



50 Years of Proudly  
Serving Navy Families





FROM: CNO (Z-24)

TO: NAVOP

UNCLAS /// N01301 ///

141346Z SEP 70

SUBJ.: WIVES OMBUDSMAN

1. THE IMPORTANCE OF THE NAVY WIFE AS A MEMBER OF THE NAVY TEAM CANNOT BE OVER EMPHASIZED. ALTHOUGH THE WELFARE OF WIVES HAS ALWAYS BEEN OF GREAT CONCERN TO THE NAVY IT HAS BEEN NOTED THAT THESE DEDICATED WOMEN HAVE NEVER HAD AN OFFICIAL REPRESENTATIVE TO EXPRESS THEIR VIEWS TO COMMANDING OFFICERS AND BASE COMMANDERS.

2. TO REMEDY THIS SITUATION ALL SHORE BASED COMMANDERS SHALL ESTABLISH PROCEDURES WHICH GIVE NAVY WIVES AN OPPORTUNITY TO PRESENT COMPLAINTS, VIEWPOINTS, AND SUGGESTIONS TO COMMANDING OFFICERS. IN PARTICULAR, SUCH PROCEDURES SHALL INCLUDE THE SELECTION OF A WIFE BY EACH LOCAL WIVES ORGANIZATION WHO WILL HAVE DIRECT ACCESS TO THE COMMANDING OFFICER. THIS NAVY WIVES OMBUDSMAN CONCEPT SHALL REFLECT AND BUILD UPON RELATED ACTIVITIES IN EXISTING WIVES ORGANIZATIONS AND NAVY SERVICES AND BENEFITS COUNCILS. WE HAVE EACH BEEN GETTING GOOD ADVICE FROM OUR OWN WIVES. LET'S LISTEN CAREFULLY TO AN OFFICIAL REPRESENTATIVE.

E. R. ZUMWALT, JR., ADMIRAL, U.S NAVY,  
CHIEF OF NAVAL OPERATIONS.

BT

[END]



## CHIEF OF NAVAL OPERATIONS

May 5, 2020

Dear Navy Ombudsmen,

Former Chief of Naval Operations Admiral Elmo R. Zumwalt's Z-gram #24 on 14 September 1970 established the Navy Family Ombudsman Program. This all hands message brought Navy families to light as essential members of the Navy team.

Our Navy families are as important to the Navy's mission today as they were five decades ago, and as conduits from command to family, the significance of the Navy Ombudsman cannot be over emphasized.

Throughout your 50 years of dedicated service to our Navy and nation, you have demonstrated unwavering honor, courage and commitment in meeting the high standards of the Navy Family Ombudsman Program.

From the beginning, you effectively handled both small tasks and large problems while always maintaining communication between the command and Navy families. You continue to assist Navy families and represent the command in a highly competent and efficient manner. Your efforts directly impact the Navy's mission, resiliency and lethality.

Sailors, their families and I thank you for all the hard work of every Ombudsman, past and present.

Happy 50<sup>th</sup> Anniversary to the Navy Family Ombudsman Program!

Sincerely,

  
M. M. GILDAY  
Admiral, U.S. Navy



# What is a Navy Family Ombudsman?

Navy Family Ombudsmen are volunteers appointed by a commanding officer (CO) to serve as an information link between command leadership and command families. Ombudsmen are trained to disseminate information, including official Department of the Navy (DON) and command information, command-climate issues and local community opportunities. Navy Family Ombudsmen provide resource referrals and are instrumental in resolving family issues before they require the command's attention.

## They also:

- Serve as a liaison between command families and the command.
- Keep the CO informed regarding the morale, health and welfare of the command's families.
- Communicate regularly with the command and command family members.
- Welcome arriving families and offer them assistance.
- Use social media to communicate with the command's families.
- Develop and distribute a command-approved monthly or quarterly newsletter or contribute a command-approved column to appropriate publications.
- Establish and maintain up-to-date telephone lists, email distribution lists, social media pages or websites to share information quickly.
- Serve as a source of emergency and crisis information.
- Are familiar with the services provided by the Fleet and Family Support Centers (FFSCs) and other support organizations and can provide contact information for these organizations.
- Maintain current records on the performance of their ombudsman duties in accordance with Privacy Act requirements discussed in Ombudsman Basic Training (OBT).
- Represent the command at local Ombudsman Assembly Meetings.
- Maintain confidentiality.
- Collect and submit data on services provided.
- Coordinate services for families during deployment, mobilization or geographic separation.
- Perform other official roles, functions and duties as assigned by the CO.

Ombudsmen also may assist in the organization and implementation of the command welcome program, participate in indoctrination and orientation programs for new command members, and represent the command on committees, boards and working groups in the military or civilian community.



"I wanted to add this quote for our Ombudsman, Mrs. Christine Souders. She is always professional and approachable with everyone in the command and their families. (She's) highly involved in all events and always goes above and beyond! She is absolutely loved across the command and we are privileged having her a part of this dynamic organization. Best ombudsman ever!"

**HMCM (FMF/SW) Stanley Kaneshiro**

Command Master Chief  
Navy Medical Readiness & Training Command  
Naval Air Station Whidbey Island, Wash.

