

USA MEDDAC WEST POINT
A Guide for Warriors in Transition and their Families

KNIGHTS FOR WARRIORS!



HERO HANDBOOK

For Warriors in Transition and their Families **TABLE OF CONTENTS**

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WARRIOR TRANSITION UNIT LEADERSHIP INFORMATION

You or your Soldier is part of: The Warrior Transition Unit (WTU), United States Army Medical Department Activity, West Point, NY; BUILDING 626, Just inside Thayer gate next to Buffalo Soldier Field

Your Company Commander is: CPT Smiley (845) 938-0268

Your Company First Sergeant is: 1SG Roberson (845) 938-0267

Your Platoon Sergeant is: _____

Your Squad Leader is: _____

Your Nurse Case Manager is: _____

Your WTU Company Phone is: (845) 938-0264

DSN Number: 688-0264

WTU Charge of Quarters (CQ): (845) 938-0787

DSN Number: 688-0787

The USA MEDDAC West Point AOD desk may be reached 24 hours a day, 7 days a week.

Commercial Phone: (845) 938-5169

DSN Number: 688-5169

Warrior Transition Unit Mission Statement

Provide command and control, primary care, and case management to establish conditions for healing and promote the timely return to the force or transition to civilian life.

General Information

PURPOSE:

The purpose of this handbook is to provide Warrior Transition Unit (WTU) Soldiers with guidance on standards of conduct and key policies. It also addresses concerns that Families may have regarding assignment to the West Point WTU. See applicable Warrior Transition Unit Standard Operating Procedure (SOP) for specific directives.

APPLICABILITY:

This WTU Handbook applies to all Warriors assigned/attached to the Warrior Transition Unit, USA MEDDAC West Point. Reading and familiarization of this handbook is mandatory. The standards will be practiced and enforced during your tenure in the WTU.

WARRIOR EXPECTATIONS/RESPONSIBILITIES:

Military personnel will conduct themselves in a manner to avoid discrediting yourself, the unit, or the Army. Undesirable conduct includes, but is not limited to, drunk/reckless driving, drunk/disorderly conduct, offensive language and gestures, failure to satisfy financial obligations, as well as violations of the Uniform Code of Military Justice (UCMJ).

WARRIOR ETHOS

**“I WILL ALWAYS PLACE THE MISSION FIRST
I WILL NEVER ACCEPT DEFEAT
I WILL NEVER QUIT
I WILL NEVER LEAVE A FALLEN COMRADE
I AM A WARRIOR
AND I AM
ARMY STRONG.”**

The Warrior in Transition Ethos

**“I AM A WARRIOR IN TRANSITION. MY JOB IS TO
HEAL AS I TRANSITION BACK TO DUTY OR
CONTINUE SERVING THE NATION AS A VETERAN IN
MY COMMUNITY. THIS IS NOT A STATUS BUT A
MISSION. I WILL SUCCEED IN THIS MISSION
BECAUSE...I AM A WARRIOR
AND I AM
ARMY STRONG.”**

FREQUENTLY ASKED QUESTIONS

1. I'm told that I'm going to be assigned to a WTU. What does that mean? What happens next?

That's a great question. Being assigned to a WTU has great benefits to you as a Soldier. The Army has acknowledged that our injured and wounded Soldiers need enhanced focus in getting their care and has devoted an exorbitant amount of resources in order to accomplish this mission. Whether you were wounded in combat, injured in training, or hurt while on leave, you may be identified as a WTU candidate.

The process starts once your condition has stabilized and you're seen by a doctor. The doctor will take a look at the medical circumstances and recommend whether or not you are a potential Warrior in Transition (WT). If your injury is going to require an extensive amount of follow-on care, further surgeries, or rehabilitation to the point that you would be severely limited in serving in your current position, the chances are that you will be assigned to a WTU. In some instances, your unit may request your placement in a WTU if your commander feels there are not adequate organic resources available to take care of you. You may have reservations about leaving a unit you've served, trained, or deployed with, but you should understand that the utmost priority has to be on your health so that you can heal and return to the fight or transition to life outside the military.

Once you are identified as a WTU candidate, a request is submitted to the WTU closest to your home station. The WTU commander will examine the case and determine whether or not he or she has the resources to accept you into his unit. Some factors that may be considered include available infrastructure on post (does your condition require that billets are wheelchair or American Disability's Act (ADA) compliant?), your Family status (does the post have housing readily available for a Family with six dependent children?), or your specialty medical needs (if you have a Traumatic Brain Injury (TBI), are there resources at the MTF or nearby that cater to your individual needs?). The commander will consider the totality of your circumstances and make a decision on accepting you into his unit. Sometimes, he or she may be unable to support your case, however, he will look to transfer you to another WTU (presumably one close to your Home of Record) or he may decide to manage you remotely. The bottom line is that you will receive the care that you are entitled to as a Soldier in the United States Army.

The WTU program looks to place Soldiers near their HOR or requested location whenever possible. This is because Soldiers traditionally have a strong Family support network that they can rely on during their healing process. The Army recognizes that proximity to Family is integral to recovery and also that it imposes much less of a hardship on the Family by mitigating travel expenses. The aim is to relieve as much stress on the Soldier and Family as possible throughout this difficult time.

One of the benefits of being designated as a WT is that you have increased access to care standards. Whereas you used to have to wait a period of weeks in order to be seen by a doctor, you now enjoy "front of the line" privileges when it comes to health care. This serves as the Army's commitment to your healing. The specific access standards are enumerated in the "Policies" section on page 14 of this Hero Handbook.

2. How did I end up at West Point?

You may be assigned to the West Point WTU for several reasons. First and foremost, do you hail from the Northeast? The West Point WTU's area of responsibility covers New York, New Jersey, Connecticut, Rhode Island, Massachusetts, Maine and parts of Pennsylvania. We also have had Soldiers in Vermont. If you're from one of these states, know that's one of the first things we look at when assigning you to our WTU.

Does the greater NYC area provide unique medical services specific to your condition? The 60 mile radius around West Point offers some of the finest medical institutions in the country. We have built an extensive healthcare network to provide some of our specialty care. If you have specific Traumatic Brain Injury or oncology requirements that may be the reason you're here.

Are you a graduate of the United States Military Academy? The West Point WTU takes great strides to wrap our arms around individuals with ties to the Academy. In some cases, the WT would rather be assigned here than their Home of Record (HOR). We take the wishes of the WT into consideration in the assignment process.

Understand that we don't make decisions in a bubble. We will consult all parties involved, from you and your Family to your current primary care manager to your losing chain of command before we assign you here. Again, the goal is to provide appropriate care and services with as little stress to you as possible.

3. How does the Warrior in Transition (WT) and their family get to Keller Army Community Hospital (KACH) and does anyone meet the WT when they arrive?

Soldiers and Families are brought to KACH by air evacuation (airevac) from other military/civilian medical treatment facilities or may be command referred from other units to include other Warrior Transition Units (WTU). Airevacs may arrive via military and commercial flight. The WTU Command staff meets every airevac that comes to KACH to ensure their immediate needs are met. The WTU will coordinate all transportation from the Aerial Port of Debarkation (APOD) to West Point. You do not have to worry about transportation.

If you drive to West Point, the WTU staff will coordinate to receive the Soldier as soon as he/she arrives on post. From there, you will be escorted to the WTU Company Area (Bldg. 626) for in-processing. In some cases in which WTs are located within the West Point WTU encatchment area (currently New York, New Jersey, Connecticut, Rhode Island, Massachusetts, and Pennsylvania), but do not have means of transportation, the WTU cadre will travel to the Soldier's location and transport him/her to West Point for in-processing. In extreme cases where the WT's medical condition deems this impractical, the WTU cadre will gather the necessary documentation and conduct in-processing at the WT's location.

