building 60 Layout (contd)