



DEPARTMENT OF THE ARMY
WARRIOR TRANSITION COMMAND
200 STOVALL STREET
ALEXANDRIA, VIRGINIA 22332-2500

MCWT-OPT-P

WCTP Policy Memo 12-006

Expires: 1 2 SEP 2014

1 2 SEP 2012

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) and Community Base Warrior Transition Units (CBWTUs)

1. References:

- a. Headquarters Department of the Army Execution Order 118-07 (Healing Warriors), 2 January 2007.
- b. US Army Medical Command Operation Order 07-55 (MEDCOM Implementation of the Army Medical Action Plan), 5 June 2007.
- c. Warrior Transition Command, Comprehensive Transition Plan Guidance (CTPG), 1 December 2011.

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

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) and Community Based Warrior Transition Units (CBWTU).

5. Goals: The Army seeks to provide a WTU/CBWTU chain of command that is accessible, responsive, and compassionate to the unique challenges of Soldiers in WTUs/CBWTUs 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.

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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 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 is at the commander's discretion, but should be conducted not less than quarterly.

(2) For Soldiers off the installation, attached to CBWTU, or other community based care, commanders should take advantage of and conduct their Town Hall meetings during the required quarterly Musters held at the CBWTU, on the installation, or in the community.

b. The chain of command will also maintain an Open Door policy that allows WTU/CBWTU Soldiers the opportunity to speak with their chain of command and staff as their unique situation warrants. An Open Door policy provides the command additional opportunity 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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