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# CAREGIVER HANDBOOK

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WRITTEN BY CAREGIVERS, FOR CAREGIVERS

FEBRUARY 1, 2019

WRNMMC



**DEPARTMENT OF THE ARMY**  
**WARRIOR TRANSITION BRIGADE - NATIONAL CAPITAL REGION**  
**9045 BEALE ROAD**  
**BETHESDA, MARYLAND 20889-5634**

12 February 2019

Welcome to Walter Reed National Military Medical Center!

This handbook was developed by Caregivers for Caregivers in order to provide newly arrived Non-Medical Attendants (NMA) and Caregivers with useful information and initial points of contact upon the first day of arrival. This handbook is intended to assist you, as the NMA/Caregiver, by providing information on resources available to you during your stay at the "Flagship of Military Medicine". As you navigate your way around the base, you will likely identify gaps in information and have suggestions for improvement. Your feedback is essential and we highly encourage you to bring your ideas and suggestions in person to the monthly Caregiver meeting on the 3<sup>rd</sup> Wednesday of every month (usually in Building 62, Room 3069, 11:00am). You may also send feedback to our action officers, Ms. Linda Rasnake (linda.k.rasnake.civ@mail.mil) and/or Ms. Daryl Edwards (daryl.j.edwards.civ@mail.mil). Hardcopies of this handbook are available at the Building 62 staff duty desk (tel: 301-400-0200) or can be found at the link online at (<http://www.wvcc.capmed.mil/WTB/SitePages/Home.aspx>). Thank you for taking care of your Service Member and let us know how we can improve this handbook for future NMAs and Caregivers.

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**COL Brian Harthorn, USA**  
Commander, Warrior Transition Brigade, NCR

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**LtCol Ryan Shaffer, USMC**  
Officer in Charge, Wounded Warrior Battalion-East

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**MAJ Jonathan Dickson, SOCOM**  
Officer in Charge, USSOCOM Care Coalition

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**CAPT Francis McLean, USN**  
Officer in Charge, Navy NMRTC

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**Lt Col Donald Lofton, USAF**  
Commander, 11th Medical Support Squadron

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Please let your command team know about existing external links or contact information that you believe are inappropriate or out-of-date.

**GATE ACCESS/PARKING/ID:**

THIS CAN BE DONE AT GATE 1 PASS AND ID OFFICE

Complete the SECNAV 5512.1-Background check/ form. Provide a copy of the NMA orders. (If applicable)

**\*\*Vehicle Registration:** Vehicle needs to be registered. If the vehicle they are driving does not belong to the NMA or Caregiver, their name needs to be on the registration or Insurance card. If you do not have the Vehicle Registration, Insurance card and driver's license, they will not be able to assist you until those 3 items are provided

Once the vehicle is registered, a parking placard will be issued

**\*\*Visitors-** ALL visitors will need to be sponsored, which means a Military issued card holder can assist with base access

Two forms of identification that do not state "Not for Federal use", such as a State driver's license or State issued ID card

Phone number for Pass and ID is: 301-295-4607

## ON-BASE DINING FACILITIES

**\*\*The Daily Grind: (Warrior Cafe)**  
Starbucks, Building 62 Tranquility  
Hall 301- 400-0127

**\*\*Café 8901:** They accept military meal cards  
Location: Building 9,  
basement Café 8901  
Express

**\*\*Flagship Vending Center:**  
Near The Wedge, the Flagship Vending Center offers a full array of vending products with 24-hour convenience  
Location: Arrowhead Zone, Building 9, 1st Floor  
Hours of Operation: 24 hrs. /day, seven days a week

**\*\*Main Street Café:**  
Location: Liberty Zone, Building 2, 1st Floor

**\*\*NSA Bethesda Bowling Center:**  
Location: Stokes Road  
Building 56 Bowling  
Center  
301-295-2034  
301-295-2060

**\*\*Warrior Café:**  
Location: Tranquility Hall, Building 62 (They accept Military meal cards)

**\*\*Below Deck The Gateway Inn and Suites:**  
Responsibly serving light fare, beer and wine at  
Bethesda Navy Gateway Inns and Suites  
Location: Downstairs lobby of NGIS,  
Building. 64, The Gateway Inn