4. How do Invitational Travel Orders work? Who determines eligibility? Are there other ways of getting non-medical attendants here if they don't meet ITO criteria?

Joint Federal Travel regulation (JFTR), Volume 1, chapter U5246, authorizes three relatives of a Seriously Ill/Very Seriously Ill (SI/VSI) patient to travel to and from the hospital at government expense when certain administrative requirements are met by the military medical

treatment facility (MMTF) and the appropriate personnel or casualty affairs office. The patient's physician uses SI/VSI criteria to decide who is eligible for Invitational Travel Orders (ITOs) (eligibility for ITOs is based solely on medical criteria). ITOs for family members of OIF/OEF patients will cover the cost of travel, lodging, and per diem for a pre-determined period of time. Typically, ITOs are not open-ended, although extensions are possible on a case-by-case basis. The Casualty Affairs Office, located within the Soldier Family Assistance Center (SFAC), will be able to assist with extensions.

For Family members of patients who are not OIF/OEF, ITOs will only cover travel costs. The SFAC has no role in determining who is eligible and who receives ITOs. SFAC staff is available to assist family members with getting answers to questions related to ITOs. If there are no ITOs issued, there are other avenues of receiving free airline tickets. The nonprofit Fisher House Foundation has teamed up with "Operation Hero Miles" to provide eligible Soldiers undergoing treatment at a military medical center incident to their service in Iraq, Afghanistan, or the surrounding areas with a complimentary, round-trip airline ticket. The tickets are available to *eligible family and friends as well*. The request form is available at the SFAC and the WTU Family Assistance Specialist will aid the WT or Family member in filling out the required paperwork. Bottom line, the WTU will make every effort to ensure that every WT has access to readily available Family support if their condition warrants it.

5. What documents should I bring with me?

- Copy of assignment orders to West Point WTU
- Military ID
- Power of Attorney
- Living Will
- Immunization records for children in need of Day Care
- Name and phone number of POC for the Active Duty WT's parent unit
- Valid Passport if returning OCONUS

If you do not have access to any of the above documents, WTU cadre will ensure you receive them during in-processing.

****Bring an extra set of clothes.** WTs will arrive in hospital pajamas and robes if transported via the military airevac system. It is a good idea to pack a pair of sweat pants and shirt (can be cut for casts etc.), underwear, shoes/sneakers, and jacket/hat if the weather is cold. The WTU maintains a stock of civilian clothes in the company area in the event that you are unable to bring their own.

6. Is there lodging available?

WTs who are ambulatory will be housed in the WTU barracks, currently located in Bldgs. 624 and 652 in the vicinity of the WTU Company Area and West Point's Thayer Gate. National Guard and Reserve WTs will maintain a barracks room throughout their assignment to the WTU regardless of marital status unless their home of record (HOR) is located near enough to West Point to allow them to commute to medical treatment/work. Single, Active Component WTs will likewise maintain a barracks room during their assignment to the WTU. Married, Active

Component WTs PCSing to West Point with their Families are eligible for on-post housing and will be assigned a unit pending availability. These WTU Soldiers receive “front of the line” status in regards to the housing waiting list and will be given the opportunity to accept the first available unit in the event that there is a current wait according to their rank and bedroom allowance. If the WT requires ADA compliant housing that is currently occupied by a non-WT Family, the resident family has 30 days to vacate the unit in order to accommodate the incoming WT. In such an event that housing is readily not available, the WT and Family will be billeted in the interim at the West Point Five Star Inn.

The following section is for information only; the WTU cadre will assist the WT and Family in any arrangement that requires billeting in area hotels. The WT or their dependents will not be responsible for having to coordinate any their stay. This information may be useful for extended Family members who are not traveling on ITOs. The Five Star Inn is located in Buildings 785, located on the West Point proper, and 2113, which is located in the Pershing Center on New South Road in the town of Highland Falls. The main office/reception desk is located in building 2113. **The Five Star Inn can be reached by dialing 1-845-938-6816/6817.** The Thayer Hotel is located in Building 674 on Thayer Road just inside the Main (Thayer) Gate. Reservations can be made by dialing toll free 1-800-247-5047 or commercial at (845) 446-4731. West Point Motel in Highland Falls can be reached at (845) 446-4180. Family members who are NOT traveling on ITOs will be responsible for paying of all room charges accrued. If the Five Star or Thayer Hotels cannot accommodate a WT or Family member, the WTU cadre will coordinate billeting in a local hotel. Family members on ITOs will be able to submit off-post hotel receipts, up to the allowable government nightly rate, for reimbursement at the end of their travel. As soon as a WT or Family member knows they are headed to West Point, they should contact the WTU Chain of Command so that reservations for either the Five Star or Thayer Hotels can be made.

7. I do not have a valid military Identification Card (ID). Do I need one and how do I get one?

Family members who have arrived at West Point and do not possess a valid military ID card will be escorted by one of the WTU cadre to the ID card section in Building 622 to obtain one. Once you receive a military ID, you will have privileges at the post commissary and PX. The ID card section’s hours are 0800-1600, Monday thru Friday, CLOSED every 3RD Wednesday until 1230. 1-845-938-8474/3746.

8. Is transportation available from KACH to and from the APOD?

Stewart International Airport in Newburgh, NY is the closest airport to West Point. It is approximately 20 minutes away from West Point by car. In instances where Family members are traveling with you, the WTU will take care of transportation to West Point. Additionally, WTU Cadre will make every effort to meet and pick up Family members traveling on ITOs not accompanying the WT as well. In situations where this cannot be accomplished, Family members on ITOs can take a taxi from Stewart Airport. Taxis are readily available and cost approximately \$40 from Stewart Airport. This cost will be reimbursed when your final travel voucher is submitted. Please remember to keep all of your receipts. Family members traveling without an ITO will be responsible for paying for the cost of transportation to and from West

Point. They will not be reimbursed for this cost. If cost is a concern ensure to contact the WTU leadership so that possible arrangements can be considered.

9. How do I get around on post once I have arrived? What about after duty hours?

It is the responsibility of the WTU to insure that all WTs are able to get to their medical appointments, rehabilitation sessions, etc. Our cadre will provide transportation for all WTs billeted on West Point to appointments and meals. In cases where a Family support system is in place, the WT may choose to utilize their own transportation means to accomplish these tasks. Any arrangements will be coordinated between the WT and his/her squad leader.

West Point also offers a shuttle bus system on post. Upon request, WTU cadre will orient the WT to the routes and stops and provide a map of post. The shuttle bus schedule is below:

West Point Shuttle Bus Information:

NORTH BOUND SHUTTLE		SOUTH BOUND SHUTTLE	
30 minute intervals		30 minute intervals	
First bus 06:15, Last at 16:45.		First bus 06:15, Last at 16:45.	
Minutes after the hour:		Minutes after the hour:	
Pershing Center/Spellman Hall	15 45	Child Dev Center Center/H-Lot	15 45
Hotel Thayer (exit ramp)	17 47	Motor Pool (5 min rest stop)	29 59
Mills/Thayer Road	18 48	Post Laundry	30 60
Thayer/Cullum Rd.	19 49	Keller Hospital	31 51
Mahan Hall/Tunnel	20 50	Washington/Buckner	34 04
Library Corner	21 51	Bldg. 681	35 05
Thayer Statue	22 52	Bldg. 667A	36 06
Bldg. 667A	23 53	Thayer Statue	37 07
Bldg. 681	24 54	Library Corner	38 08
Washington/Buckner	26 56	Mahan Hall/Tunnel	39 09
Keller Hospital	29 59	Thayer/Cullum Rd.	40 10
Post Laundry	30 60	Buffalo Soldier Field	41 11
		Bldg 626/622, WTU Location	42 12

If a specific need arises regarding transportation on post, the WTU command will examine the situation and make every effort to accommodate the WT. WTs without a POV will be assigned a “battle buddy” to aid in assimilating the WT into the unit as well as assisting them getting around after duty hours. Car rental is an option and there is an Enterprise division at the post PX, but the cost is not reimbursable.