**In the Beginning**

The foundation of the Ombudsman Program traces back to 19th century Sweden. The position of ombudsman was originally established to protect the rights of ordinary private citizens and give them access to high government officials to express their concerns. Always accessible, the ombudsman acted as a troubleshooter, advocate, intercessor and interpreter. Today the concept of the ombudsman is widely used in the fields of government, business and health care.

**Navy Family Ombudsman Program History**

On Sept. 14, 1970, Chief of Naval Operations (CNO) Adm. Elmo R. Zumwalt Jr. launched the Navy Family Ombudsman Program with the issuance of Z-Gram 24, which emphasized the importance of Navy spouses and established a procedure that gave spouses the opportunity to present their complaints, viewpoints and suggestions to the CO. By doing so, Adm. Zumwalt acknowledged the vital role spouses play and provided them with what he described as an "official representative to express their views to commanding officers and base commanders."

Years later, when Adm. Zumwalt became CNO, he established the Navy Family Ombudsman Program as a means of bringing family problems to command attention. Looking back, Adm. Zumwalt said, "It was a way of giving people access to someone they felt comfortable with ... it made people willing to try to solve their problems within the system first. Any good command will react to that and deal with it positively."

As with most new ideas, the Ombudsman Program met some initial resistance, but the vast majority of commanding officers welcomed the program. They saw it as another tool they could use in their responsibility for the morale, health and welfare of Navy families. The program has grown and changed over the years, but the ombudsman's role - to provide the communications channel between the command and families - is probably more important now than ever.

**Governance of the Ombudsman Program**

Originally, the ombudsman was elected by the wives' club at the command. In 1973, the procedure changed, establishing that the ombudsman was to be appointed by the commanding officer. Over the years, updates and revisions stayed in step with the changing times and the changing roles of ombudsmen and commanding officers/commanders. Today, OPNAVINST 1750.1G CH-2, the Ombudsman Program Manual (2016), the Ombudsman Program Commander's Guide (2018), and the Ombudsman Coordinator Desk Guide (2016) provide guidance to commanders/commanding officers, Fleet and Family Support Center staff and ombudsmen with references to the implementation of the Ombudsman Program.



## Evolution of the Ombudsman Program

Like any new program, the Ombudsman Program has changed since its inception. In reading over old newsletter and newspaper articles, the change in terminology alone is quite striking. Today, both men and women serve in the armed forces, meaning that we typically use the all-inclusive term "spouses." However, until 1993, when Congress voted to allow women to be assigned to warships, it was not unusual for all spouse references to be "wives," and the occasional male spouse was often heard to say "and me!"

Each version of the OPNAVINST 1750.1 series has expanded the focus of the program toward identifying the role of the command ombudsman as a source of information and referral, rather than a grievance-processing role, as was common in the earlier years of the program.

## Today's Ombudsman

As the Navy Family Ombudsman Program turns 50 years old in 2020, ombudsmen across the country and around the world will celebrate its golden anniversary!

The command Ombudsman Program is shaped largely by the commanding officer's perceived needs of his or her command. The command ombudsman is appointed by and works under the guidance of the commanding officer, who determines the priorities of the program, the roles and relationships of those involved in it, and the type and level of support it will receive.

## The Navy Family Ombudsman Program Logo

In 1973, a logo was designed to symbolize the key elements of the program. The map of the United States is superimposed over the map of Sweden to indicate the country of origin from which the program was modified and adapted to meet the needs of command families. The lightning bolt stresses the importance of rapid communication among the commander, the ombudsman and the families. The 24 stars symbolize Z-Gram 24.

## Ombudsman Program Historical Fun Facts

- Ombudsman Appreciation Day was officially designated as 14 September in OPNAVINST 1750.1C, 06 Jul 90.
- Command ombudsmen were originally called the Wives Ombudsman.
- Established in 1979 and held in Hampton Roads, Va., the first training for ombudsmen was called the Ombudsman Training Academy (OTA).
- The Ombudsman Assembly was formerly known as the Ombudsman Council.

"For me, there is no greater privilege than service to this beautiful country and those who defend it. I am very honored and proud to be a part of supporting military families through the Navy's Family Ombudsman Program. These volunteers and their families are truly amazing and an integral part of achieving continued success!"

