

Ombudsman Support of Reservists

BACKGROUND

OPNAVINST 1750.1G CH-1 requires that, “at a minimum, an ombudsman is to be appointed for each Navy Operational Support Center (NOSC). Additional ombudsmen may be assigned to Navy Reserve units within the Navy Operational Support Center. The NOSC ombudsman should serve as a central point of contact for general information; however, additional unit ombudsmen shall report only to their commanding officer/commander.”

KEY MESSAGES

- Reserve ombudsmen are often working with families who are geographically separated from their Sailors and who may not have bonded with the Navy community. This presents additional challenges for the ombudsmen.
- Reserve family members may utilize the services of the Reserve ombudsman or the ombudsman at the active duty command.
- Family members may obtain information about their Navy Reserve ombudsman at the Commander Navy Reserve Web site, www.navyreserve.navy.mil or at the FFSP Web site, www.ffsp.navy.mil.
- Navy Reserve ombudsmen enter quarterly, not monthly, worksheets at <http://www.Ombudsmanregistry.org>. Reserve unit ombudsmen may be required to submit their worksheets to the NOSC ombudsman for input or review, or they may enter the worksheets themselves.

STATEMENT

When Reserve members mobilize, the transition of ombudsman responsibilities between the Reserve ombudsman and the gaining active duty component (AC) ombudsman is not standardized. Although policy does not address this, it is important that Sailors and their families receive needed services. This process can be facilitated by identifying Reservists members of the active duty command as well as helping ombudsmen from Reserve and active duty commands to establish good rapport and working relationships.

The Navy Reserve, or losing command, ombudsman should contact the gaining command's ombudsman to coordinate services. Contact information can be obtained from the gaining commands local Fleet and Family Support Center ombudsman coordinator.

If family members do not accompany their Sailor to the area of the active duty assignment, ombudsmen from both the losing and gaining commands should coordinate or share responsibility for those family members. (This also applies to IAs and other deployers whose family members do not accompany them to the area of the assignment.)

The NOSC and unit ombudsmen should be offered the opportunity to attend the Ombudsman Assembly and trainings. Reserve Ombudsmen may attend Ombudsman Basic Ombudsman Program - Command Leadership Need-to-Knows

Training at their nearest Fleet and Family Support Center or at an OBT scheduled with the Commander Navy Reserve Forces Command at select locations.

ACTION

Both active duty and Reserve commanding officers should do everything possible to ensure that Reservist families have the services of an ombudsman available to them. Active duty commanding officers should ensure that their ombudsman is aware of any Reservist families and that they establish contact with them as well as with the ombudsman serving these families. Commanding officers of Reservist commands should inform their families of the availability of ombudsmen who can be of assistance.

RESOURCES

- OPNAVINST 1750.1G CH-1, Navy Family Ombudsman Program
- Commander Navy Reserve Web site at www.navyreserve.navy.mil
- Additional resources are available at <http://www.nsfamilyline.org/> which publishes the Guidelines for Navy Reserve Families.

CHECKLIST

- Ensure the command ombudsman is aware of Reservists in the command and knows how to contact their families.