



DEPARTMENT OF THE ARMY
WARRIOR TRANSITION COMMAND
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MCWT-OPT-P

WCTP Policy Memo 12-008

Expires: 0 8 NOV 2014

MEMORANDUM FOR Commanders, US Army Medical Command Regional Medical Commands

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

1. References:

a. Memorandum, Assistant Chief of Staff for Installation Management (ACSIM), subject: Unaccompanied Personal Housing (UPH) for Warriors in Transition (WT) Policy, 14 October 2009.

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

c. FRAGO 1, OPORD 10-18, (Maintenance Improvement at Warrior in Transition Lodging Facilities), dated 13 January 2010.

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 the Warrior Transition Command (WTC), ACSIM Division.

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 WTU/CBWTU Soldiers 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 will be afforded the maximum opportunity to focus on their recovery and rehabilitation and not on maintenance problems and inadequate lodging. 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 Soldiers and their Families.

a. **Lodging Assignment and Hospitality.** Commanders will ensure arriving Soldiers are welcomed professionally and accommodated properly in WTU/CBWTU barracks and installation/contract controlled lodging facilities. This includes customer focused

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room assignment procedures to ensure Soldiers are assigned to lodging commensurate with their disabilities and the staff is courteous and responsive to unique furniture arrangement needs.

b. Soldier Transitions. Commanders must ensure Soldiers' in-processing procedures are efficient, consolidated, customer service focused, and reflect a positive command climate. These procedures should apply to Soldiers and their Families initially entering into the Warrior Care and Transition Program (WCTP) and those Soldiers at vulnerable points of transition (from inpatient to outpatient, Soldiers returning from treatment in the Army Substance Abuse Program, CBWTU to WTU, etc.). Commanders must:

(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 of the Soldier and any non-medical attendant and/or Family requirements.

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

c. Maintenance Standards. Commanders must employ proactive lodging problem identification and ensure deficiencies do not distract Soldiers from their recovery and rehabilitation. Procedures to address lodging facility problems must include a decision point to move the affected Soldier to alternate lodging to minimize the impact on their quality of life. Soldiers 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 when issue arises

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 another organization's inspection program is not sufficient to ensure

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that lodging facilities are at the standard of a Soldier's entitlement. Commanders must know the inspection intervals, process, and areas of emphasis of the various lodging facility inspections, and look for and address gaps. At a minimum, all WTU/CBWTU facilities must be inspected quarterly by the chain of command.

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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