**Brandy Littler, LICSW**  
CNIC Ombudsman/FRG Program Analyst

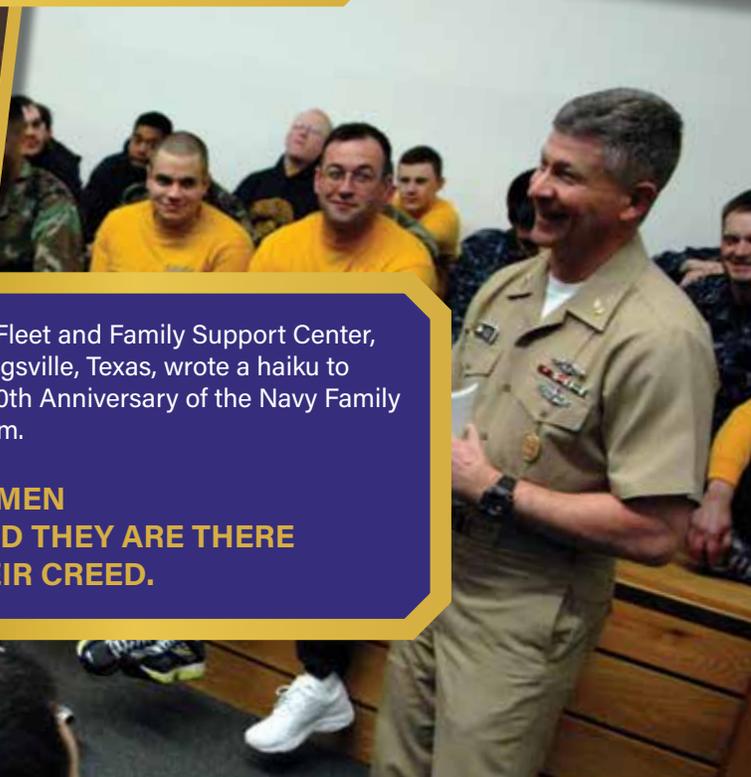




"Thank you to all ombudsmen on your 50th Anniversary! All of you are the heartbeat of our families while the military members are deployed. Your selfless service to your command, families, TRIAD, and country is priceless and has no measure."

**CMDCM Jose M. Ramos**

Command Master Chief  
Electronic Attack Squadron 137 (VAQ-137)  
Naval Air Station Whidbey Island, Wash.



Tito Perez, from the Fleet and Family Support Center, Naval Air Station Kingsville, Texas, wrote a haiku to commemorate the 50th Anniversary of the Navy Family Ombudsman Program.

**NAVY OMBUDSMEN  
IN TIME OF NEED THEY ARE THERE  
SERVICE IS THEIR CREED.**



# REFLECTIONS FROM OMBUDSMEN

"Being a command ombudsman has been a rewarding challenge. Helping families in their time of need is the most rewarding part. Moving overseas for the first time or the third time still has its challenges. As a command ombudsman, I am able to help them navigate some of their concerns with information and resources needed for their transition overseas. I love being the Command Ombudsman for HSM 77. I am so grateful for the opportunity I have been given."

## Jeanette Money

Command Ombudsman  
Helicopter Maritime Strike Squadron 77 (HSM-77)  
Naval Air Facility Atsugi, Japan

"I became an ombudsman for my husband's ship at the time in 1976, when we transferred from San Diego to Hampton Roads. Fortunately, the ship's ombudsman who was leaving provided me with a good introduction to serving as an Ombudsman. I still have the large three-ring binder that she gave me with information and resources for serving as the ombudsman. I also had the opportunity to attend the first training with what could have been called the 'Ombudsman Chairman' here (she was Dotti Gandy), which she provided in her home for six of us spouses/newly appointed ombudsmen. Over the years, I have followed a quote I was given a long time ago, 'Clients don't care to know what you know until they know that you care.' That is how I have always served spouses and families as an ombudsman many years ago and how I have served our clients at the Fleet and Family Support Center."

## Jody (Anita) Flavin, CRS

I & R Specialist/Volunteer Program Manager and Former Ombudsman  
Naval Air Station Oceana, Va.

"Living overseas can be challenging for families, so the role the ombudsman plays is critical. Just knowing families have someone to reach out to for resources alleviates much of the stress that comes with being away from everything we know and love in the United States."

## Jamie Birt

Command Ombudsman  
Fleet Logistics Support Squadron 30 (VRC-30) Det. 5  
Iwakuni, Japan

"Three years into the role, a Navy Operational Support Center (NOSC) Unit at a joint base, and another at a DLA, about 850 families, here's what I've learned. It's a love and no thanks role until things change and they become an advocate for us. I don't expect fanfare for being an ombudsman, and neither need or want flowers – just the personal gratification of serving others fills my heart with joy and reasserts faith in the program as a living framework evolving as a Navy evolves. We keep charging on!"

## Eliane Valente

Command Ombudsman  
Navy Operational Support Center  
Joint Base McGuire Dix Lakehurst, N.J.

"Serving as an Ombudsman for U.S. Naval Hospital Yokosuka, Japan, has been an incredible opportunity because it allowed me to get more involved with the command, its service members and command families. It has made my time at Commander, Fleet Activities Yokosuka memorable."

## Megan Mullinax

Command Ombudsman  
U.S. Naval Hospital Yokosuka, Japan

"Providing resources and information to Sailors and families is very empowering. This allows others to extend that information onward equipping them with the right tools for navigating our military community. Being a resource for others is a reward within itself. Interacting with our families means we (ombudsmen) also gain more insight on how to adequately address their needs. Communication with our military families enhances learning experiences while strengthening our bonds as a whole. The challenges illustrate the effectiveness and continuity of the Navy Family Ombudsman Program."

## Rosie Torres

Command Ombudsman  
USS Warrior (MCM 10)  
Commander, Fleet Activities Sasebo, Japan

"You are the one standing by at all times to deliver good/bad news or to ease their minds."

## Giovanna B. Moya

Command Ombudsman  
Reserve Component Command, Fort Worth, Texas





# REFLECTIONS FROM OMBUDSMEN

"I have thoroughly enjoyed my time as an ombudsman for my husband's command the last 16 months. It has been as rewarding as it has been challenging and eye opening. I have been privileged to learn from and network with my fellow San Diego ombudsmen, who are a wealth of information and wisdom. Some of them have even been serving in their roles for more than a decade! I am honored to serve and to be doing so during this monumental 50th anniversary!"