**\*\*Subway & Dunkin' Donuts:**  
Location: Liberty Zone, Building. 2, 1st Floor (Main Street)

**\*\*The Wedge:**  
Location: Arrowhead Zone, Building 9, 1st Floor

**\*\*The Navy Exchange/NEX Food Court:**  
The Navy Exchange Bethesda offers three restaurants located inside the Navy Exchange mall: Panda Express, Subway, and White Lotus. They offer breakfast, lunch and dinner items.  
Location: Navy Exchange Food Court, Building 82, 1<sup>st</sup> Floor

**\*\*Wendy's:**  
Location: Building 31, located by the gas station near gate 3, by the NEX  
6:00-10:00 Monday-Friday  
7:00-10:00 Saturday  
10:00-10:00 Sunday

**ON BASE HOUSING/HOTELS:**

Building 62 Tranquility Hall:  
9080 Beale Road  
Bethesda, MD 20889  
301-400-0200

Gateway Inns and Suites:  
4520 Taylor Road, Building 64  
Bethesda, MD 20889  
301-400-3400

Fisher House:  
24 Stokes Road Building: 25  
Bethesda, MD 20814  
301-295-5334

Navy Lodge:  
8901 Rockville Pike, Building 52  
Bethesda, MD 20889  
301-654-1795

MY DUTIES AS A CAREGIVER/NON MEDICAL ATTENDANT:

The NMA/CAREGIVER contributes to the Service member's Health and welfare by—

- \*\*Providing support and comfort to the Service members
- \*\*Escorting the Service Members to and from medical and Military appointments
- \*\*Assisting the Service Members with shopping
- \*\*Assisting the Service Members to maintain an environment that facilitates healing, recovery, and transition
- \*\*Assisting the Service Members to maintain an environment that minimizes hazards or dangers in their daily living Environment.
- \*\*Understanding the Service Members medical care plan including medications, prescribed therapies, dietary needs, and exercise requirements
- \*\*Serving as an advocate for the Service members regarding medical care and administrative activities
- \*\*Motivating the Service Members to complete medical care and transition plans
- \*\*Helping the Service Members establish daily routine and participating with setting and meeting goals and expectations
- \*\*Assisting the Service Members in the physical security of medications and pertinent medical equipment, medical records, and personal information as appropriate.
- \*\*Abide by all HIPAA rules and policies. HIPAA rules provide guidelines for maintaining privacy of personal health information

**SERVICES OFFERED NON-MEDICAL ATTENDANTS AND CAREGIVERS:**

"lindafrsa" FACEBOOK

For all the latest updates, closures, events and important information for you. The face book page is manned by the caregivers/NMA's to provide updates on events and helpful information

\*\*Relaxation Station: Monday's from 11:00-2:00

AMERICA BUILDING, 1<sup>st</sup> floor in the Shores conference room

\*\*Relaxation Station in the Fleet and Family area:

Building 11, Hours: 8:00-4:00

\*\*OPERATION SECOND CHANCE CAREGIVER PROGRAM:

Contact Vanessa Toner at 301-972-1080

\*\*YELLOW RIBBON FUND CAR RENTAL/HOTEL PROGRAMS

<http://www.yellowribbonfund.org/>

Yellow Ribbon Fund Caregiver Facebook group: "yellow ribbon fund caregiver program (dmv)"

\*\*SEMPER-FI/AMERICA'S FUND PROGRAM:

[karen.hetherington@semperfifund.org](mailto:karen.hetherington@semperfifund.org)

760-990-3941

**MAIL ACCESS/POST OFFICE:**

A Post Office Box can be acquired by going to the main post office, which is located on Main Street in the hospital in the Liberty zone. The service member must be with you, the Caregiver/Non-Medical Attendant, to complete the proper paperwork.

Hours of operation:

M-F 8:00-1:00 and 2:00-4:00

Closed Saturday and Sunday

You do not need a Post Office box to mail items.