10. Where can I get something to eat?

Breakfast and lunch meals are available at the KACH Dining Facility (DFAC), Building 900, 2nd floor. Full breakfast is available Monday through Friday from 0630-0930. Lunch is available from 1030-1300 on Monday and from 1030-1400 on Tuesday through Friday. The DFAC is closed on training and federal holidays. The cost of meals in the KACH DFAC is significantly less than what one would pay at any area restaurant and it is widely recognized as the “best deal on post!” Breakfast and lunch both feature traditional short order fare as well as a main line meal and salad bar. There are no dinner meals served at the KACH DFAC.

The National Defense Authorization Act for Fiscal Year 2006, Section 607, provided that members of the Armed Forces who are undergoing medical recuperation or therapy, or are otherwise undergoing continuous care, including outpatient care, for an injury, illness, or disease incurred in support of OIF, OEF, or any other operation or area designated by the Secretary of Defense, shall not be required to pay for meals at MTFs. This provision is effective from October 1, 2005 and ending on December 31, 2007.

Other on-post dining opportunities are Subway, Building 683 (vicinity the post gym and education center, and cemetery, and can be reached (845) 446-2096. It is open Monday through Sunday from 1000-2000. Burger King is located in the Main PX and can be reached at (845) 446-0260/0261. Its hours of operation are Monday through Sunday from 1030-1900.

Barracks rooms are each equipped with a microwave and refrigerator. WTU cadre will ensure that WTs have regular access to the commissary and PX in order to purchase food if they so desire.

The West Point Commissary hours of operation are as follows:

Monday: Closed

Tuesday: 1000-1900

Wednesday: 1000-1800

Thursday: 1100-2000

Friday: 1000-1900

Saturday: 0800-1800

Sunday: 1000-1900

Phone: (845) 938-3663/2218/2512/3907

There are many local restaurants located just outside the Main gate in Highland Falls. Most places deliver food as well. The WTU Company Area has menus available for all of the places in town that the WT can take with them.

LOCAL RESTAURANTS

NAME	PHONE #	ADDRESS	CITY
ANDY'S	(845) 446-8736	281 MAIN ST.	HIGHLAND FALLS
BENNY HAVEN'S PUB & RESTAURANT	(845) 446-9041	184 MAIN ST.	HIGHLAND FALLS
BISTRO'S COFFEE SHOP INC.	(845) 446-4214	1 WEST POINT HWY	WEST POINT
BURGER KING	(845) 446-0260	BLDG 1204 (MAIN PX)	WEST POINT
DONG FONG RESTAURANT	(845) 446-0763	78 MAIN ST.	HIGHLAND FALLS
DUNKIN' DONUTS	(845) 446-5510	310 MAIN ST.	HIGHLAND FALLS
FIRESIDE HOTEL & RESTAURANT	(845) 446-8210	3 MOUNTAIN AVE	HIGHLAND FALLS
FOXES' COUNTRY DELI	(845) 446-2704	888 ROUTE 9W	HIGHLAND FALLS
GRACE'S BAR & GRILL	(845) 446-4279	8 SCHNEIDER AVE	HIGHLAND FALLS
HACIENDA RESTAURANT	(845) 446-0406	145 MAIN ST.	HIGHLAND FALLS
ICE CREAM SHOP	(845) 446-2390	90 MAIN ST.	HIGHLAND FALLS
KINGS GARDEN CHINESE RESTAURANT	(845) 446-2922	154 MAIN ST.	HIGHLAND FALLS
MCDONALD'S	(845) 446-4935	104 WEST POINT HWY	HIGHLAND FALLS
OLD TYME DOGS & MORE	(845) 446-2130	421 MAIN ST.	HIGHLAND FALLS
PARK RESTAURANT	(845) 446-8709	451 MAIN ST.	HIGHLAND FALLS
SCHADE'S DELI	(845) 446-2626	54 MAIN ST.	HIGHLAND FALLS
SUBWAY	(845) 446-2096	683 BUCKNER LOOP	WEST POINT
SUSHI KING	(845) 446-1458	323 MAIN ST.	HIGHLAND FALLS
SUZIE'S RESTAURANT	(845) 446-2130	421 MAIN ST.	HIGHLAND FALLS
TING GARDEN RESTAURANT	(845) 446-8000	319 MAIN ST.	HIGHLAND FALLS
TONY'S PIZZERIA	(845) 446-4000	20 MAIN ST.	HIGHLAND FALLS
WEST POINT BOWLING CENTER	(845) 938-2140	BLDG 622 SWIFT RD	WEST POINT
WEST POINT GREY LINE EATERY	(845) 446-1118	8 MAIN ST.	HIGHLAND FALLS
WEST POINT PIZZA & RESTAURANT	(845) 446-5544	193 MAIN ST.	HIGHLAND FALLS

11. I have small children. Is child care available?

Yes, child care is available here at West Point. Though child care is not available at KACH, the Child Development Center (CDC) on post will be able to accommodate your child care needs. When the WT's spouse is required to accompany the Soldier to a medical/WTU administrative appointment and it is inappropriate to bring children along, WTU cadre will coordinate with the CDC to accept the child and provide care for the duration of the appointment. This is a service that will be at no cost to the WT or Family. The SFAC or Squad Leader will assist with all necessary arrangements.

You will be able to coordinate child care for a period of time outside the realm of WTU appointments (i.e. the WT or spouse just needs some time away from the kids). The CDC's number is (845) 938-8526/4123 and care can be reserved on hourly basis. WTs with children will register them at Building 681 upon in-processing. Parents must have their child's current shot record. An \$18.00 per child or \$40.00 per family registration fee (check or money order only) is required. Parents must call the CDC POC Ms. Kim Tague at (845) 938-3921 and reserve a slot for their child(ren) for the date and time that they want to use the hourly care if outside the scope of medical/WTU administrative appointments. Recommend that you do this as soon as you know when you'll need to the child care. Hourly care is available from 0730-1700, Monday through Friday. Remember, you have priority for medical/WTU-related child care, however routine child care for personal reasons must be scheduled like other Families on post.

12. Can children visit on the hospital ward?

Children are allowed to visit Medical Surgical Unit (MSU). Hours of visitation are 0900-2100. Visitation to the ICU and ER are limited or considered on a case by case basis.

13. Where can I access a computer?

Computers are available at the SFAC in Building 626 during normal duty hours (0800-1700) Monday through Friday. After normal duty hours and upon request, arrangements can be made to assist you with computer access. The USMA library provides computer access during the following hours:

Monday – Thursday: 0720-2315
Friday & Saturday: 0720-2100
Sunday: 1300-2315

14. Is there a laundry facility available?

If residing within the barracks, there are facilities located on the first floor of Building 624. The post cleaners are located in BLDG 845 on Washington Street across from KACH and can be reached at (845) 938-4191. Their hours of operation are Monday-Friday 0800-1800 and Saturday 1000-1500. There are also two laundry facilities located off post on Main St. in Highland Falls.

15. I'm still uncertain about some things. You haven't addressed some of my worries. How do I get some answers?

We're glad you asked. If you have any concerns, please call us at the West Point WTU. Our contact numbers are listed at the front of this handbook and we are available 24/7 for emergencies. You should not have any unanswered questions in your mind regarding the entire WTU process. The chances are that we've seen already dealt with whatever you're concerned about, and if not, we'll readily get you the answer.