## **Rachel Konchinsky-Pate**

Command Ombudsman  
Helicopter Sea Combat Squadron 21 (HSC-21)  
Naval Air Station North Island, Calif.

"Pick up the phone when you are feeling alone."

## **Kim Parker**

Command Ombudsman  
USS Monterey (CG 61)  
Naval Station Norfolk, Va.

"The Ombudsman Program provided me the opportunity to be the voice of the military families."

## **Celina P Laserna**

Command Ombudsman  
Naval Branch Health Clinic  
Portsmouth Naval Shipyard, Maine

"My hardest but most rewarding experience as an ombudsman was talking to a dying father and trying to help him come to peace with not seeing his deployed son in his final hours. Our submarine was without communication and the father had days to live. I discussed with him the purpose of the ballistic missile submarines and how amazing his son's job was. Our conversation started with 'bring my boy home' and ended with 'he's exactly where he needs to be.' He died a very proud father of a deployed Sailor on a ballistic missile submarine. The most rewarding unpaid job I have ever had behind being a wife and a mother is being a Navy ombudsman. As an ombudsman, I feel like it is my duty to help the command complete the mission by keeping 'operations at home' flowing smoothly, but I also feel obligated to give purpose to the sacrifices families make by educating them on their Sailors' roles in keeping our Navy the strongest and best in the world. Having now been an ombudsman at a shore and sea command, I can say they are both very different. Surprisingly, I wouldn't necessarily say one is harder than the other. I have found they both have their own unique challenges."

## **Stacie Savage**

Command Ombudsman  
Nuclear Power Training Unit, Charleston, S.C.

"Being an ombudsman was such a rewarding experience for me. The trusted service provided by an ombudsman linking resources and support mechanisms to Navy Sailors and their families enhances the overall quality of life for the entire Navy family. To be part of that Navy family network of support on behalf of the command was an honor."

## **Judith Wright**

Command Ombudsman (2013-2015)  
USS Nimitz (CVN 68)

"Being an ombudsman has been some of the most enjoyable and memorable times I have ever had as a Navy spouse. Being able to help our Navy families succeed is more than something I enjoy; it has beco

## **Ashley Calderon**

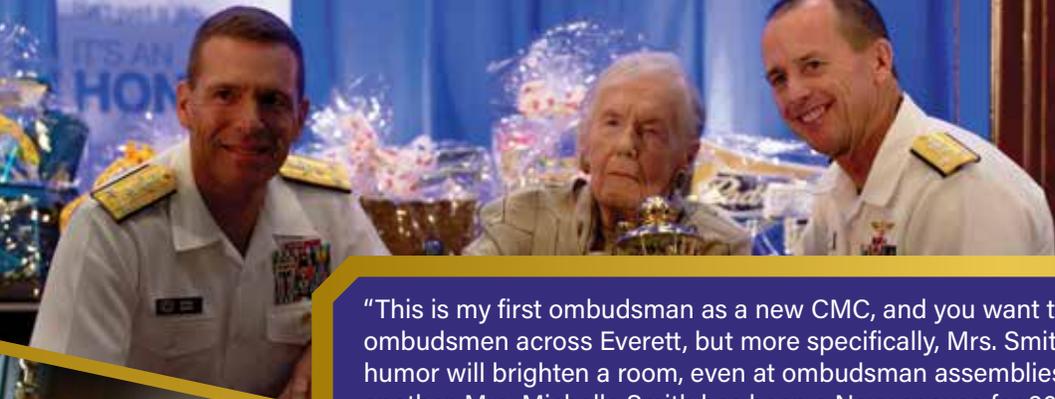
Command Family Ombudsman  
Coastal Riverine Squadron (CRS) 2

"If I could ask for one thing, it would be to know that I made a difference in someone's life. I feel that my involvement with the Ombudsman Program has helped me accomplish that. My involvement with the Ombudsman Program has given me a sense of fulfillment that would be hard to match anywhere else except from my family. Knowing that I may have made a difference in someone's life is a true blessing."

## **Doreen Scott**

CNIC Ombudsman Training Coordinator





"This is my first ombudsman as a new CMC, and you want to talk about an expectation for ombudsmen across Everett, but more specifically, Mrs. Smith. Her laughter and sense of humor will brighten a room, even at ombudsman assemblies, we always poke fun at one another. Mrs. Michelle Smith has been a Navy spouse for 20 years! After 240 months, the Smith family will go ashore for the final time this June. The rigors of life/work balance, kids, life, and work happen, but we always make time for coffee in downtown Everett. There are no words to express gratitude for any ombudsman for what they do. Spouses who take the deployments, stress, constant changes, accountability of loved ones, PCS, policies, etc., for no personal gain, yet carve out time in order to be fountains of wisdom wherever they are. They receive nothing monetarily, but continue to serve our Navy Sailors and families, and it still floors me to this day. This equates to something so simple of what we ask chief petty officers to be, and that is humble servant leaders. We can only hope that we continue this trend as our military members continue to bring these phenomenal members of society into the folds of our Navy family."

**CMDCM (SW) Jason R. Morris**

Puget Sound Naval Shipyard and Intermediate Maintenance Facility Detachment Everett  
Naval Station Everett, Wash.



