



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 50th 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!"

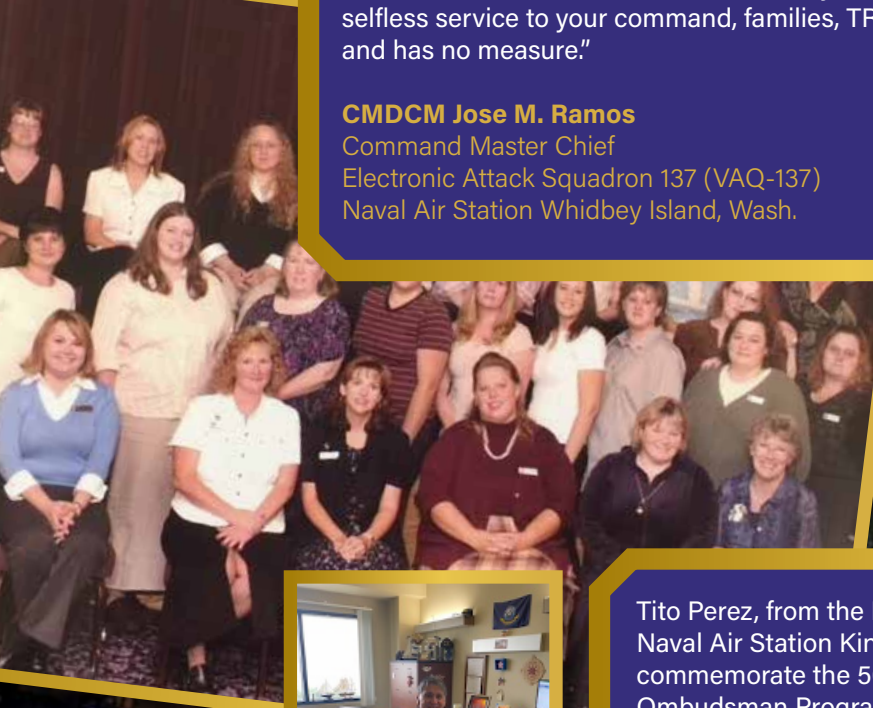
Brandy Littler, LICSW
CNIC Ombudsman/FRG Program Analyst





"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."

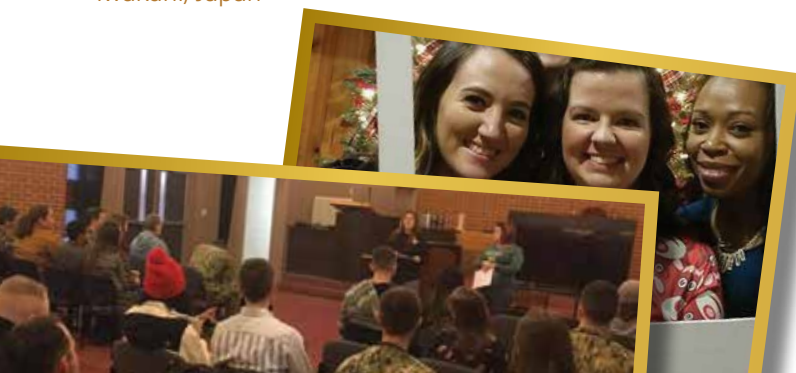
Rosie Torres

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

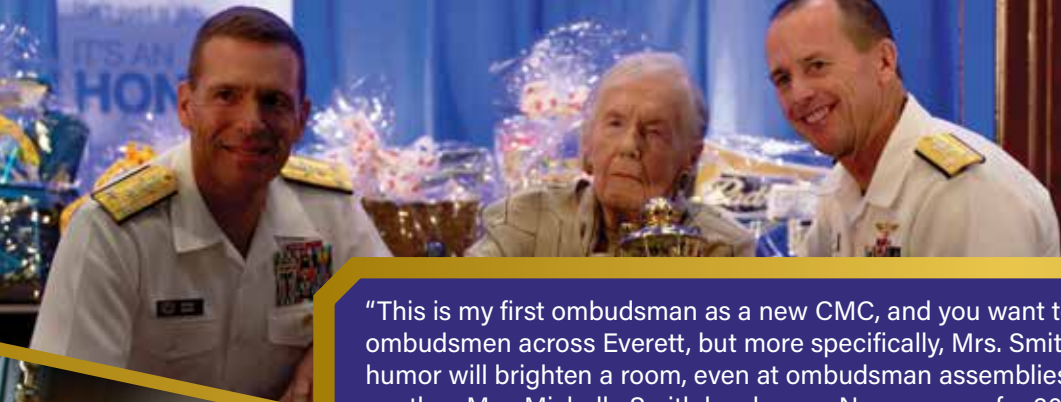
Command Family Ombudsman
Coastal Riverine Squadron (CRS) 2

"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.