## LOCAL SHOPPING ON AND OFF BASE:

\*\*The gas station is located on base near gate 3, next to Wendy's and the NEX

\*\*If you are on NMA orders or a Caregiver and do NOT have a Dependent Military ID, you must go through your Service Member's Command to obtain a letter that indicates you are on orders so you can shop unaccompanied at the Navy Exchange, Commissary and gas station

\*\*Navy Exchange: You must have a Military ID or be on NMA orders or a Caregiver and have a Command letter to purchase anything at the NEX. If you are on NMA orders and do NOT have a Military ID, you will not be permitted to purchase any tobacco or alcohol products on base

Location is building 57 near gate 3

It is a 3 minute walk from the Eagle Zone at the hospital

Phone: 301-295-6366/6365

\*\*Forest Glen Commissary: (Must be on NMA orders on your person or be a Military Card holder present)

Store Information:

2460 Linden Lane

Silver Springs, MD 20910-1231

Store Phone: 301-295-7440

A shuttle is provided on the 1st and 3rd Friday. Shuttle departs from Bldg. 62 at 4:30p.m. For more information contact MWR: 301-400-1783

Forest Glen Commissary Shuttle:

Warrior Transition Brigade Shuttle

Every Saturday

8:00-3:30

Pick-up in front of Building 62, Tranquility Hall

You MUST have a Service Member with you

\*\*Harris Teeter:

4805 Battery Lane Flats 8300 ·

240-630-8635

6:00-12:00 a.m.

\*\*Harris Teeter:

Town Center, 11845 Old Georgetown Rd

301-468-3029

Open 24 hours

\*\*Wal-Mart Supercenter:

Address: 5929 Georgia Ave NW, Washington, DC 20011

Phone: 202-719-3770

Hours: 6:00-12:00 a.m.

\*\*Grocery Delivery: This delivery service has been approved to get on base

Peapod by Giant Food Located in: Giant Food

5400 Westbard Ave, Bethesda, MD 20816

Hours: Open 24 Hours

Phone: 800-573-2763

You must provide the driver with your location which is:

9080 Beale Road, Bethesda, MD 20889, Building 62 Tranquility hall

**TRANSPORTATION ON AND OFF BASE:**

**ON BASE:**

WRNMMC Courtesy van for on base and to the metro stop  
is offered from 8:00-6:00  
The contact number is 301-295-1865

**OFF-BASE:**

**METRO ACCESSIBILITY:**

<https://www.wmata.com/service/accessibility/>

Your Service Member may qualify for Metro Benefits  
Please call Gernae Ocasio 202-962-1565 or 202-236-5867

[www.orangetaxi-md.com/](http://www.orangetaxi-md.com/) (Has base access)

BARWOOD TAXI (Has base access)

301-984-1900

UBER.COM (Limited Base access, you may have to meet at gate 2)

LYFT.COM (Limited Base access, you may have to meet at gate 2)

## CHILD DEVELOPMENT CENTER/CHILD CARE:

Enrollment: you will need current shot records. The CDC accepts Children ages 6 weeks to 12 years old. Children must be pre-registered with the CDC, For the Child Development Center/Child Care:  
Full-Time childcare requires online registration for the waitlist:  
<https://militarychildcare.cnic.navy.mil/mcc-consumer/home/viewhome.action>

CDC I, Building 26, 301-295-0014,  
CDC II, Building 87, 301-400-1200,  
For hourly care orientation and registration. The main CDC is located at:  
Building 26 and 87  
Full-time care is available at the Child Center  
Child care ranging in age from 6 weeks to 5 years old. Hours are 0600-6:00

The 2<sup>nd</sup> Child Care facility is Austin's Playroom Building 62, Room B370E  
301-400-0118  
Hours: 7:30—5:00 Monday-Friday  
6 WEEKS TO 12 YEARS  
OLD  
25 hours per week maximum  
For Wounded, Ill and Injured Service Members Children the cost is \$5.00 per hour per child  
The CDC does follow OPM (Office of Personnel Management)  
Guidelines for inclement weather closure guidelines

**SCHOOL LIAISON OFFICER:**

The School Liaison Officer (SLO) works to connect Commanders, Educators and parents. They serve as the subject matter experts for K-12 education issues. The SLO's primary function is to provide transition support to DoD-eligible families with school-age children to ensure smooth transitions between schools and positive educational experiences. The SLO can provide numerous resources to assist families, educators and commands in their efforts to create positive and supportive educational environments for military children. [dha.bethesda.j-11.list.navyslo-nsabethesda@mail.mil](mailto:dha.bethesda.j-11.list.navyslo-nsabethesda@mail.mil)