"The ombudsman is not about a position or just a command program; it is about the inclusion of spouses and families as part of the team and the overall mission readiness. A mission was successful because of the support of its leaders. These leaders were successful because of the support of every service member under them. In addition, every service member's success was because of the support of their family. Thank you again to all our ombudsmen for their never-ending support and sacrifices."

**HMCS (FMF/SW/AW/IW) Vincent A. Cabalbag**

Command Ombudsman Coordinator  
U.S. Naval Hospital Sigonella, Italy





"The Ombudsman Program has taught me valuable information and provided helpful resources that allowed me to help others, but it also has helped me to grow personally."

**Alison Gant**

Education Services Facilitator  
Fleet and Family Support Center  
Naval Air Station Joint Reserve Base New Orleans, La.



"The value of your ombudsmen is very evident when there are problems. However, the true value of your ombudsmen is invisible. They continually keep families informed; even if information is considered minor, it subsides an unknown amount of stress at home for both the family and the Sailor. It is probably a luxury not to know the accumulation of problems that are avoided due to the steady connection between your ombudsmen and our families. I don't take that for granted."

**CDR Kevin Dean**

Commanding Officer  
USS Pearl Harbor (LSD 52)  
Naval Base San Diego, Calif.





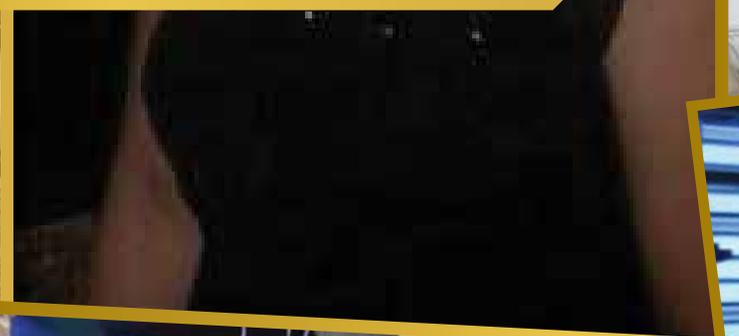
"From helping to understand the intricacies of a new culture to answering phone calls in the middle of the night, the ombudsman is there to provide information and compassion."

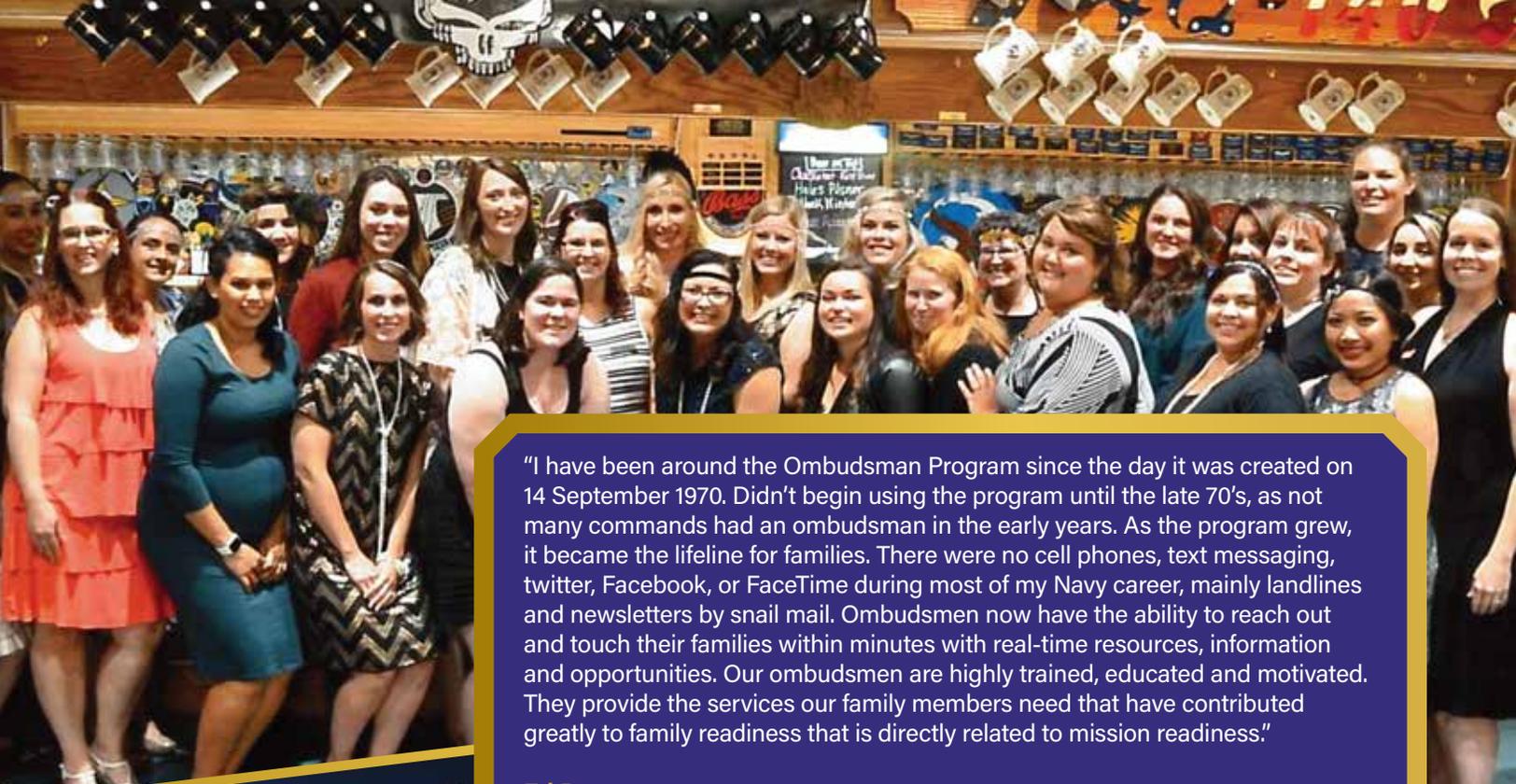
**Admiral Jeremy M. Boorda**  
25th Chief of Naval Operations  
April 23, 1994 - May 16, 1996



