

# *Refueling in Rough Seas*



## Your Guide to Resiliency Resources for Sailors and Navy Families

This resource guide is provided by:  
Naval Service Training Command



Pictured: An underway replenishment with the military sealift command fleet replenishment oiler USNS PATUXENT (T-AO 201) aboard the aircraft carrier USS Dwight D. Eisenhower (CVN 69). (U.S. Navy photo by Mass Communication Specialist 1st Class Jeff McDowell/Released)

We're so glad to have your Sailor in the Navy. I have served in the Navy for more than 30 years and I know this life is rewarding but also challenging for Sailors and families alike. Each move, each deployment, and each stressful day at work impacts a Sailor's family...but not necessarily in a negative way.



I encourage you to see the challenges you and your Sailor may face as means of growing stronger—as individuals, as well as in your relationship. Remember that we are an extended family, and here to support you. Your best support will be other Navy families and the support resources the Navy offers at every duty station. I know that you and your Sailor already have the resiliency to make it through basic training. Now, together, you will need to build upon that foundation as you continue to embark on your Navy journey.

Thank you for supporting your Sailor through his or her training and for your service as a Navy family.

Rear Adm. Stephen C. Evans

Commander, Naval Training Service Command

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## **The Components of Resiliency**

The Naval Center for Combat and Operational Stress Control uses a measurement called the Response to Stressful Experiences Scale (RSES) to explain resilience. The authors of the RSES have identified six factors that are key to a person's resilience—the ability to withstand and bounce back from adversity.

### **Positive Outlook—Belief that things will get better**

- How can I grow from this challenging situation?
- Can I identify some humor in this situation?
- How will I handle a situation like this in the future?

### **Spirituality—Connection to something bigger than yourself**

- What can I be grateful for even during this situation?
- Can I find relief through prayer or reading sacred texts?
- Who are the people who will support me in this situation?

### **Active Coping—Taking action towards resolution**

- Have I accessed all my resources and explored all my options in dealing with this situation?
- Can I break a large situation into smaller, more manageable pieces to resolve it little by little?
- Am I letting fear keep me from responding to this situation?

### **Self-Confidence—Believing in your own ability to respond**

- Have I successfully responded to challenging situations in the past?
- What skills or resources have I used in the past that apply to this situation as well?
- Do I know the difference between what I can handle and what I can't?

### **Learning & Making Meaning—Seeing challenge as a teacher**

- What can I learn from this challenging situation?
- How does this situation fit into a larger picture of my life, my family, or my career?
- How can I help others when they're in a situation like this in this future?

### **Acceptance of Limits—Remembering you're only human**

- Am I dealing with a situation without a solution?
- Can I change my definition of success if the situation seems "unwinnable"?
- How would I expect someone else to deal with this situation? Do I hold myself to the same reasonable standards?

**Military Crisis Line** <http://veteranscrisisline.net>

- or call 1 (800) 273-TALK (8255)

-or text 838255

-confidential, 365-days-a-year, 24-hours-a-day crisis line for Sailors and their families

**Military OneSource**

1-800-342-9647

En español llame al: 1-877-888-0727

[www.militaryonesource.mil](http://www.militaryonesource.mil)



**Military OneSource**, as its name implies, is a one-stop provider of information on a wide range of topics related to military service.

Military OneSource has masters-level consultants available 24/7, by telephone and email, to provide you with practical suggestions and support for issues that nearly everyone faces-like locating resources for a child with special needs, handling a move, or nurturing a relationship with a deployed spouse.

**Why contact Military OneSource?**

- to access support and resources for:
  - non-medical counseling
  - financial services
  - Spouse Education and Career Opportunities (SECO)
  - health and wellness coaching

**Who can access Military OneSource?**

-Sailors and family members, accessing some resources requires an account to be created on the website

**Who can Military OneSource support?**

- Sailors and family members

Navy 311

1-855-NAVY-311

(1-855-628-9311)

[www.navy311.navy.mil](http://www.navy311.navy.mil)



**Navy 311** is the Navy's helpdesk. They provide "One Call Answers All" support for any non-tactical, non-emergency request for assistance. Navy 311 is available around-the-clock every day of the year. The Navy 311 website contains links to many different sites and departments.

#### **Why contact Navy 311?**

- to determine what office or program can best meet your needs
- to contact a local chaplain or medical provider
- to find information on housing, training, or other personnel issues

#### **Who can access Navy 311?**

-Sailors can access all resources, family members can access many resources from this helpdesk

#### **Who can Navy 311 support?**

- Sailors and family members

## Naval Services Family Line

1-877-673-7773

[www.nsfamilyline.org](http://www.nsfamilyline.org)

**Naval Services FamilyLine** is an all-volunteer, non-profit organization dedicated to serving naval spouses across the country and the world. Their network of experienced, trained volunteer spouses allows them to mentor, consult, and guide families in the Navy, Marine Corps, and Coast Guard.

FamilyLine, formerly known as the Navy Wifeline Association, was established in 1965 by a group of Navy wives who wanted to form a channel of communication for all Navy Spouses. The aim was to provide a welcome and introduction to Navy life and to increase the spouses' understanding of the Navy's mission.