Alysen Ware  
School Liaison Officer  
Naval Support Activity  
Bethesda 9045 Beale Rd,  
Building 11, Rm 135  
Bethesda, MD 20889  
301-295-7849 Office  
301-312-7939 Government Cell  
<https://www.navymwrbethesda.com/programs/00f9a320-504f-4d03-85fb-c9048fbc5907>

Any questions contact the Fleet and Family front office: 301-319-4087



**ARMY SPECIFIC: Warrior Transition Brigade:**

Located on the 3<sup>rd</sup> floor of building 62, Tranquility Hall

Warrior Transition Brigade Command staff is located on the 2<sup>nd</sup> floor of building 11

**STAFF DUTY PHONE NUMBER: Manned 24 hours:**

301-547-1449

HHC FIRST SERGEANT 202- 344-0909/301-400-0448

ABLE TROOP FIRST SERGEANT 202-744-2235/ 301-400-0411

BATTLE COMPANY FIRSTSERGEANT 240-751-7315/ 301-400-0264

**Family Readiness Support Assistant:**

Linda Rasnake

202-280-9389

**Caregiver Coordinator:**

Daryl Edwards

301-400-2287



**SOCOM: United States Special Operations Command**

Care Coalition hotline:

1-877-672-3039

On base office: 301-400-0191



**NAVY SPECIFIC: Navy Warrior Transition Company**

**Navy Warrior Transition Company**

Located on the 2nd floor of Building 62, Tranquility Hall, South End

Front Desk Phone manned 0730-1500 (301) 295-1060

Duty Phone manned 24 hours (301) 213-6972

OFMLS (Navy Fleet Liaison) manned 24 hours (202) 255-3391

Navy Ombudsman manned 24 hours (202) 386-0463

Navy Nurse Care Coordinator (301) 400-0739 / (301) 820-2119

**FLEET AND FAMILY SERVICES** is located in building 11 on the 1<sup>st</sup> floor

Phone number is 301-319-4087

**NAVY SAFE HARBOR** is located in building 11, 2<sup>nd</sup> floor

For further information call 301-319-8165



**COAST GUARD SPECIFIC:**

Located on the 2nd floor of building 62 Tranquility Hall

301-312-7895



**AIR FORCE SPECIFIC: Airman Medical Transition Unit**

Located on the 2nd floor of Building 62, Tranquility Hall

Liaisons names and phone numbers:

First Sergeant: MSgt Julius King: (240) 468-6008

TSgt Gobert: (301) 312-1202

TSgt Rivas: (301) 547-1169

SSgt Lackings: (202) 281-9159



**MARINE SPECIFIC: Wounded Warrior Battalion East**

Located on the 2<sup>nd</sup> floor of building 62, Tranquility Hall

Staff Duty phone number, 24hours a day

240-515-6932

First Sergeant: 301-400-0164

**IMPORTANT NUMBERS/WEBSITES:**

**\*\*ON-BASE EMERGENCY POLICE NUMBER DIAL  
777 or 911 from your personal phone**

**\*\*WARRIOR CLINIC:  
Phone number: 301-400-1012  
Located in building 85 T, 1<sup>st</sup> floor, Taylor Road**

**\*\*PASTORAL CARE:  
301-295-1510  
AFTER HOURS: 301-295-4633 PRESS 3  
Located in building 85T, 1<sup>st</sup> floor**

After hours Chaplain can be reached at CDO Desk, (301) 295-4611, press 4.

## USEFUL INFORMATION:

\*\*Lending closet: Household items you can borrow during your stay, Toiletries. Resources and referrals. Located in building 62 Tranquility Hall, 3rd floor. See Linda Rasnake, 202-280-9389.

\*\*Work Orders: If you have an issue with your room in building 62 Tranquility Hall which requires assistance to fix the issue, a work order must be turned in to the front desk located in the building lobby. Also, let your squad leaders know a work order has been turned in

\*\*Linen can be exchanged at the front desk of building 62 Tranquility Hall

\*\*TRASH: At the end of each hallway in Tranquility Hall, Building 62, there is a large trash dispenser for your use

\*\*ATM: Building 62 Tranquility hall has an ATM located on the West side near the back door

\*\*EVENTS: There are some amazing events that are for the Service members and their Family/NMA/Caregivers. Please see your service liaison to get the sign up procedure. ALL are posted on the "lindafrsa" facebook site

\*\*The MWR Fitness Center: Building 17, Non-Medical Attendants on orders and Caregivers can use the facility. Monday through Friday Fitness Center: 4:30-9:00

Pool: 5:00 - 8:00

Saturday and Sunday

Fitness Center: 8:00-3:00

Pool: 8:00- 2:00

Facility is closed on all federal holidays and observes OPM guidelines.