"I just wanted to share a lifesaving situation that our ombudsman at my last command made possible. I was the CMC at the time, and one of the spouses of a deployed Sailor had posted on Facebook some disturbing suicide-related thoughts. Before anyone in the command could react, she had reached out to see if there was any way she could help. Her genuine concern and fast action talking to the spouse that night de-escalated the situation until help arrived. After that night, the ombudsman continued to help her receive all the resources she needed. Had she not reacted the way she did, it could have turned out much worse. An important part of this situation was understanding the smallest details of this program matter. Had the ombudsman not had the command alpha roster, she would not have the information needed to act fast by calling EMS or contacting her on the phone. Thanks so much to all the ombudsmen out there willing to leap into action whenever needed."

**CMDCM (AW) Al Storer**  
Command Master Chief  
Naval Air Station Joint Reserve Base Fort Worth, Texas





"I have been around the Ombudsman Program since the day it was created on 14 September 1970. Didn't begin using the program until the late 70's, as not many commands had an ombudsman in the early years. As the program grew, it became the lifeline for families. There were no cell phones, text messaging, twitter, Facebook, or FaceTime during most of my Navy career, mainly landlines and newsletters by snail mail. Ombudsmen now have the ability to reach out and touch their families within minutes with real-time resources, information and opportunities. Our ombudsmen are highly trained, educated and motivated. They provide the services our family members need that have contributed greatly to family readiness that is directly related to mission readiness."

**Ed Roscoe**  
CNIC Ombudsman Registry Administrator



"At each of my commands, my ombudsmen have always gone above and beyond to take care of the families when I was deployed. I remember a time when Roxi and Yuko, my ombudsmen in VFA-27, helped a mother that was having an issue with postpartum depression. They took the time to drive the mother to the Fleet and Family Support Center and cared for the child while she was getting help, and this continued until the mother was better."

**CMDCM (SW/AW) Rudy T. Johnson II**  
Command Master Chief  
Commander, Fleet Activities Sasebo, Japan

"While teaching communications skills in OBT at Naval Station Everett, Wash., circa 2014, a student relayed a quote: 'Are you listening to me, or just waiting for your turn to speak?' The networking in the ombudsman community is priceless, producing long-lasting friendships and professional acquaintances that help us all improve family readiness on all fronts."

**Bob Ford**  
Military and Family Support Center Director  
Naval Support Activity Bethesda, Md.

# Ombudsman Comforts Families

CHARLENE HAYNAER  
Post-Courier Reporter

THE EVENING POST  
**Focus On Living**  
PAGE 1-C-MONDAY,  
OCTOBER 5, 1981

Maureen Kolstee's phone rings at 5 a.m. and she awakens to a female caller saying she is her husband who is on a ship, her child's sick and she is just plain depressed.

Kolstee, a Navy wife herself, offers consolation, some advice, and, most importantly, a listening ear. The next day, she gets a call from a wife who's having problems with Navy housing. Kolstee again listens, offers advice and refers the woman to the proper channels and agencies or people who assist them with their problem. If the woman has gone to the proper channels and get a solution, she might call to rectify it herself. If not, she calls on Mrs. Kolstee. She is a Navy ombudsman assigned to their husband's ship. And, as an ombudsman, it is her duty to assist the wife or direct them where to go for legal advice.

of their time offering moral support to families.

Navy families, they say, have unique problems resulting from their husbands, fathers or mothers being away a lot on sea duty.

"The program is similar to a family," says Mary Duran, who was the first Navy ombudsman in the country. "If you are a civilian, you are usually living close to your family, and in the military, you usually aren't so you can't call on them. So, you call your ombudsman who understands you need to talk to someone and to communicate with someone who knows how you are feeling."

"When a husband is deployed, you tend to get very upset about little things such as the car breaking down, the washing machine needing fixing and sometimes just talking about it helps," she adds. "And, an ombudsman may spend two or three hours just talking and reassuring them that 'yes, there is a repairman, and yes, the car can be fixed.'"

Ombudsmen usually have felt similar feelings and therefore can help the upset family members, say the women.

"It's just the idea of having someone to whom you can go and say, 'Gee, do you have a few minutes? I'd like to talk to you about some things that are bothering me,' and knowing you can do that and not feel you are imposing," says Mrs. Young.

Although the ombudsmen say crises rarely occur, they are there to assist if one does.