POLICIES

COMMANDER'S OPEN DOOR POLICY:

In accordance with Army Regulation 600-20, Army Command Policy, "Commanders will establish an open door policy within their commands. Warriors are responsible to ensure that the commander is aware of problems that affect discipline, morale, and mission effectiveness; and an open door policy allows members of the command to present facts, concerns, problems of a personal and professional nature, or other issues which the Warrior has been unable to resolve." The Commander's open door policy is not intended to supersede utilization of the chain of command. Chain of command should be utilized to resolve any problems/issues and suggest improvements.

UNIT BILLETS:

1. Unit and billet policy applies in all government and government leased quarters to include the Buildings 624 and 652, and other locations leased by the military or designated as WTU Barracks. Noncompliance with the policies listed below or any directives given by the Command may result in removal from government billets.
2. Quiet hours begin at 2200 hours on weekdays and 2300 hours on weekends. Visiting hours are from 0800 until 2100 hours on weekdays and 0600 until 2400 hours on weekends.
3. Furniture will not be moved without prior approval from the Commander/1SG.
4. Contraband (e.g., explosives, firearms, weapons, BB/Pellet guns, paint ball guns, narcotics, any illegal drugs, or drug paraphernalia) will not be stored, used, or sold in the billeting area.
5. The WTU barracks area is an Alcohol free zone, this exact area will be explained further once you arrive. Warriors must be 21 years of age to purchase, possess, or consume alcohol.
6. Safety is the responsibility of every Warrior. Report hazards to the chain of command immediately.
7. Appropriate clothing will be worn when entering/leaving the room. If a military uniform is worn, it will be in accordance with AR 670-1.
8. Candles are not permitted except for decorative purposes.
9. No major repairs will be allowed on vehicles in the parking area.
10. Personal appliances that produce heat are not authorized in occupant's rooms without prior approval of the Commander/1SG.
11. Billet deficiencies will be reported to the floor NCOs & forwarded to supply personnel immediately.
12. Unit leadership will conduct billets inspections/checks to protect the health & welfare of its Warriors.

MILITARY COURTESY:

- a. Courtesy is respect and consideration of others.
- b. The salute is a sign of mutual respect, unit pride and esprit de corps.
- c. Salutes are rendered by enlisted to commissioned officers and warrant officers and by junior officers to seniors.
- d. Salute distance is “recognition” distance. The salute should be rendered when within 6 paces. Saluting is not required while operating a motor vehicle.
- e. You must salute General command vehicles identified by plate depicting their rank.
- f. Additional guidelines:
 1. The first enlisted member to sight an officer who is higher in rank than the officers present in a room will call “Attention”; call “At Ease” for Sergeants Major.
 2. When an officer enters, personnel who are working will come to the position of attention (parade rest for SGM) when the officer/SGM addresses them.
 3. During conversations all military personnel will come to the position of attention and face a senior officer when addressed or parade rest for a senior NCO.
 4. While in formation/work detail when an officer approaches personnel, the person in charge calls “Attention” and renders a salute for the entire group.
 5. When an officer approaches a group not in formation, the first person sighting the officer calls “Attention” and everyone in the group faces the officer and renders a salute.
- g. Reveille/Retreat: When in uniform, upon hearing the music, assume the position of attention. Render a salute upon playing “To the colors”. When in civilian attire, assume the position of attention and place your right hand over your heart. Personnel driving motor vehicles will pull over and stop. All occupants should exit and comply with the established procedures listed above.

FRATERNIZATION:

Defined as inappropriate or unprofessional relationships between military personnel IAW AR 600-20.

- a. Relationships between Warriors of different ranks are prohibited if they:
 - Compromise or appear to compromise the integrity of supervisors or chain of command.
 - Cause actual/perceived partiality or unfairness.
 - Involve/appear to involve improper use of rank/position for personal gain.
 - Are perceived to be exploitative/coercive in nature.
 - Create an actual or predictable adverse impact on discipline, authority, morale, or the ability of command to accomplish the mission.
- b. Prohibited acts:
 - Engaging in sexual harassment, fraternization, or unprofessional associations.
 - Engage/attempt to engage in a financial or business dealing with another Warrior.
 - Borrow money from or lend money to another Warrior or civilian employee.

GAMBLING:

Gambling is not allowed in the Warrior Transition Unit. This includes any games of chance or betting pools in the offices or barracks.

USE OF ALCOHOL AND DRUGS:

- a. The consumption of alcohol during duty hours is prohibited.
- b. Personnel must be at least 21 years of age to possess/consume alcohol.
- c. Warriors who are on medication that state they are not supposed to consume alcohol are not authorized to drink alcohol.
- d. The use of illegal drugs is a serious offense. Random drug screening is conducted.
- e. Warriors testing positive for, caught selling, or possessing illegal drugs will be prosecuted IAW UCMJ.
- f. **Army Substance Abuse Program (ASAP)**

Many people with PTSD try to manage their symptoms by using substances. If you have been using alcohol and drugs as a way of coping, it is important to let your health care provider know so you can be referred to ASAP for an assessment. If you think you may need help you can self-refer, as well. Treatment can be provided to help you abstain from mood altering chemicals and to help you learn alternate ways to cope with your symptoms. The Army Substance Abuse Program (ASAP) is located in Mologne Cadet Health Clinic, Building 606, Floor 3M. The telephone number is 845-938-7691.

EQUAL OPPORTUNITY (EO):

The Army will provide equal opportunity and fair treatment for military personnel, family members and DA civilians without regard to race, color, gender, religion, or national origin, and provide an environment free unlawful discrimination and offensive behavior. Report EO violations to the unit commander or EO Representative.

SEXUAL MISCONDUCT:

AR 600-20, Army Command Policy states “The policy of the Army is that sexual harassment is unacceptable conduct and will not be tolerated.” Anyone who uses or condones implicit/explicit sexual behaviors to control, influence, or affect the career or pay of another is engaging in sexual harassment. Unwelcome verbal comments, gestures, or physical contact of a sexual nature is also sexual harassment. Report violators to the unit chain of command, commander or EO Representative.

PRIVATELY OWNED VEHICLES (POV):

- a. All POVs operated on post must be registered at a military installation excluding Air Force installations.
- b. Driving under the influence will result in forfeiture of post driving privileges not to exceed one year.
- c. Failure to comply with posted speed limits will result in a moving violation. Three (3) moving violations in a six (6) month period will result in suspension of driving privileges for six (6) months.
- d. All personnel will park in approved parking areas. Failure to comply may result in one (1) non-moving violation. Three (3) non-moving violations will result in a one (1) month driving suspension.
- e. Any combination of three (3) moving or non-moving violations will result in a six (6) month driving suspension.

LEAVES AND PASSES (IAW AR 600-8-10):

- a. Pass/Leave will not be granted until completion of in-processing.
- b. Command grants leave/pass as Warriors' medical care permits.
- c. Passes will not exceed one 96 hour pass per calendar month with supervisor's, case manager's, PEBLO's, and commander's approval.
- d. Letter of intent for leave/pass must be submitted no less than 7 days before the pass begins, and 14 days before leave (with all required signatures).
- e. Failure to report for duty at the end of pass/leave will be assessed as Absent Without Leave (AWOL), unless determined otherwise by the commander.
- f. Personnel traveling in excess of 250 miles from West Point must submit a mileage pass.
- g. Leave will not be granted in conjunction with a pass. All requests for pass/leave must be separated by a minimum of one duty day. Leave will also not be granted after the service member has signed their medical board.
- h. All personnel must sign/call in and out from leave/pass with the Administrative Officer of the Day (AOD) at KACH.
- i. The Commander retains approval and recall for all passes/leaves.
- j. The WTU program encourages leave for all Warriors, but not at the expense of their medical care and treatment. Therefore, close coordination with respective case manager is essential to meet the Warrior's optimal treatment plan.

