



# BASE NATIONAL CAPITAL REGION OMBUDSMAN PROGRAM

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## A MESSAGE FROM YOUR OMBUDSMAN

First and foremost, I want you to know that it is my passion and an extreme honor to serve as your Ombudsman!

I am endlessly thankful for the opportunity to support you in a number of ways!

As the Base NCR/Headquarters Ombudsman, I ...

- serve as the link between the Command and unit families.
- function as the primary point of contact for families—answering questions, addressing concerns, and providing guidance and support.
- provide information, resources, and referrals—connecting individuals/families to the variety of support programs that are available.
- serve as a representative and advocate for Coast Guard families.
- provide assistance during the transition and relocation process.
- maintain a confidential roster of unit families—this roster is used to relay official messages and to distribute beneficial information. Please contact me to sign up!

In the event of a disaster or emergency, I would relay any available messages, work to ensure the safety and well-being of families, and work in a coordinated manner with the appropriate departments and organizations to provide disaster relief to those affected. I also serve as a source of support during times of personal crisis or emergency—connecting individuals and families to resources and support and serving as a channel of communication between the family and the Command.

Just as the U.S. Coast Guard is “Semper Paratus” (Always Ready) - I am always ready and eager to support you!

Very Respectfully,  
Rachel Conley

*You are never without support—I am here to help!*

## RESOURCES

### Base NCR Website and Facebook Page:

- <http://www.uscg.mil/baseNCR/>
- <http://www.facebook.com/BaseNCR/>

**CG SUPRT:** CG SUPRT provides confidential professional counseling, education, and referral services to Coast Guard members and families.

- CG SUPRT is available 24 hours a day, 365 days a year by calling 855-CG SUPRT or visiting [www.cgsuprt.com](http://www.cgsuprt.com)

**Office of Work-Life Programs:** Work-Life Programs support the well-being of active duty, reserve and civilian employees and family members.

- For detailed information on the many available programs, please visit: [www.uscg.mil/worklife](http://www.uscg.mil/worklife)

### SEA LEGS: A U.S. Coast Guard Life and Services Handbook:

- To view Sea Legs, please visit: <http://www.uscg.mil/sealegs/>

**USCG HSWL App:** For those looking for information about the support programs and services available to Coast Guard military and civilian personnel, family members, and retirees - we now have an app for that!

- **For iPhone/iPads:** The app can be found on iTunes by searching USCG HSWL or visiting: <https://itunes.apple.com/us/app/uscg-hswl/id669218420?mt=8>
- **For Androids:** The app can be found by visiting: <https://play.google.com/store/apps/details?id=com.ravensolutions.coastguard&hl=en>

### CONFIDENTIALITY

Your communication with me is protected by the strictest code of confidentiality. However, your safety and well-being does take precedence over your privacy. I am required to report child abuse and neglect, domestic abuse, sexual assault, suicidal risks, and homicidal, violent or life-endangering situations to the Command and the proper authorities.

*The Ombudsman Program connects families to the Command, the Coast Guard, and the many available resources!*