Ombudsmen usually spend about two hours a day working with families, and must keep all their dealings with them confidential. Therefore, after about two years, they tend to experience burn-out from dealing with so many problems and will often resign the post, according to Mrs. Jones. Ombudsmen often visit Navy Family Services' counselors as an outlet for their



Staff Photo by Brad Nettles  
**ONE OF MANY CALLS** — Maureen Kolstee, a Navy wife, stays busy on the phone providing assistance and support to military family members.

to have information, such as a change in the ship's schedule, distributed to family members.

# Navy Ombudsmen

By PETE ROWE  
Staff Writer

VIRGINIA BEACH — It was not the best way to awaken, roused at 5 a.m. to hear a panicky voice scream over the telephone that tragedy had struck. Susan Cooley did not even have time to try to soothe the woman at the other end of the line.

"My husband is dead, the ship is sinking!" Click.

Mrs. Cooley's husband was on that ship, the destroyer *Moosebrugger*, but she had to attend to more than her own worries. As one of the Navy's ombudsman corps, living in Charleston, S.C., she prepared for a long day of relaying information, encouraging

other sailors' wives and planning worst.

The "tragedy" was only a Mrs. Cooley's reactions illustrating and sometimes painful role of play.

"What you do," Adm. Harry T. ... gathering of 31 Surface Fleet-Ombudsmen Friday, "is not only but genuinely appreciated."

Train, supreme allied commander Atlantic Fleet, was one of several and professional counselors paying to the group that met at Little Ophiobas Base on Thursday and

While the formal ombudsman started in the early 1970s, Navy

## UPDATE

### The Family Support An Ombudsman's

If rumors are running rampant, children are clamoring for attention and you hear nothing in your own, hold the phone! When there's little interest in your command's family support group (FSG), or worse, no support group at all, you may have a solution to the problem in your hand.

Charged with the task of assisting with the morale and welfare of command families, ombudsmen can distribute FSG information to those calling with personal concerns. According to Ombudsmen Shirley Smith and Susan Galvin of USS DONALD B. BEARY (FF 1085), their jobs were greatly simplified once families became interested in the ship's FSG. Calls from lonely and bored spouses were sharply reduced when people had another source to keep them informed of shipboard life while their loved ones were deployed. The support group offered an opportunity for people to share "fellowship and information, while allowing the command a voice through the FSG president and ombudsmen to speak names and take the fears of the families left behind.

chairs were distributed explaining the purpose and exciting times of the group, while the women circulated among the families to introduce themselves, answer questions, and ask for suggestions.

Linda Coover credits D. B. BEARY



# Wives Insta

The new 9ND F Ombudsman is Mrs. ... new Ombudsman was her office by RAdm J 9ND Commander.

"My husband su because I was intere dependent and milita arise. If a wife has a me and I go through Admiral Kane to try to can solve it without g said Mrs. Griffiths.

"My father was c been around the Navy more about it than wives. I've always dealing with people. before I married and wives groups for sev new Ombudsman qualifications.

Mrs. Griffiths sai trying to get an enlist The Wives Ombud LCdr H. G. Griffi Construction Battal ficer. They have two

Ombudsman is a f has been in existenc hundred and fifty ye

The Ombudsman governmental red liaison between the the office which he v investigates organiza

# Gal for all seasons Wives Ombu

Mrs Sandra (Sandy) Wellumson is the Wives Ombudsman for the Naval Training Center. Any wife whose husband is on the CNTC staff should call her at 662-5195 if she has a problem and can't find an answer.

"The Wives Ombudsman program should be especially helpful to new Navy wives who don't know yet where to turn for help with their problems." In this job she sees herself as someone who'll listen and maybe be able to solve some problems.

"We're just starting but it sounds like a good program. If we get the cooperation we need it should be successful. So far everyone has been very helpful and encouraging to the Wives Ombudsman," Mrs. Wellumson noted.

Why did she take the job? "I thought it would be interesting and a good opportunity to find out what's going on in the Base and what people's gripes are."



Mrs. Sandra Wellumson

As the out going Des Ron 10 ombudsman, I want to express my great thanks to you for doing such an outstanding job for your ship. Being ombudsman is often a thankless job, but I hope you can also see how rewarding it is. If it weren't for you calming down upset wives, staying on and helping those in need, the men of the ship could not function and do their work and rest a little easier knowing this problem you are there to help o

## Ombudsmen, Red Cross to assist 'latchkey kids'

"Latchkey Children" are a cause for concern in the military community as well as the civilian community. Today, children spend a large number of hours without adult supervision. Armedness "latchkey children" must tend themselves until an adult comes home. Recent reports indicate that this number could be in excess of one-third of all elementary age children. The Red Cross has developed a program of education and prevention designed for each child, from kindergarten through sixth grade, simple rules and procedures for responsible self-care.

This one hour course is called "Home Alone." Recognizing the need to launch the program for Great Lakes children, Base Ombudsmen have taken this program on as one of their projects. Joanne Stanford, Ombudsman for Fish, Ombudsman for the Navy Base Command, and Barbara ... have taken the training instructors. They plan to contact all elementary schools in the area, who have military children in attendance. Educating all appropriate grade levels will be their goal.

If you are interested in helping with this needed and worthwhile program, please contact Doug Martin, Red Cross caseworker and certified instructor, at 668-5676; or Arnie Oakin, Family Service Center, certified instructor at 668-3603.

and cooperation during my ... the friendships I have made ... social job as (NSR) 154N.

