DEPARTMENT OF THE ARMY
WARRIOR TRANSITION COMMAND
200 STOVALL STREET
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0 4 SEP 2014

MCWT-OPT-P

WCTP Policy Memo 14-011

Expires: 0 4 SEP 2016

MEMORANDUM FOR Commanders, US Army Medical Command Regional Medical Commands

SUBJECT: Policy Memorandum – Town Hall Meetings and Open Door Policy in Warrior Transition Units (WTUs)

1. References:

a. AR 600-20, Army Command Policy, 18 March 2008, RAR 20 September 2012.

b. Headquarters Department of the Army Execution Order 118-07 (Healing Warriors), 2 January 2007.

c. US Army Medical Command Operation Order 07-55 (MEDCOM Implementation of the Army Medical Action Plan), 5 June 2007.

d. WCTP Policy Memo 14-02, Comprehensive Transition Plan Policy, 10 February 2014.

2. Purpose: To provide guidance for the requirement to conduct Town Hall meetings and establish an Open Door Policy in WTUs.

3. Proponent: The proponent for this policy is the Warrior Transition Command (WTC), G-3/5/7, Plans, Policy, and Procedures (P3) Branch.

4. Applicability: This policy is applicable to Commanders, Warrior Transition Units (WTU).

5. Goals: The Army seeks to provide a WTU chain of command that is accessible, responsive, and compassionate to the unique challenges of Soldiers in WTUs and their Families. Experience shows that when the chain of command exhibits these attributes, the Soldier's healing and transition is enhanced and the Soldier will trust and rely on the command for support and redress.

6. Policy:

a. Town Hall meetings are for the dissemination of new information impacting Soldiers and their Families. It is an opportunity for senior commanders to address the

***This policy supersedes WTC Policy Memo 12-006, 12 September 2012, Subject: Town Hall Meetings and Open Door Policy in Warrior Transition Units (WTUs) and Community Base Warrior Transition Units (CBWTUs).**

Soldiers and listen to their concerns. The Town Hall is another avenue in addition to the meetings required in the Comprehensive Transition Plan (CTP) that commanders can use to interface with Soldiers and their Families in order to promote accessibility, responsiveness, and compassion. The Town Hall meeting is conducted in an open, non-retribution manner where Soldiers and their Families can voice their concerns, make suggestions to improve the program, and have their questions answered.

(1) The frequency of Town Hall Meetings should be conducted not less than quarterly. More frequent meetings are encouraged at commander's discretion.

(2) For Soldiers attached to Community Care Unit, or off the installation in other community based care, commanders should take advantage of and conduct their Town Hall meetings during the required twice-yearly Readiness Review (formerly known as musters) held at the Community Care Unit, on the installation, or in the community.

b. In accordance with AR 600-20, commanders will establish an open door policy within their commands. WTU commanders will maintain an Open Door policy that allows WTU Soldiers the opportunity to speak with their chain of command and staff as their unique situation warrants. An Open Door policy provides the command with additional opportunities to be proactive in addressing Soldier's concerns and executing a successful resolution.

7. This policy does not replace mandatory performance and professional counseling in accordance with DA PAM 623-3 (Evaluation Reporting System) and FM 6-22 (Army Leadership).

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