USS WINSTON S. CHURCHILL (DDG 81)

WHAT IS AN "OMBUDSMAN"?

The roots of the ombudsman program stem from nineteenth century Scandinavia, when Ombudsman were established in communities to give ordinary citizens access to express their concerns to high government officials. Always accessible, the ombudsman acted as a troubleshooter, advocate, intercessor and interpreter.

This concept was adopted by the United States Navy in 1970, Admiral E.R. Zumwalt, Jr. then Chief of Naval Operations (CNO), created the Navy Family Ombudsman Program to improve communication between commands and the families of Sailors who served in them.

In 2006, Admiral Michael G. Mullen, CNO, re-emphasized the importance of the program and signed an updated instruction, highlighting the requirement that all Navy families have access to a Navy Family Ombudsman.

The Ombudsman is a VOLUNTEER, appointed by the commanding officer as an appropriate person to assist in the morale and welfare of command families. The command Ombudsman serves as the official information link between command leadership and Navy families. Executing programs at the commanding officer's discretion, Ombudsmen are incorporated as full members of the commanding officer's team.

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.

Ombudsmen are pragmatic and flexible. Their responsibilities to command families include but are not limited to: **Information** - Ombudsmen provide information on family programs, community resources, pertinent local and base phone numbers, and ship's movements and arrival times when released by the command. **Referral** - The ombudsman knows the roles of the Fleet & Family Service Center, Navy-Marine Corps Relief Society, American Red Cross, chaplains, etc., and when and how to refer families for appropriate assistance. Command leadership also looks to the Ombudsman for command climate issues and local quality of life (QOL) improvement opportunities. A command Ombudsman must attend Ombudsman Basic Training and monthly Advanced Trainings/Assemblies to stay current on all available information.

How can an Ombudsman help me?

Navy Family Ombudsmen are key resources for family members, particularly during deployments. Ombudsmen maintain current resource files with information on military and civilian community agencies that can help families solve a variety of problems, and successfully meet the challenges they face in everyday life and before, during, and after deployments. In addition to providing referral information, Ombudsmen can facilitate communication between the Command and family members. Ombudsmen may publish or contribute to command newsletters or maintain care lines, which have recorded messages with information for command families that can be accessed 24 hours a day. Ombudsmen can also assist families in contacting the Command for a variety of reasons.

How can I contact my Ombudsman?

You can call your Churchill Ombudsman at:

Missy or Trinice (757) 613-5561

Or e-mail at

ddg81ombudsman@rocketmail.com

Please mail this information sheet to your loved ones.

My full title and rank is:

_____

My Department and Division is:

_____

My E-mail address is:

(Your email address)@ddg81.navy.mil

_____

My mailing address is:

Rate/Rank Full Name of Sailor
Department/Division
USS WINSTON S. CHURCHILL (DDG 81)
FPO AE 09591-1267

The ship's address remains the same, whether in port, at sea or overseas.

WSC Website: www.churchill.navy.mil

WSC CARELINE (757) 445-5761
Or
OMB (757) 613-5561

REMEMBER Navy Family Ombudsmen are communications links, information and referral resources, and advocates for command family members.

Stay in touch with current events, check the website monthly

Revised 11/13/09