INDEBTEDNESS AND DISHONORED CHECKS:

Warriors will manage their personnel affairs and pay debts promptly. Knowingly writing checks on an insufficiently funded account will result in punishment under UCMJ. Financial Counseling is available at Army Community Service (ACS) at Bldg. 622, and can be coordinated through your Squad Leader.

MISSED APPOINTMENTS:

Failure to show for any scheduled appointments to include meetings with your Case Manager, may result in disciplinary action IAW UCMJ. Warriors are to turn in Medical Records once they have completed the needed medical appointment. Medical records are the property of the U.S. Government. Warriors should ask for copies at the conclusion of appointments.

UNIFORM POLICY:

- a. ACU and PFU is the only authorized uniform for formation.
- b. Mixing of ACU and civilian clothing is prohibited. Exceptions to this policy are Gore-Tex jacket, field jacket, black windbreaker, or overcoat without rank insignia.
- c. The Army Physical Fitness Uniform is only authorized for wear during physical training, for wear while commuting to and from work, during outside work details, for medical treatment/appointments, in formation if attending an appointment prior to 0830, or as authorized by the Commander.
- d. Security Badges will be worn attached to the left breast pocket of the ACU and will be worn in the same location when wearing the Physical Fitness Uniform.

- e. If Warriors choose to carry a non-issue shoulder bag while in uniform, the bag must be black, desert tan, or olive drab with no other colors and may not have any logos. Warriors may not carry the bag slung across the body with the strap over the opposite shoulder.

PRIVATELY OWNED WEAPONS (POW):

- a. There are absolutely no privately owned weapons allowed in any medical or administrative buildings on West Point.
- b. Privately owned weapons include any projectile weapon (paint ball guns, crossbows, firearms, etc.), any edged weapon with a blade more than 4” in length, or any other device deemed by the chain of command to constitute a weapon (clubs, saps, etc.)
- c. All privately owned weapons will be turned in to the Provost Marshal for storage in a secure arms room.
- d. The WTs Chain of Command must be notified if a WT posses a weapon.

HEALTH INSURANCE PORTABILITY ACCOUNTABILITY ACT (HIPAA) OF 1996

- a. The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II) require the Department of Health and Human Services to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employers.
- b. It also addresses the security and privacy of health data. Adopting these standards will improve the efficiency and effectiveness of the nation's health care system by encouraging the widespread use of electronic data interchange in health care.
- c. Title I of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) protects health insurance coverage for workers and their families when they change or lose their jobs.
- d. Understand that all WTU cadre have been HIPAA trained and are legally bound to not divulge any of your Protected Health Information (PHI) to unauthorized sources.

PROFILES (DA Form 3349 Physical Profile):

- a. Warriors with temporary or permanent conditions must have physical profiles documented that list limitations.
- b. Warriors are responsible for adhering to the limitations of their profile.
- c. Warriors with a permanent 3 or 4 profile must be referred to a MOS Medical Retention Board (MMRB) or Medical Evaluation Board/Physical Evaluation Board (MEB/PEB).
- d. Profile description: P - physical; U - upper extremity; L - lower extremity; E - eyes; H - hearing; S - psychological.
- e. Warriors will maintain a current copy of their profile on them at all times.

TREATMENT EXPECTATIONS/RIGHTS:

- a. If a Warrior is injured, wounded, or becomes sick while on AD, the Army offers to fix the problem to its best ability.
- b. If a Compo 2 or 3 Warrior has a pre-existing condition and it is not identified before Day 25 of mobilization, the Army offers to treat it if treating the condition will make the Warrior fit for duty otherwise the Warrior is referred to the MEB/PEB process.
- c. If a Compo 2 or 3 Warrior has a pre-existing condition that is aggravated during AD,

- then the Army offers to make it better.
- d. If a Warrior's condition can not be fixed or made better, the Army may send the Warrior through the MEB/PEB process.
 - e. Warriors exceeding 365 days in the WTU program must undergo a MEB/PEB.
 - f. All WTU Warriors will be assigned a Primary Care Manager (PCM) – a physician who directs medical care and evaluations.
 - g. All patients are entitled to a second opinion, at the Army's expense and at the source of the Army's choosing.
 - h. Warriors who desire a third opinion from someone of their choice, i.e., civilian healthcare provider, can do so at their own expense. Also, the military physician is not obligated to concur with civilian healthcare provider assessment.
 - i. Warriors are entitled to the same elective procedures as any other AD compatriots, however-
 - No elective procedures are authorized that are likely to prolong time in Warrior Transition Unit.
 - All "elective" procedures must be scheduled and coordinated through the Primary Care Provider and Case Manager.
 - j. Medical care access standards for MTF:
 - 72 hrs for initial specialty consultations
 - One (1) week for MRI and other diagnostic studies
 - Two (2) weeks for surgery (from time of decision to actual surgery)
 - k. Warriors have both rights and responsibilities when it comes to their health and the health care services they receive.
 - You have the right to receive accurate and easily understood information about your health care plan; if you do not understand something, assistance will be provided so you can make informed health care decisions.
 - You will be assigned a case manager within 5 working days who will coordinate your care with a health care provider to provide you access to appropriate high-quality health care.
 - If you have severe pain, new acute injury, or sudden illness, that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency services.
 - You have the right to know all your treatment options and to participate in decisions about your care.
 - You have the right to considerate, respectful and nondiscriminatory care from your health care team.
 - You have a right to talk in confidence with your health care team and to have your health information protected. You also have the right to review and copy your own medical record and request that your health care provider amend your records if it is not accurate, relevant, or complete.
 - You have the right to a fair, fast and objective review of any complaint you have against your health care treatment plan, your providers, waiting times, conduct of health care personnel, and adequacy of health care services and facilities.

JOB ASSIGNMENTS:

Warriors will be assigned temporary duties while assigned to the Warrior Transition Unit when such duties do not interfere with their medical care requirements. Warriors will not be assigned duties outside the limits of their physical profile and will be appropriate to their rank. Previous skills and training must be considered before assigning any temporary duty.

- a. Warriors must be on time; all absences must be supported by documentation.
- b. Warriors will maintain military bearing at all times.
- c. Warriors will not terminate job assignment without command approval.
- d. Failure to comply will result in UCMJ action.

LINE OF DUTY (LOD):

- a. All Warriors who are injured or wounded while on active duty must have a Line of Duty (LOD) statement. The only exception is Warriors going through the MEB/PEB process (resulting paperwork from process used in lieu of LOD).
- b. LOD is written by the Warrior's physician, signed by the company commander and certified by Military Personnel Directorate.
- c. Warrior's case manager can assist in initiating a LOD for the Warrior.
- d. LOD determinations are essential for protecting the interest of both the individual Warrior and the US Government where service is interrupted by injury, disease, or death.
- e. To ensure Warriors receive appropriate medical care after leaving active duty, commanders must complete an LOD investigation or prepare a presumptive (that is, one that may be subject to further review and is not necessarily administratively final) LOD determination memo for Warriors who incur or aggravate injuries while on active duty.

NOTE: It is not recommended to have a presumptive LOD memo. All Warriors should have an LOD.

