

# **FORT EUSTIS AUTO CRAFT SHOP**

(757) 878-5440

660 Jackson Ave. 23604

# **SHOP PROCEDURES**

## **HOURS OF OPERATION:**

Wednesday, Thursday, and Friday: 1200-1930

Saturday and Sunday: 1000-1730

Monday, Tuesday, and Holidays: CLOSED

\*MANDATORY SHOP QUALIFICATION classes are held every Thursday at 1800 and every 3<sup>rd</sup> Saturday of the month at 1100.

## **PURPOSE:**

To familiarize you with the Auto Craft Shop; its scope and operating procedures to ensure your safety and to minimize the misuse of the tools, equipment, and shop supplies.

## **APPLICABILITY:**

Pertains to all Auto Craft Shop patrons.

## **MISSION:**

The Fort Eustis Auto Craft Shop is established to increase skills, knowledge, and efficiency of all authorized users through active participation in the constructive program of automotive repair. To provide a safe work environment for customers using hand tools, specialty tools, and equipment in the automotive repair field.

## **RESPONSIBILITY:**

- **Managers** are to ensure all shop employees provide the best possible customer service to all patrons.
- **Employees** are to assist customers as necessary and ensure patrons are working in a safe manner. The front desk clerk will sign in/out all patrons.
- **Patrons** are expected to know and comply with all Auto Craft Shop procedures and safety regulations.
  - ◆ Patrons are responsible for any damages to tools and equipment caused because of misuse or usage of improper tools.
  - ◆ Patrons need to know what tools are needed prior to signing out tools as **Fort Eustis Auto Craft Shop is NOT responsible for any damages caused as a result of utilizing incorrect tools or equipment.**

- ◆ Do not block bay doors.
- ◆ Cleaning bay and bay area to include work bench if used (refer to “**Bay Cleaning Procedures**”).
- ◆ Cleaning tools before returning them.
- ◆ Account for all tools and equipment checked out from facility.
- ◆ Payment will be made for loss of tools, broken tools, or damage to equipment as a result of misuse, i.e. using cheater bars or screwdrivers as pry bars, regular sockets as impact sockets, lowering vehicles on oil drains, etc.
- ◆ Obtain clearance from a staff member before signing out.

The shop is only authorized for activities that directly benefit the patron. No work on government vehicles is permitted. Only vehicles belonging to authorized users will be allowed in the shop. Upon sign in, the patron must present their Shop Qualification Card with a valid form of ID.

## **REQUIREMENTS:**

The Auto Shop is available only to authorized users. Authorized users are active duty military, reservists, and retired military personnel, dependents 15 years or older, and DOD civilians who have a valid CAC card.

All authorized patrons are required to attend the Shop Safety Class held every Thursday at 1800 hours and every 3<sup>rd</sup> Saturday of the month at 1100 hours. During the class, the instructor will review SOPs and expectations. After the class a tour of the facilities will be given, all questions will be answered, and the patron will be presented with a Shop Qualification Card. The Shop Qualification Card and a valid form of ID must be presented prior to being assigned a bay or equipment at the Fort Eustis Auto Shop.

All bays are assigned on a first come, first serve basis. This facility is designed for specialized bay usage for purposes of patron conve-

nience, safety, and specific equipment usage. In cases when all bays are occupied, the following applies:

- A waiting list of names will be kept by the cashier on a first come, first serve basis. According to the type of work to be accomplished and vehicle type. As bays become available, patrons will be called accordingly.
- Lube bays are ONLY for oil changes at a maximum 45 minutes per use.

## **DRESS CODE:**

- 1) Wear clothing that meets standards of decency and safety.
- 2) No open-toed or backless footwear.
- 3) No ragged or loose-fitting shirts.
- 4) Shirts MUST have sleeves.
- 5) Long hair should be tied back when working on vehicles.
- 6) Long pants are REQUIRED.

## **SHOP RULES:**

- 1) No food or drinks in bay area.
- 2) No alcoholic beverages allowed in or around the facility.
- 3) Any friends, family, or acquaintances of authorized patron must have a Shop Qualification Card to be in the shop. If they do not have a card, they may wait in the lobby.
- 4) No playing of radios or stereos in the shop.
- 5) Horseplay is not permitted anywhere in or around the facility.
- 6) No work is authorized in the parking lot; therefore, tools will only be issued to patrons working inside the Auto Craft Shop.

- 8) No spray painting, welding, cutting torches, or open flames.
- 7) Eye protection is required for drills, grinders, punches, and chisels.
- 9) No one under 15 years of age is permitted in the work area.

