

# Fort Hood Ombudsmen

Located in Carl R. Darnall Army Medical Center room 2025

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*U.S. Army  
Medical Department*  
**OMBUDSMAN  
Program**

# Ombudsman Program

The Ombudsman Program was established in 2007 to augment the Vice Chief of Staff, Army Wounded Soldier and Family Hotline. Ombudsmen function as a resource in support of Soldiers assigned to the Warrior Transition Unit, and their families, as well as Non-WTU Soldiers and their Family Members.

For Soldiers assigned to the WTU, Ombudsmen may assist with any issue, both medical and non-medical. For Soldiers not assigned to the WTU, the Ombudsman can provide assistance related to medical issues and refer the Soldier to appropriate resources for non-medical issues.



{ **ombudsman** }  
An (English plural: ombudsmans or ombudsmen) is an official, usually (but not always) appointed by the government or by parliament, who is charged with representing the interests of the public by investigating and addressing complaints reported by individual citizens.

# Intent

The intent of this program is to help “cut through the red tape” by linking Soldiers and Family Members with the correct resources to answer questions, resolve issues, obtain accurate information and expedite services; it is not a means of circumventing the Soldier’s chain of command.

The Ombudsmen act as independent, neutral and impartial mediators who utilize administrative, organizational, listening and problem-solving skills; they are selected for their demonstrated abilities and passion to help Soldiers.

Ombudsmen also assist with the resolution of issues that come through the Army Wounded Soldier and Family Hotline (WSFH), the Wounded Warrior Resource Center (WWRC), and other referring agencies.

Ombudsmen identify and document lessons learned and communicate data to facilitate process improvements, and immediately report any issues that are beyond the scope of local resolution.



# ombudsman