- f. Warriors with an LOD are eligible for care through the Veteran's Administration for the rest of their life. Without an LOD, a Warrior will have to prove their condition occurred during active duty before they can receive medical care.
- g. A LOD cannot be completed for pain, i.e., leg, back, arm pain. The pain that a Warrior has must be accompanied by an injury, i.e., leg, back or arm injury.
- h. It is the Warrior's responsibility to prove that the injury occurred by providing medical documentation of treatment for the injury.
- i. In addition to current distribution requirements, completed LOD documentation should be distributed to the following:
 - Warrior's OMPF and field personnel file.
 - Copy to individual Warrior.
 - Warrior's medical record.
 - Copy to Warrior's home unit.

TRIAD OF WARRIOR SUPPORT

Every Warrior in the Warrior Transition Unit will be assigned a Nurse Case Manager and Squad Leader as well as a Primary Care Manager to assist the Soldier in healing, mentally, physically and spiritually.

NURSE CASE MANAGERS: Your case manager will be your ongoing point of contact for any medical conditions that you have while in the WTU. The Duties and Expectations of the Case Managers are as follows:

- a. Facilitate all medical care for WTU Warriors.
- b. Ensure that the Warrior has received appropriate care related to all identified medical conditions.
- c. Establish open communications with the Warrior to identify other challenges that the Warrior is experiencing.
- d. Act as a resource for the Warrior to link other systems such as the VA, TAMP, and the Medical Board.
- e. Use a team approach to promote communication, collaboration and co-ordination in order to provide Warrior focused care when working with various other entities including the Warrior, Family members, Providers (primary care providers and specialists), PEBLO, Social Work Care Manager, and the Command Team.
- f. Document Clinical History:
 - Review profile, LOD, all available medical information during intake with the Warrior
 - Identify primary health concerns-pain, medications, physical functioning, mental status, conditions treated in theater and develop plan of care for those concerns
 - Document any previous prognosis or plan for current condition
- g. Coordinate medical appointments and consults if needed to facilitate treatment of conditions.
- h. Provide Warrior Education in the areas of timeliness of care, treatment of injury, and provide general guidance to the Warrior .
- i. Assist with coordinating care for ongoing follow-up:
 - You need to contact your case manager after every medical appointment (exception physical therapy) and after any hospitalization so that discharge planning can be successful
 - You need to inform your case manager of any outstanding, non-medical related issues that may affect your care so that all your needs are considered
- j. Ensure that your MEB is moving at a reasonable pace.

SQUAD LEADER: Your squad leader here is no different than your squad leader in your unit. They will be with you on a daily basis and should always be your first step in resolving issues. The Duties and Expectations of the Squad Leaders are as follows:

- a. First line supervision for the Warrior.
- b. Facilitates all administrative issues for the Warrior and their Family.
- c. Assist the Warrior's Family with issues that may arise while the Warrior is assigned/attached to WTU.
- d. Enforce military standards, to include checking on living conditions, at approaches place of duty, and accountability.

PRIMARY CARE MANAGER: There will be one Primary Care Physician (PCM) for every 200 Warriors. The Duties and Expectations of the PCM will include the following:

- a. Develop an integrated treatment plan for each patient
- b. Patient Advocacy
- c. Provide acute care Warriors and their non-medical attendants
- d. Monitor Medication Management issues
 - Polypharmacy (multiple medications from multiple sources)
 - Medication Reconciliation
 - Substance Abuse
- e. Improve pain management
- f. De-conflict clinical care
- g. Collaborate with specialist on post surgical care
- h. Assist with transfers to military and civilian MTFs, VA, CBHCO, etc.
- i. Screen ambulatory patients for TBI and PTSD
- j. Perform initial comprehensive History and Physical Exam
- k. Update Master Problem List & DD Form 2766
- l. Evaluate medical profile status
- m. Follow-up on issues identified on the Post Deployment Health Assessment(PDHA) and Post Deployment Health Reassessment (PDHRA)
- n. Initiate referrals and communicate with Nurse CM
- o. Assess routine health maintenance needs
- p. Review entire plan of care with Case Manager, Soldier, and family coordination of referrals to HealthNet .

THE BOARD PROCESS

PHYSICAL EVALUATION BOARD LIAISON OFFICER (PEBLO).

- a. The PEBLO is appointed by the Commander
- b. Responsible for the counseling of soldiers undergoing physical disability processing
- c. Ensures the MEB proceedings referred to the PEB are complete, accurate, and fully documented
- d. Once the PEBLO receives the permanent (P3 or above) profile they have 90 days per MEDCOM regulation to forward the MEB packet to the PEB.

MOS/MEDICAL RETENTION BOARD (MMRB):

- a. Warriors with a permanent profile rating of 3 or 4 are referred to a MMRB.
- b. The purpose of the MMRB is to determine if a Warrior is medically qualified to perform in his or her MOS.
- c. Warriors referred to a MMRB may have the following actions taken by the board:
 - Retain in MOS.
 - Reclassify MOS.
 - Refer to Medical Evaluation Board (MEB).
- d. Warriors have 72 hours after notification to appeal the MMRB results.
- e. Warrior may bypass the MMRB if retention standards aren't maintained.

MEDICAL BOARD SYSTEM:

The medical board process is officially called the PDES, Physical Disability Evaluation System. A Warrior is directed to the PDES if they have a medical condition that fails to meet retention standards IAW AR 40-501, Chapter 3. The determination of failing to meet medical retention standards is made by a physician.

Questions regarding the Medical Board System should be directed to your chain of command, case manager, or PEBLO. Your Platoon Sergeant also has PEB booklets available for handout that go into greater detail about the Medical Board System.

- a. Once a physician determines that a Warrior has reached optimal medical care and still remains unfit, he will refer the Warrior for a MEB. This can be done through a referral form and/or a permanent profile with a "3" or "4" designator in the PULHES portion. This designator identifies the Warrior with significant limitation in their physical ability in that particular section. The referral or permanent profile is then forwarded to the PEBLO, Physical Evaluation Board Liaison Officer, who will contact the Warrior telephonically and arrange an appointment to start the MEB process. Warriors are required to attend a mandatory process briefing.
- b. The MEB consists of three phases of medical evaluation. Once they are completed, the MEB packet is sent to the Physical Evaluation Board (PEB) for adjudication. Disposition can include: Fit for Duty (FFD), Separation from Service, Temporary Disabled Retirement List (TDRL), or Permanent Disabled Retirement List (PDRL). If a Warrior is found FFD, he or she is retained and works within the limitations of their profile. If a Warrior is found unfit for duty, the PEB also determines the percent of unfitness. This

percentage is based on the Veterans Affairs Schedule for Rating Disabilities (VASRD), ranging from 0 - 100% disabled. TDRL are for Warriors who would be entitled to Permanent Disability Retirement except that the disability is not stable for rating purposes. TDRL is not a permanent status and the Warrior is required to undergo a reevaluation every 12-18 months for up to five years. Permanent disability retirement occurs if the disability is determined permanent and stable and rated at a minimum of 30% or the Warrior has 20 years of active federal service.