Please call the Fitness Center at 301-295-2450.

\*\*SOLDIER FAMILY ASSISTANCE CENTER: It is located in Building 62, Tranquility Hall on the 2nd floor. It has computers, printers, fax machines and scanners which can be used.

The Social security administration, Army emergency Relief, along with many other services

Hours are Monday-Friday 8:00-4:00

301-400-0208

\*\*LIBERTY CENTER: It is a movie theater, game room and a great place to unwind and get to meet others. It is open to all Wounded, Ill and Injured Service members and their NMA's and Caregivers. NO children are allowed. It is located in Building 11 on the first floor.

Hours: Monday-Friday: 9:00-7:00 Saturday-Sunday: 12:00-8:00

\*\*NAVY FEDERAL CREDIT UNION: Located at the NEX and also located at the Liberty Building on Main Street in the hospital across from the Post Office

\*\*RED CROSS: Located in Building 85T on the 1st Floor, 301-213-6972 Hours, 8:00-4:00 Monday-Friday

\*\*USO: What do I need to access? A Military ID holder must show your ID for your first time attending and sign up through kiosk. If you do not have a Military ID and are on orders as an NMA/Caregiver, they will ask you to complete the form to gain access to the USO

**\*\* MEDICAL CARE:** Retirees and dependents can receive medical care at Walter Reed National Military Medical Center according to your Tricare plan. Call the Tricare Service Center, 1-877-TRICARE, or visit Building 9, 1<sup>st</sup> floor, Room 1439B in the hospital. If you are here on NMA orders, you may be entitled to space-available healthcare at military treatment facilities. Enroll under your Service Member's ID with your Service Member at the Patients Admissions Office Building 10 of the Hospital. Phone 301-295-2185. Bring a copy of your orders and your social security number

A non-dependent family member/Caregiver who is not on NMA orders can only be seen for emergency care (at personal cost) at a military treatment facilities Emergency Room. Caregivers without insurance may be eligible for certain non-profit or Government programs that provide healthcare or health insurance. If you have any questions, contact your Service Member's Nurse Case Manager (NCM) or Squad Leader

## USEFUL ACRONYMS:

DOD: DEPARTMENT OF DEFENSE

FRC: FEDERAL RECOVERY COORDINATOR

FRO: FAMILY READINESS OFFICER

FRSA: FAMILY READINESS SUPPORT ASSISTANT

JBA: JOINT BASE ANDREWS

LIMDU: LIMITED DUTY

LNO: LIAISON

NCM: NURSE CASE MANAGER

NEX: NAVY EXCHANGE

NMA: NON MEDICAL ATTENDANT

NSAB: NAVAL SUPPORT ACTIVITY BETHESDA

PSG: PLATOON SERGEANT

SFAC: SOLDIER FAMILY ASSISTANCE CENTER

SL: SQUAD LEADER

SM: SERVICE MEMBER

ST: SOLDIER IN TRANSITION

USA: UNITED STATES ARMY

USAF: UNITED STATES AIR FORCE

USCG: UNITED STATES COAST GUARD

USMC: UNITED STATES MARINE CORPS

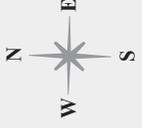
USN: UNITED STATES NAVY

WII: WOUNDED, ILL OR INJURED

WRNMMC: WALTER REED NATIONAL MILITARY MEDICAL CENTER

\*\*You may be asked if your Service Member is "Combat Injured". Per the Department of Defense, google the below regulation for a clarification of Combat Injured

[DoD 5500.7-R Joint Ethics Regulation Definition of Combat Wounded, Ill or Injured per para 3-401.](#)



**Hospital**

**Food**

**ATM**

**Patient & Visitor Parking**

*Parking is limited. If found in an unauthorized space, you may be ticketed or towed.*

**SHUTTLE HOURS**  
Monday-Friday:

**★ BUILDING 10**  
Start of Shuttle Routes

**★ Green Line Shuttle Stop &**

**★ Red Line Shuttle Stop**

• 5:30 – 9:00 A.M.