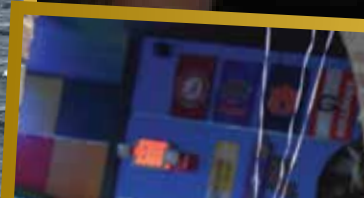
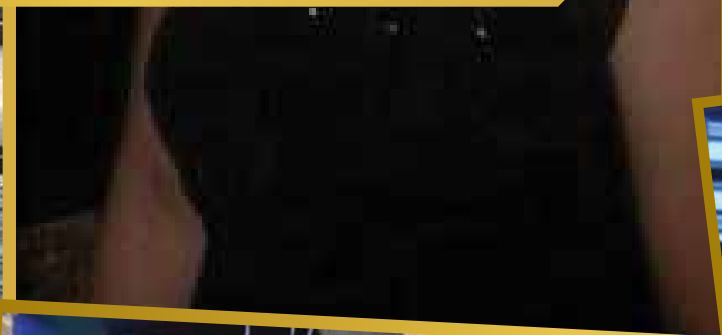
"From helping to understand the intricacies of a new culture to answering phone calls in the middle of the night, the ombudsman is there to provide information and compassion."

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 getting her allotment check or another who needs to know where to go for legal advice. Kolstee again listens, offers advice and refers the women to agencies or people who can assist them with their problem, if the woman has gone through the proper channels and get a solution, she might opt to rectify it herself. She often calls on Mrs. Kolstee who is a Navy ombudsman assigned to their husband's ship. And, as an ombudsman, it is her duty to assist the women or direct them where to go for help themselves.

Kolstee started the ombudsman program in 1970 to provide a liaison between the commanding officers and the families. An ombudsman, a civilian, volunteers his or her services to each Naval ship. Mrs. Kolstee is assigned to the USS John

to the program, wives went to the wives of the commanding and executive officers when they had problems. Betty Jones, coordinator at Navy Services Center.

When all fell on their backs and they had to answer questions and deal with all kinds of problems — and they were not Mrs. Jones. An ombudsman might be found talking from referring a woman to a drug or alcohol counselor to the appropriate agency to inform wives of their husbands' ships will be.

It isn't to be a problem to have to guide people in the right direction and tell them to go for assistance," says Young, ombudsman of Group 6 staff center.

People just don't know with their problems. I solve the problem an ombudsman, you can't solve the problem but the resources for the problem are there.

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, says 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



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 families.

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 illustrate 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 command 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.

The success of a ship's family support group depends upon the cooperation of all parties, from the CO down to the newest crew member's family. Captain Thomas A. Cruser, commanding officer of USS DONALD B. BEARY, encouraged the growth and development of an effective

chain 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 Cruser credits D. B. BEARY



Wives

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

"My husband served because I was interested dependent and military 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 been around the Navy more about it than wives. I've always dealing with people. before I married and wives groups for several new Ombudsman qualifications.

Mrs. Griffiths said trying to get an enlist The Wives Ombud LCdr H. G. Griffith Construction Battalion ficer. They have two

Ombudsman is a f has been in existence 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 outgoing 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 aware 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 and this makes a big

and cooperation during my the friendships I have made social job as (NSL)SVN.

Joanne Stanford, Ombudsman for Fish, Ombudsman for the Navy Base Command, and Barbara become certified "Home Aloes" 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.

Group Retreat

Information: May 1980

Support Group: Family Service Center

For more information, contact Doug Martin, Red Cross caseworker and certified instructor, at 668-5676; or Arnie Oakin, Family Service Center, certified instructor at 668-3603.

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. Armies "latchkey children" must tend themselves until an adult comes home.

Recent reports indicate that this problem 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.





OMBUDSMAN

50th Anniversary
1970-2020



ADMIRAL ELMO R. ZUMWALT JR.