- c. If a Warrior is separated from the Army, they may be entitled to severance pay. Severance pay is NOT a medical retirement. It is calculated by your base pay, multiplied by two, and then multiplied again by the number of years of active duty service (maximum of 12 years). If separated with severance pay, the Warrior will not receive retirement or be entitled to any future military benefits.
- d. There is a difference between the Army (PDES) and the Department of Veterans Affairs (DVA) ratings. The PDES rates and compensates soldiers for loss of their ability to perform their Army duty. Additional conditions that do not affect a Warrior's ability to perform his duty are not rated. The DVA may rate any service-connected impairment, thus compensating for loss of civilian employability. Warriors are encouraged to file a claim with the VA for all service-connected impairments.
- e. Warriors have 72 hours after notification of MEB results to rebut the board decision. When making a rebuttal to the MEB findings, the Warrior has several options:
 - CONCUR (AGREE) with the MEB's findings and recommendations. In this case the MEB is then forwarded to the PEB for adjudication.
 - NONCONCUR (DISAGREE) with the MEB's findings and recommendations. The Warrior may present a written appeal or any new evidence concerning the case to the informal board through the PEBLO.
 - If a Warrior does not respond to the MEB in the prescribed time, he is presumed to agree with the findings.
 - Warriors who disagree with MEB's findings and recommendations will have their case reviewed by the Deputy Chief of Clinical Services (DCCS). The DCCS may take one of the following actions:
 - (1) Original findings and recommendations are confirmed.
 - (2) The report of the board is returned for reconsideration.
 - (3) The report of the board is forwarded to the PEB with the Warrior's comments attached as enclosures.
- f. Warriors found not meeting retention standards by a MEB are referred to the PEB for final adjudication and determination of the severity of physical impairment if found unfit for service.
- g. Once the appropriate records are assembled, the case is forwarded to one of three US Army Physical Evaluation Boards (PEBs), Walter Reed Army Medical Center (WRAMC), Ft. Sam Houston, TX or Ft. Lewis, WA. These boards review the files and determine the Warrior's physical fitness or unfitness to perform his or her military duties, based upon the nature of the medical condition and the requirements of the Warrior's MOS.
- h. Initially, the PEB will review the case at an informal evaluation board and make an informal determination that the Warrior is either FIT or UNFIT for service. If the informal board finds the Warrior unfit, the board will utilize the VA Schedule for Rating Disabilities (VASRD) as a guide for determining the disability rating. The informal

- evaluation is then returned to the Warrior and the PEBLO for agreement or disagreement. The Warrior then indicates agreement or disagreement.
- i. In accordance with AR 635-40, the Warrior has 10 working days from receipt of notification from the PEB to return the election statement. If the election statement is not returned to the PEB within the prescribed time, the Warrior is presumed to agree with the PEB recommendation and the case is forwarded to the PDA for final processing.
 - j. Choices for election of PEB findings:
 - (1) CONCUR (AGREE) and WAIVE a FORMAL board evaluation.
 - Warrior agrees with the informal board findings and does not want the case presented for formal board proceedings.
 - Case is processed by the PEB for return to duty, separation, or retirement, depending upon the informal board recommendations.
 - (2) NONCONCUR (DISAGREE) and WAIVE a FORMAL board evaluation.
 - Warrior disagrees with the findings of the informal board, but does not want the case presented to a formal board. Warrior may present a written appeal or new medical evidence concerning the case to the informal board to reconsider its original findings.
 - (3) NONCONCUR (DISAGREE) and DEMAND a FORMAL board evaluation.
 - Warrior disagrees with the findings of the informal board and wants the case presented to a formal board. The Warrior may elect to NOT PERSONALLY APPEAR and have the case presented by legal counsel or to PERSONALLY APPEAR at the formal board.
 - The Warrior has the right to legal representation. The purpose of legal counsel is to ensure that the Warrior's rights are protected and that all relevant medical and administrative facts concerning the case are presented to the board.
 - The formal board is a fact-finding board and will consider the case independently of the informal board. The formal board may adhere to the original informal board, or change the findings and recommendations.
 - k. After the formal board, the Warrior will, again, receive notification of the board's findings indicating the new evaluation of disability. The Warrior again has 10 working days to CONCUR (AGREE) or NONCONCUR (DISAGREE) for the election to reach the PEB.
 - l. If the Warrior fails to concur or nonconcur with the formal board within the prescribed time, it is presumed to indicate agreement with the PEB recommendation, and the case will be forwarded to the PDA for final processing.
 - 5-year tenure max.
 - Periodic re-exams (18 months).
 - Minimum of 50% of retired pay base.
 - m. The PEB will make one of the following recommendations:
 - (1) Recommend FIT FOR DUTY.
 - (2) Recommend Permanent Disability Retirement Separate with Severance Pay (SWSP).
 - 0% - 20% rating and less than 20 years service.
 - Pay computed as: Basic Pay x 2 x years of service (YOS) (max 12 Yrs).
 - (3) Separate without Benefits (SWOB).
 - Not-in-Line-of-Duty.

- Existed prior to service & not service aggravated and less than 8 years of active duty.
- (4) Permanent Disability Retirement (PDR).
 - 20 years of service computed under 10 USC 1208 or;
 - 30% or higher rating and condition is stable.
 - Pay is computed as the higher of the disability rating or the YOS percentage (2.5 x YOS) multiplied against “retired pay base.”
- (5) Temporary Disability Retirement List (TDRL).
 - PDR eligible AND the disability is not stable for rating.
- n. If it is determined that a condition is pre-existing without permanent service aggravation, the service member may still be covered for disability severance or retired pay if the Warrior has accumulated 8 years of active duty.
- o. Regardless of the findings of the PEB, the Warrior should contact the VA and file a claim. VA determinations concerning entitlements to disability compensation are made independently of the Army. A Warrior MAY NOT receive payments from the VA while on active duty. However, Warriors should apply to the VA immediately upon retirement or separation.
- p. Most boards will take four to six months to complete from the time the PEBLO is notified until final disposition.

* See AR 635-40, Physical Evaluation for Retention, Retirement, or Separation, for information on the MEB/PEB process.

* See AR 40-501, Standards of Medical Fitness, for information on medical fitness standard for retention and separation.

* See AR 40-400, Patient Administration, for Narrative Summaries. The recommended format for an MEB narrative summary is provided below.

- (1) Baseline documentation: physician’s specialty, MTF and location, reason for MEB, military history, chief complaint, history of present illness, past medical history, etc.
- (2) Physical Examination.
- (3) Laboratory studies.
- (4) Present condition and current functional status.
- (5) Conclusions.
- (6) Diagnosis.
- (7) Profile (as required).

* For additional information on the Medical Board Process, consult with your PEBLO.

Remote Care Platoon Referral

- a. The Remote Care Platoon allows WTU Soldiers to receive treatment and recuperate at or near their homes using locally available healthcare option.
- b. Remote Care Platoon coordinates health care, processes medical evaluation boards (MEB), and maintains command and control of soldiers.
- c. Soldiers who fail to comply with program are REFRADED, separated, or returned to one of our local platoons.
- d. Soldiers maintain all benefits and pay (except family separation and incidental pay).
- e. Transfer of soldiers to the Remote Care Platoon is the decision of the WTU Company and the medical care team (Case Manager and PCM), and is considered a personnel action.
- f. Being on MRP orders is at the discretion of the Soldier, where the Soldier gets care is at the discretion of the Army.
- g. A profile by a physician has to be completed in order for the WTU Company to complete the packet requesting MRP orders. MRP orders are good for 179 days and may be requested x 2 to cover up to a total of 358 days.
- h. Soldiers must in process at the Remote Care Platoon before returning to their home of record.
- i. All Soldiers will be assigned a duty position with a nearby military unit during their time in the unit.