Retreat Group  
Information: ... may 1980



# soothe family worries

"They have a tinger on the pulse of the life of a command."  
 — Capt. Harry MacCall Chaplain

was master of ceremonies for the program, said, "They have a finger on the pulse of the life of a command."  
 This week's gathering drew ombudsmen from bases in Newport, R.I.; Earle, N.J.; Charleston, S.C.; Mayport and Key West, Fla.; and from throughout Tidewater.

long formed networks of their peers for information and support. "Unofficially," said Lt. Cmdr. Bob Prucha, one of the conference's organizers, "it has been going on for years and years and years."

Appointed by the commanding officer of a ship or a base commander, they are always on call, helping the new bride of an E-2 with housing questions or the worried spouse who has not heard from her overseas husband.

# es Ombudsman lled at 9ND

Headquarters Wives H.G. Griffiths. The recently installed in John D.H. Kane, Jr., submitted my name tested in both sides—ry—of problems that complaint she calls Capt Schwitters and to solve it for her. If I going to them I will,"

makes recommendations for remedial action to improve the quality of administration and redresses individual grievances.  
 The Ombudsman uses constructive criticism, a knowledge of where to look for answers, and a close working relationship with the local command as the tools of his trade.  
 The idea of an Ombudsman originated in Sweden, which as had an official Om-

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...Gibbs was among the instructors for a three-day course teaching more than 200 Navy dependents how to be ombudsmen.

to keep up more with what's going on, but sometimes they have questions and problems that come unexpectedly, she said.  
 Some of the typical questions dependents ask ombudsmen are, "I haven't received the letters my husband has written?" "I need operation, but who'll take care of kids?" "My mother is sick and I'd like to fly out to see her. How can I find out the answer?" "My husband knows?" "The ombudsman is trained

know where to refer the caller for help and perhaps give a few words of assurance.  
 Occasionally, though, the calls are of a more serious nature, perhaps even suicidal. That's when an ombudsman needs to know some basic calming techniques, how to summon professional help to the caller and how to defuse a tense

because her husband is out to sea, said. "The whole academy training was fabulous. I feel much more prepared." She added that while she may not know the answer to every question that comes up, "I have six inches worth of material with names, services and phone numbers, so I can find out the answer."

because "The Navy has done a good job anticipating the needs of the women (plus a few men) who have agreed to be a liaison between the commanding officers, chaplains and the wives. The support is tremendous."  
 The Suicide Crisis Center at West Point, N.Y., is also a resource.

# Ombudsman training set

The annual Ombudsman Training Academy is scheduled for May 5, 6, 12, and 13 from 6:30 to 9:30 p.m.

As ombudsman of a command, volunteers are tasked to serve as a communication link between the command and the spouse, and from spouse to the commanding officer.

Each is to serve as an information referral guide, interpersonal helper, and grievance redresser.

The OTA will include information on command structure, communication with commanding officers and base commanders.

skills, and NTC and tenant command missions; as well as training on the Navy family and stress management.

If interested in becoming an ombudsman, contact the Command Master Chief of the command you are assigned to. For more general information about the program, call the Family Service Center, 688-3603.

Current ombudsman should contact the FSC to register for the OTA.

Child care services are available if reserved at time of registration.

program will be discussed with a wife new to the command. She was cordially invited to the information contact Liz Mary Ann Lowe at 688-3603, as close as your telephone



This week's Military Excellence is sponsored by the United States Navy. David A. Jameson, Dayton, Ohio, graduated from High School, Dayton, Ohio. Mr. and Mrs. Jameson, Dayton, Ohio, attend ET "A" School. (Photo: N...)

By the way, the ombudsman program for their country was adopted in 1957. What was once West Germany set up an ombudsman program in 1957. In September 1970, Adm. Elmo Zumwalt issued the office of the ombudsman in order to give the U.S. Navy spouses everywhere an official representative to express their views and concerns on behalf of family members to commanding officers, officers in charge, and base commanders.

The family ombudsman Any Navy spouse is eligible to fulfill the obligations of an ombudsman. Commanding officers prefer to have Navy spouses with some relocation and sea-tour experience, who can and will speak to groups of personnel and their family members from the command they represent. The ombudsman may contact officials in and outside of the chain of command, a "line crossing" ability unique to the office for the Family Ombudsman. Contacting the ombudsman If someone feels that, as a family member, they have been unfairly dealt with, or even wronged, by a government

the family requests threatening situations arise. The ombudsman is well-versed in the Navy command works as a result of training received, and can get information or act as an advocate for the aggrieved family member. This way, the help then direct their questions to the correct department or activity in order to get an appropriate response.

Great Lakes Ombudsman History Shirley Cloninger was the Naval Administrative Command's Ombudsman in 1982. She was also appointed the Naval Training Center's first Ombudsman chairperson. Ombudsman Training Academies (OTAs) were conducted two times a year, in September and April, during the day. Since so many Ombudsmen worked during the day, the training academies were shifted to evening hours.

Harriet Howe, author of the Navy Family Ombudsman Manual and the

Pellet, Omb Clin, Gre the 1984 O' Great Lakes Referral updated OTA. Lori Comma appoint worked Chief of the 19 Ombu resp head appi On ch m tr C

