

CO CHECKLIST

- Obtain completed application from the prospective ombudsman.
- Submit Application to Family Advocacy Specialist for Central Registry Check.
- Provide an appointment letter to the ombudsman and welcome them to the command.
- Ensure Sections I and II of the DD 2793-are complete and signed by the ombudsman and Accepting Official (CO, OIC, or other command designee).
- Brief ombudsman on CO's priorities and expectations, confidentiality, and mandated reportable, and any additional issues that should be reported.
- Provide ombudsman the name, phone numbers and email address of the Command Point of Contact.
- Complete/verify registration and assignment of CO, OIC or command designee in the Ombudsman Registry.
- Provide ombudsman and HSWL Ombudsman Coordinator copies of the CG-6078, DD-2793, and appointment letter.
- Ensure ombudsman is aware of his/her required trainings (i.e. Online Core training, CG Ombudsman Training) and how they can be accessed and completed.
- Establish a funding line in the unit budget for ombudsman expenses.
- Meet with ombudsman routinely (e.g. weekly, monthly or quarterly).
- Advise ombudsman on confidentiality requirements for newsletters, unit Facebook page, emails and other social media. Provide ombudsman with unit or District Public Affairs Officer's information.
- At the next unit event (morale event, command all hands, family events), introduce the ombudsman to the crew and unit families.
- Verify completion of online Core Training within four weeks of receiving AUX LMS access. Ensure proof of completion is forwarded to local Ombudsman Coordinator.
- Verify completion of CG Ombudsman Training (CGOT) or suitable equivalent within three months of appointment. Provide ombudsman updated unit rosters and family information (when available) via CG approved methods of transmission.
- Advise the ombudsman on their role in crisis, exercises, drills and evacuations, and invite the ombudsman to participate in unit training, drills, and exercises routinely.
- Review monthly reports in Ombudsman Registry and mark as "final" prior to the 10th of each month.
- Place ombudsman on the unit distribution list to receive invitations to all hands meetings, trainings, and pre deployment briefs.
- Recognize the ombudsman at appropriate functions (e.g. unit luncheon, receptions, all-hands meetings, ombudsman trainings, or other gathering) or by other means (e.g. letter of recognition, performance certificate, special mention in the unit newsletter, a Swivel Shot submission, nomination for District Ombudsman of the Year) for their contributions and support of the unit.
- Ensure ombudsman resigns in writing upon completion of duties and a copy of the letter is provided to the Ombudsman Coordinator.

U.S. Coast Guard Ombudsman Program



Quick Reference Guide For Commanding Officers

Coast Guard Ombudsman Overview

The Coast Guard Ombudsman Program epitomizes the Coast Guard's philosophy of developing healthy, self-reliant families. The Ombudsman Program is of great benefit to command leadership, service members and their families.

What is an Ombudsman?

The Coast Guard Ombudsman is an official liaison between commands and families, serving as a highly-trained volunteer who provides support, referrals, and guidance to Coast Guard members and their families.

Ombudsmen provide resource referrals so that family issues may be resolved before requiring command attention. The service provided by an ombudsman, in support of CG families, enables service members to focus on mission readiness, knowing that their families have an available resource when issues or emergent situations arise.

An Effective Command Ombudsman Program:

- Ensures a responsive and accurate source of information between commands and families.
- Provides information and referral for families.
- Offers a proactive information and education resource via, telephone/email, newsletters, and briefings.
- Delivers a positive spokesperson and role model for family members.
- Offers assistance and support during natural and man-made disasters.

An Ombudsman:

- Provides information and referral to military and civilian support organizations such as Health, Safety and Work-Life (HSWL) employee assistance and counseling services (e.g., CG SUPRT, chaplains, etc.).
- Serves as the primary communication link between families and the command, and channel official information from command leadership to families.
- Participates in official events (pre-deployment briefings, resource fairs, Yellow Ribbon events, etc).
- Advocates for families, using knowledge of the command and Coast Guard.

Commanding Officers/Officers-in-Charge will:

- Establish and execute the Ombudsman Program in accordance with COMDTINST 1750.4(series).
- Ensure that command/unit family members have access to the services of an ombudsman.
- Appoint sufficient ombudsmen to provide required services.

The following duties do not fall under the role of the ombudsman:

- Organizing social events for the unit.
- Loaning money.
- Providing temporary lodging in their home.
- Providing transportation in their privately owned vehicle.
- Providing child care.
- Providing counseling.
- Giving recommendations to business or service companies (e.g., car repair, babysitter, hairdresser, etc).
- Acting as a sponsor to every incoming family.
- Making Red Cross contact for families or passing messages for families.

Resources and Contacts

Helpful Links:

Visit www.dcms.uscg.mil/ombudsman to access the following resources:

- [Command Cadre Toolkit - Home](#)
- [Appointing an Ombudsman](#)
- [Ombudsman Registry](#)
- [Supporting the Ombudsman](#)
- [Frequently Asked Questions](#)
- [Forms and Sample Documents](#)

CG Ombudsman Registry

www.cgombudsmanregistry.org

Health Safety & Work-Life App

Apple: <https://itunes.apple.com/us/app/uscg-hswl/id669218420?mt=8>

Android:

<https://play.google.com/store/apps/details?id=com.ravensolutions.coastguard&hl=en>

Work Life Ombudsman Coordinator Contact List

www.dcms.uscg.mil/ombudsman/Ombudsman-Coordinator-Contact-List/

Additional Points of Contact:

If you are unable to contact the Ombudsman Coordinator at your Regional Practice or need additional assistance, please contact:

Ms. Christine DeGraw
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Ms. Lori Carrington
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