## **OPERATING PROCEDURES:**

During sign in, patrons will be provided a set of tags that correspond to the assigned bay. Patrons are responsible for assuring they have the correct number of chips. Tools and equipment will be traded for chips on a one-for-one basis at the tool counter. **Tool counter attendants are not mechanics.** Patrons are allowed to bring and use their own tools; however, do not intermix with shop issued tools. Always report lost, broken, or unsafe tools to the shop staff immediately.

General purpose tools and certain specialty tools are available in the tool room. Repair manuals and a computerized repair service technical library is available for patron use. Repair manuals are not authorized in work area, they must be viewed at the tool counter. Computerized repair service technical library material can be printed for you by staff to be used in the work area.

When using floor jacks, vehicles must always be supported with jack stands. Consult shop personnel for proper use of jacks, to include utilizing lifts in lift bays. **Use of personal car jacks is prohibited.**

**COLLECTION OF FEES:** Bay fees are paid at the time of completion of work, after the bay and work area is cleaned, and after workspace has been inspected by shop personnel. Paperwork must be filled out at cashier counter for vehicles remaining in outdoor parking lot. Any unaccounted vehicle left in parking lot overnight will be towed if paperwork is not on file for said vehicle. **No overnight parking is authorized in parking lot** without prior consent, paperwork, and storage fees. Privately owned vehicles left overnight are subject to being tagged and towed at the owner's expense.

## **BAY FEES:**

Lift Bay - \$7.00 per hour

Flat Bay - \$5.00 per hour

Tire Mount - \$5.00 per tire

Tire Balance - \$5.00 per tire

Outdoor Storage - \$5.00 per day

Disabled vehicles or vehicles deemed unsafe or impractical to be moved may be allowed to remain in the shop with approval of shop staff. Consideration must be given to having sufficient space in the shop for incoming vehicles the following day. Standard bay time fees will be incurred during business hours.

The shop manager may set time limits on use of equipment and ration supplies to assure maximum benefits to all patrons as they deem fit.

Cleanup will begin at 1900 hours on Wednesday, Thursday, and Friday and 1700 hours on Saturday and Sunday. At this time, all tools and equipment will be returned to the tool room. All vehicles must be out of the shop, bays cleaned, and bill finalized no later than 1930 Wednesday, Thursday, and Friday and 1730 Saturday and Sunday. When a holiday falls on a Monday, we will be closed on the Saturday and Sunday prior.

## **BAY CLEANING PROCEDURES:**

Bay must be cleaned by patrons. Oil, antifreeze, brake fluid, grease, solvents, and fuel must be cleaned **IMMEDIATELY**. Spills smaller than the size of a quarter needs to be wiped up with a rag then mopped unless, it is antifreeze or diesel, those require floor sweep. Spills larger than the size of a quarter will also require the use of floor sweep. For excessive spills, please see an attendant immediately. Do not, under any circumstance, mop over any hazmat rated or petroleum-based fluids, i.e., oil, antifreeze, brake fluid, grease, solvents, or fuel.

Any hazmat spill not cleaned up or reported immediately will incur a minimum charge of \$25.00 based on severity and clean up requirements.

Once all work is completed, tools are returned, and any residual fluids are properly cleaned, bays must be swept and mopped by patrons. Bays are to be swept and mopped after each use regardless of bay time.

Safeguard all personal property brought into the shop. **Shop is not responsible for loss of or damage to personal property.** In the event that you notice any unsafe act, inform shop staff immediately.

## **WASTE DISPOSAL:**

The Auto Craft Shop accepts waste oil, oil filters, antifreeze, transmission fluid, transmission filters, fuel filters, air filters, brake fluid, and oily rags for disposal, **in house only. No outside fluids or filters of any kind will be accepted.** See a staff member for instructions before you dispose of these products.

Do not mix contaminants i.e. do not mix antifreeze with waste oil. Oil lift drains are for petroleum-based fluids only, not antifreeze. Antifreeze can be drained into a designated receptacle assigned to patrons at the tool counter, a member of staff will inform you on disposal procedures.

WE DO NOT ACCEPT OR DISPOSE OF FUEL OR TIRES. Fuel and/or tires must be taken with patron upon leaving.

**If you are in doubt regarding any of these procedures,  
ask a member of staff.**

**Use of this facility is a privilege.**

Failure to comply with shop rules, policies and procedures may result in the loss of shop privileges permanently or for a period to be determined by management. Privileges may also be suspended or terminated for the following reasons:

- Using MWR facilities to make repairs to items or vehicles for personal gain.
- Stealing merchandise or other assets.
- Presenting bad checks intentionally or repeatedly and failing to make restitution on dishonored checks or other indebtedness owed to activity.
- Creating a disturbance or causing disruptions for the employees or patrons.

**When in doubt, always consult shop personnel.  
Remember, cashiers and tool attendants are NOT mechanics.**

**Policies and procedures are subject to change at any time.**

**Shop cards are to be renewed annually.**