**RSO On-Site:** Who are the people from the RSO working PWOC week-to-week? Who are the key leaders for PWOC who will work with on-site RSO personnel? What is the protocol when one of these key people are absent?

**Local PWOC SOP**

**Army Installation Name**

**Personnel:** *(Adjust for your installation)*

* PWOC Chaplain Sponsor- Will the Chaplain Sponsor attend weekly?
* Facility OIC
* Facility NCOIC
* Watchcare Coordinator
* Who else?

**Potential On-Site Support Needs:**

*Lay out clear expectations for each category. Add additional categories as appropriate.*

* Access to the building- What is the protocol when the facility OIC or NCOIC is not present? How does PWOC gain access?
* Audio/Video assistance- Does the RSO provide A/V support for PWOC? If not, what is the protocol?
* Offering collection- Who is the POC? What’s the protocol? What does PWOC need to do ahead of time?
* What else?

**2. RSO Off-Site:** Who are the people managing PWOC from a distance? Which PWOC Board members will interact with them? Make sure these people have the appropriate contact information.

**Personnel:** (Adjust for your installation)

* Garrison Chaplain
* Resource Manager, Fund Manager
* DRE
* Who else?

**Requirements for PWOC** (Adjust for your installation)

* What reports are expected? What is the format? When are they due? Who receives the report(s)?
	+ Religious Education Report?
	+ Storyboards?
	+ Weekly attendance, offering numbers?
	+ Serious Incident Report?
	+ What else?
* What meetings does a representative from PWOC need to attend?
	+ CPBAC?
	+ Parish Council?
	+ What else?
* What training is required? When do these happen?
	+ Volunteer training?
	+ Training on how to use the sound system or other A/V equipment?
	+ Food Handlers’ course?
	+ Child Protection training?
	+ First Aid, CPR?
	+ What else?
* Watchcare Protocols
	+ What is the background check process?
	+ Can PWOC volunteers and paid watchcare employees work together, or does that violate the watchcare contract?
	+ Who oversees the Watchcare program?
	+ What reports are required?

**3. Facility Use:**

* How does PWOC gain access to interior rooms and closets?
* How does PWOC access supplies for common areas such as restrooms or kitchen?
* Are there activities that will bump the PWOC program from their normal time slot or location? If PWOC gets bumped, what is the protocol? Will they meet somewhere else or not at all? If they meet somewhere else, how does the appropriate equipment get from one location to the other?
* What is the protocol for PWOC cleaning/resetting the facility?
* Does PWOC need to submit work orders if they encounter issues in the building?

**4. Social Media/Advertising—Rules and Venues:**

* Does the RSO have social media guidelines?
* Who from the RSO monitors content? Who from PWOC? What is considered “inappropriate?”
* OPSEC concerns
* What advertising platforms are available from the RSO, the garrison, and tenant units? (Include traditional media such as the post newspaper, marquees, bulletin boards, community updates to command teams, and town hall events.) How can PWOC leverage advertising through these venues?
* Anything else?

**5. Interpersonal Issues:**

* What do PWOC leaders do when a situation escalates beyond their ability to manage? For example, it might become apparent that a PWOC member is suicidal or is being abused by her husband.
* What happens when conflict cannot be resolved?
	+ Between board members?
	+ Within the PWOC body?
	+ Between the PWOC Board and the RSO team?