



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 wellbeing 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,
Jenna Hall

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

RESOURCES

Base NCR Website and Facebook Page:

- <https://www.dcms.uscg.mil/Our-Organization/LOGCOM/Bases/Base-NCR>
- <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

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

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 lifeendangering situations to the Command and the proper authorities.

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