

ITEMS COMMAND LEADERSHIP SHOULD REVIEW

As part of orientation, it is the commanding officer's responsibility to make sure that she or he explains expectations to the ombudsman.

Clarify the following significant items:

- Priorities and expectations for the program and job performance.
- The ombudsman's point of contact at the command.
- How often the ombudsman will meet with the commanding officer/executive officer/command master chief, etc.
- Confidentiality and reportables. Handling of information protected by the Privacy Act. Reportables including life-threatening situations, suspected incidents of child abuse and allegations of domestic abuse. Additional issues the command wants the ombudsman to share such as births, deaths, uncontrolled rumors, etc.
- The role of the Command Cadre spouses and how everyone will work together.
- Record keeping. The type of written records, monthly report, etc.
- Command roster. How updates will be provided.
- The command's policy on ombudsman contact and communication with parents/significant others.
- Supplies. How the ombudsman will get office supplies, updated rosters, mailing labels, supplies for newsletters, dedicated phone line, Internet service, answering machine, calling cards, etc.
- Reimbursement procedures for approved and budgeted expenses.
- Use of communication tools. Command Facebook page administration (if applicable) and Newsletter or other communication efforts expected
- Correspondence. How to obtain command approval on all official correspondence before printing, distributing, or mailing.
- Role of the ombudsman in a crisis or emergency situation, deployment or mobilization.