• 2:45 – 6:30 P.M.

**★ Blue Line Shuttle Stop**

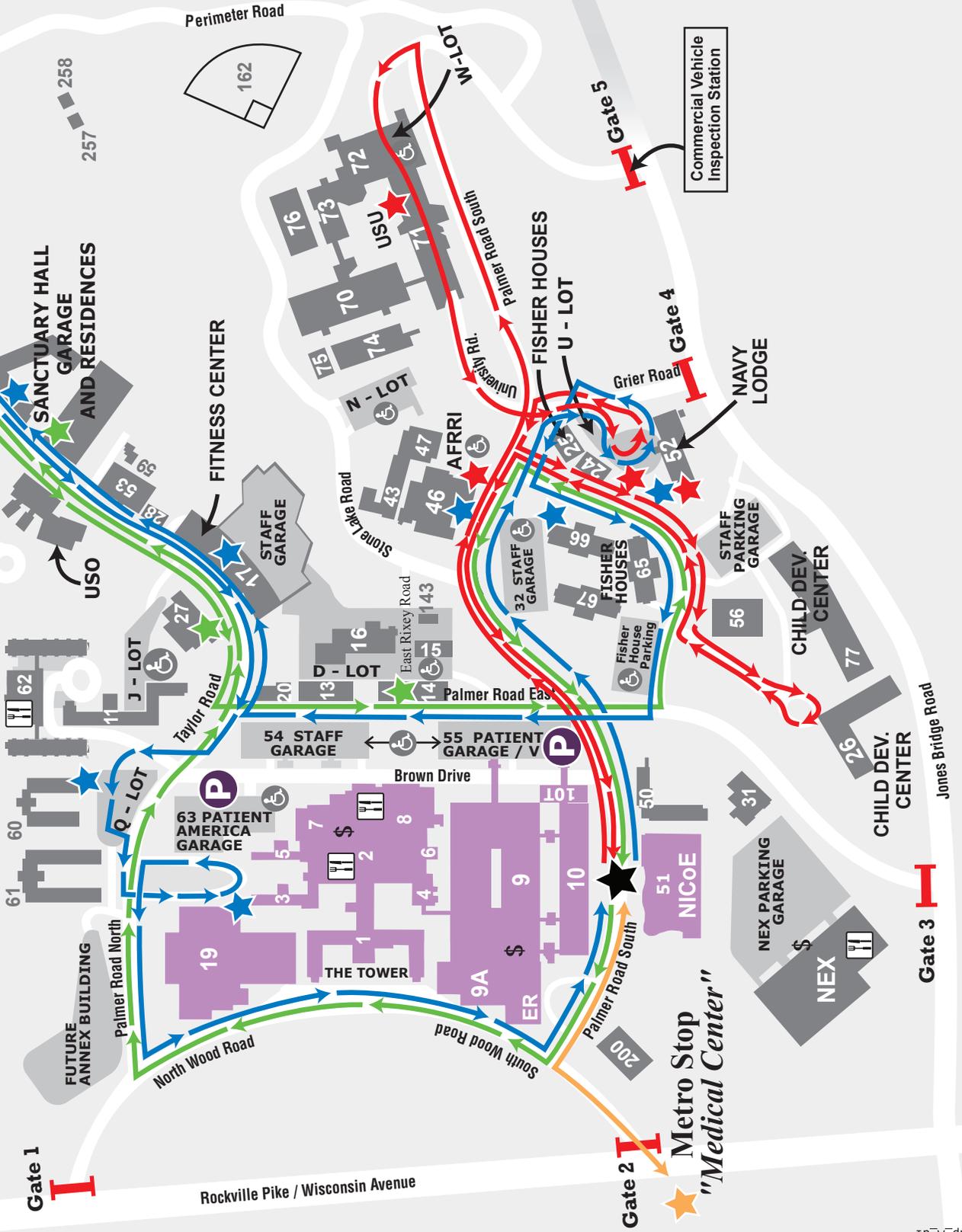
• 5:30 A.M. – 6:30 P.M.

**★ Medical Center**

**Metro Shuttle Stop**

• 5:30 A.M. – 6:30 P.M.

# NSA Bethesda SHUTTLE & BUILDING MAP



**Metro Stop**  
"Medical Center"