Remote Care Platoon Eligibility Criteria:

In order to be eligible for selection into the Remote Care Program, WTU Soldiers must meet all of the following criteria:

- a. Unable to return to duty within 60 days.
- b. Unencumbered by legal or administrative action or holds, including soldiers who are flagged for adverse action or pending chapter actions.
- c. Reside in a state or regional catchments area that is included in the program for West Point.
- d. Volunteer to remain or extend on active duty under MRP orders while undergoing medical treatment and adjudication of unresolved medical condition.
- e. Meet medical criteria (see below) for selection, including a preliminary diagnosis and care plan that can be supported by the Remote Care. Confirmation that appropriate medical care is available within commuting distance from residence, normally within 50 miles.
- f. Access to transportation to travel to and from medical appointments as well as designated place of duty [Reliable transportation might include use of mass transit system, or family/friend providing rides.]
- g. Availability of appropriate duties at an appropriate work site or place of duty within the limits of physical profile and within commuting distance from residence, normally within 50 miles of residence. [Soldiers who are physically capable of work are to perform duties primarily in support of Title 10 mission. If performing work in a Title 32 organization, the majority of duties must support Title 10 vs. Title 32 Functions
- h. Medical selection for Remote Care is made by the designated medical authority at the installation upon coordination with the medical element.

i. Unless specifically excluded, all WTU Soldiers will be considered candidates for selection to Remote Care Platoon. The following types of medical conditions should not be referred to Remote Care:

:

i. Soldiers with multiple and/or complex diagnoses (as determined by the Primary Care Manager).

ii. Soldiers whose medical problems involve issues not commonly treated by civilian practitioners. These include, but are not limited to:

- exposure to depleted uranium
- exposure to chemical, biological, radiological, or nuclear agents.
- confirmed or working diagnosis of leishmaniasis
- Soldiers with behavioral disorders that render them administratively unfit.
- Soldiers who are already engaged in MEB/PEB proceedings.

iii. Soldiers who reside within the TRICARE catchment area of an Army MTF (40 miles from an medical center) are not eligible for transfer to a CBWTU, but may be transferred to that Military Treatment Facility for care if there is available capacity.

TRAUMA-RELATED STRESS

- a. Stress is part of day to day living. As Warriors you may experience stress meeting MOS demands, adjusting to a new environment, family disruption, and changes in health or developing new friendships. The stress you experience is not necessarily harmful. Mild forms of stress can act as a motivator and energizer. However, if your stress is too high, medical and social problems can result.
- b. Although we tend to think of stress as being caused by external events, events in themselves are not stressful. Rather it is the way in which we interpret and react to the events that make them stressful. People differ dramatically in the type of events they interpret as stressful and the way in which they respond to such stress.
- c. There are several signs and symptoms that you may notice when you are experiencing stress. These signs and symptoms fall into four categories: Feelings, Thoughts, Behavior, and Physiology. When you are under stress, you may experience one or more of the following:
 - Feelings: Feeling anxious, scared, irritable and moody.
 - Thoughts: Low self-esteem, fear of failure, inability to concentrate, embarrassing easily, worrying about the future, preoccupation with thoughts/tasks, forgetfulness, acting impulsively, startling easily, laughing in a high pitch and nervous tone of voice.
 - Behavior: Stuttering and other speech difficulties, crying for no apparent reason, grinding your teeth, increasing smoking, increasing use of drugs and alcohol, being accident prone, losing your appetite or overeating.
 - Physiology: Perspiration/sweaty hands, increased heart rate, trembling, nervous ticks, dryness of throat and mouth, tiring easily, urinating frequently, sleeping problems, diarrhea/indigestion/vomiting, butterflies in stomach, headaches, premenstrual tension, pain in your neck or lower back, loss of appetite or overeating, increased susceptibility to illness.
- d. Both positive and negative events in one's life can be stressful. However, major life changes are the greatest contributions of stress for most people. They place the greatest demand on resources for coping.
- e. Major life changes that can be stressful include: Moving, career changes, marriage, pregnancy, new life style, divorce, death of a loved one or colleague, being fired from your job or chaptered out of the military.
- f. Environmental events that can be stressful include: time pressure, competition, financial problems, noise, disappointments.
- g. Many stresses can be changed, eliminated, or minimized. Here are some things you can do to reduce your level of stress:
 - Become aware of your reactions to stress.
 - Reinforce positive self-statements.
 - Focus on your good qualities.
 - Avoid unnecessary competition.
 - Avoid drugs and alcohol.
 - Develop assertive communication and behaviors.
 - Recognize and accept your limits. Remember, everyone is unique and different.

- Develop a hobby or two. Relax and have fun.
- If you are able, exercise regularly.
- Eat nutritiously.
- Talk with friends or someone you can trust about your worries and concerns.
- Learn to use your time wisely:
 - * Evaluate how you are budgeting your time.
 - * Plan ahead and avoid procrastination.
 - * Make a weekly/monthly schedule and try to follow it.
- Set realistic goals.

WTU Complaint Process

To complain without fear of reprisal is the right of any Warrior or Family member seeking help. If you have an issue that needs to be resolved, there are many options available to you:

1. Have you told your **Chain of Command**? This is the first question all agencies will ask you if you bring them your issue. The chain of command is there to support you. If you have not made them aware of your issue, then they have not had a fair chance to provide a solution. Sometimes, however, you may have a problem the chain of command is unable to resolve, or you may have a problem with the chain of command itself. In this case, the following agencies are here to support you:
2. **IG (Inspector General)**: The AIG is located in KACH, 2nd Floor, Nutrition Care Division, POC: MAJ Trent, Phone 845-938-6661. The NARMC IG is MAJ Cliff Trout, Phone 202-782-3529. **If contacting the IG, bear in mind the following:**
 - Be honest and don't provide misleading information. There are penalties for knowingly providing false information.
 - IGs are not policy makers. If a policy is flawed you can submit proposed change on a DA Form 2028.
 - IGs can only recommend, not order a resolution. Only Commanders can order; the role of the IG is to advise the Commander.
 - IGs can only resolve a case on the basis of fact. A claim must be supported by evidence.
 - Be patient. Investigations take time.
3. **Wounded Soldier and Family Hotline**: 1-800-984-8523. A 24-Hour hotline to provide Soldiers a venue to seek resolution to any problems with medical treatment.
4. **Congressional Inquiry**: If other methods have failed to resolve an issue, all soldiers have the right to contact their Congressman to request in inquiry that will require the chain of command to respond within a short suspense through the Chief Congressional Liaison's Office to the Congressman.
5. Additional Resources for specific issues include EO (Equal Opportunity), the unit chaplain, the FRG (Family Readiness Group), the SFAC (Soldier and Family Assistance Center), and the Company, and KACH Commanders, who all have open door policies to allow Soldiers to address issues that could not be resolved at lower levels.
6. **Ombudsman**: Your Ombudsman is there to assist you when ever you, they are your representative for your concerns. He can be accessed through your Squad Leader.

ACRONYM GLOSSARY

AD: Active Duty
ARNG: Army National Guard
CBWTU: Community Based Warrior Transition Unit
CONLV: Convalescent Leave
HIPAA: Health Insurance Portability Accountability Act of 1996
HOR: Home of Record
KACH: Keller Army Community Hospital
LOD: Line of Duty
MEB: Medical Evaluation Board
MMRB: MOS Medical Retention Board
MRP: Medical Retention Processing
MRP II: Medical Retention Processing II
MRPU: Medical Retention Processing Unit
MTF: Medical Treatment Facility
NARSUM: Narrative Summary
NCM: Nurse Case Manager
NG: National Guard
OMB: Optimal Medical Benefit
PCM: Primary Case Manager
PCP: Primary Care Provider
PDA: US Army Physical Disability Agency
PDES: Physical Disability Evaluation System
PEB: Physical Evaluation Board
PEBLO: Physical Evaluation Board Liaison Officer
PHI: Protected Health Information
RC: Reserve Component
REFRAD: Release from Active Duty
RTD: Return to Duty
TBI: Traumatic Brain Injury
USAR: U.S. Army Reserve
VA: Veterans Administration
WT: Warrior in Transition
WRAMC: Walter Reed Army Medical Center
WTU: Warrior Transition Unit

