



REPLY TO  
ATTENTION OF:

**DEPARTMENT OF THE ARMY**  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT POLK  
6661 WARRIOR TRAIL, BLDG 350  
FORT POLK, LOUISIANA 71459-5339

IMSE-POL-HR

06 JUL 2011

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Garrison Policy Memorandum #9 – Soldier and Family Center (SFAC)

1. References

a. Headquarters, Department of the Army EXORD 118-07, Army Medical Action Plan (AMAP), 4 June 2007 and associated FRAGOs.

b. Installation Management Command (IMCOM) EXORD 07-003, AMAP Healing Warriors, 11 June 2007 and associated FRAGOs.

2. Purpose. To establish command policy and guidelines that ensure SFAC operations and all services provided to Warriors in Transition (WIT) and their Family members are conducted in an organized, professional, and compassionate manner.

3. Applicability. This policy applied to all Garrison organizations supporting the Fort Polk SFAC.

4. Intent. JRTC and Fort Polk embraces the concept of the SFAC and the genuine importance of providing our WIT and their Family members with the highest quality of services in the most expeditious and respectful manner possible.

5. Guidance.

a. All SFAC staff members and other Garrison agency employees will ensure SFAC customers are treated with the utmost respect and dignity.

b. An effective working relationship with the Warrior Transition Unit (WTU) leaders and cadre is imperative to the success of the SFAC mission. SFAC staff will work closely with the WTU leadership to ensure WIT and their Family members are familiar with the SFAC and available services.

c. SFAC staff will personally coordinate referral appointments for SFAC customers. Agencies providing services outside the SFAC facility will give SFAC referrals top priority for appointment/services.

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6. Proponent. The Directorate of Family and Morale, Welfare and Recreation is the proponent for this policy

7. This policy will remain in effect until superseded or rescinded.



ROGER L. SHUCK  
COL, IN  
Commanding

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