

Both Area Commands have a Regional Ombudsman Coordinator (ROC) to assist with the Ombudsman program.

LANTAREA ROC (757) 398-6570

PACAREA ROC (510) 437-3782

To contact the Work-Life Ombudsman Coordinator nearest you, call 1-202-475-5100 and enter the appropriate extension listed below:

Alameda	(6)
Astoria	(7)
Boston	(1)
Cape Cod	(1)
Cape May	(2; press 1)
Charleston	(3)
Cleveland	(5)
Detroit	(5)
Honolulu	(8)
Houston/Galveston	(4)
Juneau/Ketchikan	(9)
Kodiak	(9)
LA/Long Beach	(6)
Miami Beach	(3)
New Orleans	(4)
New York	(1)
Petaluma	(6)
Portsmouth	(2; press 3)
San Diego	(6)
San Juan, PR	(3)
Seattle	(7)
St. Louis	(4)
Washington DC	(2; press 2)
Yorktown	(2; press 3)

## Resources

### CG SUPRT PROGRAM

Free professional counseling, health coaching, education, and referral services for many issues such as relationship problems, depression, legal and financial challenges, health improvement, and balancing work and life demands. Call 24/7. 855-CG SUPRT (247-8778) [www.CGSUPRT.com](http://www.CGSUPRT.com)



### READY COAST GUARD

[www.ready.gov](http://www.ready.gov)

Information, checklists, and printable forms to prepare for emergencies, including natural disasters and potential terrorist attacks.

### Contact your Ombudsman

The CG Ombudsman Registry and the USCG HSWL app available on iOS or Android devices provide access to the "Contact Your Ombudsman" feature, which enables Coast Guardsmen and their families to send an email to their unit ombudsman. Download the app or visit [www.cgombudsmanregistry.org](http://www.cgombudsmanregistry.org)



For iPhones/iPads



For Androids

### Office / Command Name

# UNITED STATES COAST GUARD

# OMBUDSMAN PROGRAM



[www.dcms.uscg.mil/ombudsman](http://www.dcms.uscg.mil/ombudsman)

## *What is the Ombudsman Program?*

The Coast Guard Ombudsman Program is a Coast Guard wide program established to serve as a link between commands and families.

The ombudsman program assists commanding officers/officers-in-charge (CO/OIC) with understanding the welfare of the command's families and helps families to successfully navigate the unique lifestyle of the military.

The Coast Guard's philosophy of developing healthy, self-reliant families is epitomized through the Coast Guard Ombudsman Program.

## *What is an ombudsman?*

Ombudsmen are usually spouses of Coast Guard service members attached to the Command who volunteer in an official capacity for the command and are trained to:

- Assist Command families with information and referral.
- Facilitate communication between the Command and families.
- Provide readiness support during deployments, emergencies or crises.

## *What does an ombudsman do?*

Coast Guard Ombudsmen are key resources for all family members, especially before and during deployments, relocation, crises, and other major life events.

Family members may contact the ombudsman regarding a variety of concerns to ask for information, receive guidance or referrals, or just discuss their concerns with a caring individual.

Your ombudsman:

- Maintains and provides information on Coast Guard benefits and community resources.
- Provides official and accurate command information.
- Is available for emergency assistance and routine requests.

Although ombudsmen are bound by the Ombudsman Code of Conduct to be professional and maintain confidentiality, there are some sensitive and life threatening issues that must be reported to the Command and the proper authorities:

- Suspected child abuse and neglect.
- Alleged domestic abuse.
- Alleged sexual assault.
- Suspected and/or potential suicidal risks.
- Suspected and/or potential homicidal, violent or life endangering situations.

## *Who may volunteer?*

Spouses of service members assigned to the command may volunteer to be ombudsmen for the command.

Potential Ombudsmen must have NO record of family violence and time to fulfill the responsibilities. Attributes of the ideal candidate include:

- Coast Guard life experience, including deployments.
- Prior volunteer experience.
- A basic understanding of Coast Guard benefits and resources.
- Patience, good listening skills, and respect for confidentiality.
- A positive attitude toward the Coast Guard and the command.

If you are interested in becoming an ombudsman, contact your Commanding Officer, Officer-in-Charge, or Command Master Chief.



Ombudsman of the Year