

## Ombudsman Program Serves WTB Soldiers & Family Members

Fort Hood's Ombudsman program is designed to support the Warrior in Transition program.

There are five Ombudsman representatives at Fort Hood. They are Sandra Townsend, Garland Haynes, Brenda Holloman, Olivia Walker, and John Hawkins who are all seasoned with understanding Soldiers' needs.

The Ombudsman will help resolve issues relating to Warriors in Transition Soldiers and their family members. Issues include health care, physical disability processing, Reserve Component medical retention issues, transition to the Veterans Administration, pay issues, etc. They will also assist with issues that come through the Army-wide Wounded Soldier and Family Hotline. In every case, the Ombudsman will attempt to link the Soldier or Family member with the appropriate subject matter expert.

The local Ombudsman program is part of the Carl R. Darnall Army Medical Center's Patient Advocate Team and works directly for the MEDCOM Medical Assistance Group.

All can be reached via e-mail at:

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