### **Why contact Naval Services Family Line?**

- to access spouse support programs
- to download or order their publications:

“Sea Legs: A Handbook for Navy Life and Services”

“Social Customs and Traditions”

“Guidelines for Navy Family Emergency Preparedness”

### **Who can access Naval Services Family Line?**

- Sailors and family members

### **Who can Naval Services Family Line support?**

- Sailors and family members, although their focus is on spouses

## **Chaplain Care**

1-855-NAVY-311 (855-628-9311)

[www.chaplaincare.navy.mil](http://www.chaplaincare.navy.mil)

**Navy Chaplains** provide confidential spiritual and emotional support for all Sailors regardless of their religion. While Navy Chaplains are not providers of long-term psychological care, they can be a good starting point for a Sailor or family member who is in need of those services. If you live on or near a Navy installation, there is likely a Chaplain available to help you through the difficult situation you're facing.

### **Why contact Chaplain Care?**

- to locate a Navy Chaplain nearest you
- to request a Navy Chaplain contact you or your sailor
- to connect with other Navy resources

### **Who can access Chaplain Care?**

- Sailors, family members

### **Who can Chaplain Care support?**

- Sailors, family members



## Fleet and Family Support Programs

[www.cnic.navy.mil/ffr/family\\_readiness.html](http://www.cnic.navy.mil/ffr/family_readiness.html)



**Fleet and Family Support Programs (FFSP)** support individual and family readiness through a full array of programs and resources which help Navy families to be resilient, well-informed and adaptable to the Navy environment. Most Navy bases have a Fleet and Family Support Center through which the FFSP can be accessed.

### **Why contact Fleet and Family Support Programs?**

- Deployment support for Sailors and their families
- Personal and family Wellness Education and counseling, including Parenting Classes
- Emergency Preparedness and Response
- Crisis Intervention and Response
- Military and personal career development
- Financial education and counseling
- Relocation assistance
- Transition assistance
- Spouse employment

### **Who can contact Fleet and Family Support?**

- Sailors and family members

### **Who can Fleet and Family Support Programs support?**

- Sailors and family members, particularly spouses and children

## **Navy-Marine Corps Relief Society**

**www.nmcrrs.org**

**(800)-654-8364**

For more than 100 years, the Navy-Marine Corps Relief Society has been providing financial support to Sailors and Marines and their families in times of need. NMCRS has offices or representatives on most Navy and Marine Corps bases around the country.

### **Why contact Navy-Marine Corps Relief Society?**

- Financial assistance and counseling
- Quick Assist Loan (QAL)
- Education assistance
- Health education and post-combat support, including a Visiting Nurse service
  
- Budget for Baby
- Emergency travel
- Disaster relief
- Thrift shops

### **Who can contact Navy-Marine Corps Relief Society?**

- Sailors and family members

### **Who can Navy-Marine Corps Relief Society support?**

- Sailors and family members

## Naval Center for Combat & Operational Stress Control

<http://www.med.navy.mil/sites/nmcsd/nccosc/Pages/welcome.aspx>

### **Why visit the Naval Center for Combat & Operational Stress Control (COSC) website?**

This website, published by Navy Medicine, provides information and resources for sailors and their families on topics related to resilience and stress control. Under the “Family” tab, parents and spouses will find material focused on deployment and homecoming. There are also articles and videos on resilience-building and stress relief techniques.

### **Who can access the Navy’s COSC website?**

-Sailors and family members

### **Who can the Navy’s COSC website support**

-Sailors and family members, with specific resources for parents of sailors and children of sailors

[picture of stress continuum model taken from NCCOSC website]

An explanation of this Stress Continuum Model can be found on the Naval Center for Combat & Operational Stress Control website along with suggestions of how to “get back to green”.

## Additional Programs/Websites of Interest

**Navy Family Accountability and Assessment System (NFAAS)** <https://navyfamily.navy.mil>

-Emergency preparedness and accountability in case of a weather-related or other disaster

**Families Over-Coming Under Stress (FOCUS)** <http://www.focusproject.org>

-Resiliency training for military families

**Real Warriors Campaign** <http://realwarriors.net>

-Information and resources related to military resilience and mental health

**Department of Defense Safe Helpline** <https://safehelpline.org> 1-877-995-5247 (text) 55247

-confidential and anonymous support for Sailors or family members affected by sexual assault

### *Organizations outside the Department of Defense*

**American Red Cross** <http://www.redcross.org>

-Emergency communication to Sailors

-Financial assistance and deployment support

## **Quick Resiliency & Support References**

### **For counseling:**

- Chaplain Care ([www.chaplaincare.navy.mil](http://www.chaplaincare.navy.mil))
- Fleet and Family Services ([www.cnic.navy.mil/ffr/family\\_readiness.html](http://www.cnic.navy.mil/ffr/family_readiness.html))
- Military OneSource ([www.militaryonesource.mil](http://www.militaryonesource.mil))

### **For information:**

- Military OneSource ([www.militaryonesource.mil](http://www.militaryonesource.mil))
- Naval Services Family Line ([www.nsfamilyline.org](http://www.nsfamilyline.org))
- Navy 311 ([www.Navy311.navy.mil](http://www.Navy311.navy.mil))

### **In a Crisis:**

- Chaplain Care ([www.chaplaincare.navy.mil](http://www.chaplaincare.navy.mil))
- Fleet and Family Services ([www.cnic.navy.mil/ffr/family\\_readiness.html](http://www.cnic.navy.mil/ffr/family_readiness.html))
- Military OneSource ([www.militaryonesource.mil](http://www.militaryonesource.mil))
- Navy & Marine Corps Relief Society ([www.nmcrs.org](http://www.nmcrs.org))
- Military Crisis Line (<http://veteranscrisisline.net>)