



**DEPARTMENT OF THE ARMY**  
WARRIOR TRANSITION COMMAND  
2530 CRYSTAL DRIVE, TAYLOR, SUITE 3E30  
ARLINGTON, VIRGINIA 22202

MCWT-CG

**JUN 23 2010**  
WTC Policy Memo 10-005

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MEMORANDUM FOR Commanders, MEDCOM Regional Medical Commands

SUBJECT: Policy Memorandum – Communications with Warriors in Transition

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.

2. Purpose: To provide clear guidance regarding the conduct of Warrior Care and Transition Program-related Town Hall meetings and contact standards with 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, Warrior Transition Units (WTU) and Community Based Warrior Transition Units (CBWTU) and provides guidance on the conduct of Town Hall Meetings and Warrior in Transition contact standards.

5. Goals. The Army seeks to provide a WTU chain of command that is accessible, responsive, and compassionate to the unique challenges of Warriors in Transition and their Families. Experience shows that when the chain of command does not exhibit these attributes, the Soldier's healing and transition is inhibited, and he/she will turn to external sources for support and redress.

6. Policy: Warriors in Transitions and their Families have unique challenges which require individual attention and consideration by the chain of command. The following directives will standardize the nature and frequency of interface between the WTU chain of command, Warriors in Transition and their Families, in order to promote accessibility, responsiveness and compassion by the chain of command:

- a. Town Hall Meetings will be held by the WTU and CBWTU with the frequency of these meetings at the discretion of the Commander. Town Hall meetings are for the

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dissemination of new information impacting Warriors in Transition and their Families. Town Hall meetings are recommended at the Company level to maximize information flow and interaction with Warriors in Transition and their Families.

b. Chain of command interface with Warriors in Transition. Warriors in Transition will be afforded the opportunity to speak with their chain of command and WTU/CBWTU staff as their unique situation warrants. WTU/CBWTU commanders will also institute formal Warrior in Transition meetings as the main forum to air concerns, resolve issues, and ask about Comprehensive Transition Plans, barracks conditions and give feedback on their care and services. These meetings provide the Command an opportunity to be proactive in addressing Warriors in Transition concerns and executing a successful resolution. Commanders will ensure that a member of the chain of command personally meets with each Warrior in Transition and Family member and that this interaction be specific to the Warrior in Transition/Family member and be documented in writing. At a minimum, the frequency of these meetings will be as follows:

(1) Squad Leaders will meet weekly with all Warriors in Transition and, as appropriate, their Families and record the results of the meeting in the Warrior in Transition's Comprehensive Transition Plan.

(2) Platoon Sergeants will meet bi-monthly with all Warriors in Transition and, as appropriate, their Families and do not have a requirement to maintain a written record of the meeting.

(3) Company Commanders, Company Executive Officers, and/or First Sergeants will meet quarterly with high risk Warriors in Transition and, as appropriate, their Families and maintain a record of the meetings to include actions taken. These meetings will not be held in a group setting, but will be specific to the WT and Family member(s) and be documented in writing.

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



GARY H. CHEEK  
Brigadier General, U.S. Army  
Commanding General