



DEPARTMENT OF THE ARMY
WARRIOR TRANSITION COMMAND
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MCWT-CG

WTC Policy Memo 10-003

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MEMORANDUM FOR Commanders, US Army Medical Command Regional Medical Commands

SUBJECT: Policy Memorandum – Warrior Transition Unit Facility Maintenance Standards and Procedures Policy

1. References:

a. MEDCOM OPORD 10-18, Maintenance Improvement at Warrior in Transition Lodging Facilities, 8 January 2010.

b. Assistant Chief of Staff for Installation Management (ACSIM) Unaccompanied Personal Housing (UPH) for Warriors in Transition Policy, 14 October 2009.

2. Purpose: To provide clear guidance regarding maintenance standards, standards for corrective actions, reporting responsibilities and quality of life accommodations at lodging facilities for Warriors in Transition.

3. Proponent: The proponent for this policy is Operations Branch, G-3/5/7, Warrior Transition Command (WTC), US Army Medical Command (MEDCOM).

4. Applicability: This policy is applicable to Commanders of Warrior Transition Units (WTU) and Community Based Warrior Transition Units (CBWTU) to ensure Government controlled/owned lodging facilities housing Warriors in Transition are safe, clean, well maintained, and provide a quality of life that facilitates recovery and rehabilitation.

5. Policy: Wounded, ill, and injured Soldiers and their Families must be afforded the maximum opportunity to focus on their recovery and rehabilitation and not on maintenance problems and inadequate lodging standards. WTU/CBWTU commanders and cadre should not settle on good-enough and must put in place policies and procedures to proactively address issues that affect the quality of life of Warriors in Transition and their Families.

a. Lodging Assignment and Hospitality. Commanders will ensure arriving Warriors in Transition are welcomed professionally and accommodated properly in WTU barracks and installation/contract controlled lodging facilities. This includes customer focused room assignment procedures to ensure Warriors in Transition are assigned to

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lodging commensurate with their disabilities and the staff is courteous and responsive to unique furniture arrangement needs.

b. Soldier Transitions. WTU/CBWTU commander must ensure Warriors in Transition intake/in-processing procedures are efficient and consolidated. These procedures should apply to Soldiers and their Families initially entering into the Warrior Care and Transition Program (WCTP) as well as those Warriors in Transition at vulnerable points of transition (from inpatient to outpatient, Warriors in Transition returning from ASAP, CBWTU to WTU, etc.) to ensure they are customer service focused and reflect a positive command climate.

(1) Establish a Soldier transition SOP specific to lodging practices.

(2) Coordinate with the medical management staff to ensure smooth transition occurs between inpatient and outpatient environments. This transition must be rehearsed and must support the needs to the Warrior in Transition and any non-medical attendant and/or Family requirements.

(3) Focus on the change in environment for the WT and Family member. A positive first impression is essential and every effort must be made to allow the Warriors in Transition and their Families to focus on the well being of the Soldier and the goals for transition.

c. Maintenance Standards. WTU/CBWTU commanders must employ proactive lodging problem identification and ensure deficiencies do not distract Warriors in Transition from their recovery and rehabilitation. Procedures to address lodging facility problems must include a decision point to move the effected Warrior in Transition to alternate lodging to minimize the impact on their quality of life. Warriors in Transition should be the best source of information for deficiencies but cannot be the only method employed to identify and report problems with facilities. Establish a unit SOP that identifies how maintenance standards will be enforced and addresses the following:

(1) Inspection frequency

(2) Work order tracking and resolution

(3) Soldier movement while significant maintenance problems are addressed

(4) When and what to document

d. Maintenance Inspections. Inspections must be thorough, involve the chain of command, and consider seasonal impacts (heating/cooling, hot water, etc.). Relying on room sampling or other organization's inspection program is not sufficient to ensure

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lodging facilities are at the standard Warriors in Transition are entitled. Commanders must become knowledgeable of the timing, process, and areas of emphasis of the various lodging facility inspections and look for and address gaps. All WTU facilities must be inspected quarterly by the chain of command, as a minimum.

e. Reporting procedures. Commanders must establish and rehearse Commander's Critical Information Requirements to identify and resolve facility issues as quickly as possible and at the appropriate leadership level.



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