

*“An Ombudsman is an appointed representative of the Commanding Officer that serves as an information link between command leadership and Navy families.”*

I am an Official Command Representative and a point of contact for family members connected to COMOPTEVFOR. As an Ombudsman, I help the Commanding Officer gain insight on the pulse of family members and issues of concern. I disseminate information both up and down the chain of command, including official Navy and command information. I can provide resource referrals when needed that are instrumental in resolving family issues before the issues require extensive command attention. **Remember: Family Readiness = Mission Readiness.**

#### **WHAT I CAN DO:**

I act as an advocate for the command families using knowledge of the system. I provide access the appropriate level of the chain of command for necessary intervention, forward suitable requests or grievances, and assist during a crisis or disaster all while maintaining strict confidentiality. Below are a few examples of when to call an Ombudsman.

- Resource & Referral
- Red Cross Messages
- Death in the Family
- Financial Matters
- At Risk Pregnancy
- Births
- Hospitalizations
- POC During Crisis or Disaster

#### **WHAT I DON'T DO:**

I am not a mediator and DO NOT get involved in chain-of-command matters. I AM NOT a counselor, social worker, or a babysitting service, but I do know where you can find one. While it is part of the Ombudsmen Code of Ethics to maintain confidentiality, there are four instances listed below that require immediate action and *must be reported to the Commanding Officer.*

1. Known or suspected child abuse/neglect
2. Known or alleged spouse abuse
3. Suspected/potential homicides, violence, or life endangering situations of yourself or others
4. All suspected/potential suicidal risks

The Ombudsman is a vital link between the Command and Navy families. In broader terms, the Navy family is made up of all active-duty and selected reserve Navy members, including single and married service members, their family members, the service member's parents, siblings, and others at the discretion of the Commanding Officer.

I have previous experience as an Ombudsman and have received extensive training, allowing me to assist families in times of crisis and emergency. I am able to direct you in your course of action and contact the command if necessary should you experience an emergency. I can be reached via cell phone and email which are both listed below. If you are new to the command - Welcome Aboard! Please contact me so that I can add you to the Ombudsman recall roster. This will enable you to receive command updates and other information of importance to Navy families. If you have been onboard for a while and you are not receiving information from me via email, I ask that you contact me so I can update my records. I hope you enjoy your tour with COMOPTEVFOR. If I can ever be of assistance to you, please don't hesitate to call.

***DON'T WAIT FOR AN EMERGENCY TO GET TO KNOW YOUR OMBUDSMAN!***

Command Ombudsman

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