



WELCOME

**Ombudsman
Introduction & Overview**

**OMBUDSMAN
BASIC TRAINING**

NAVY FAMILY OMBUDSMAN PROGRAM



What is an Ombudsman?

A highly trained and dedicated **Volunteer** appointed by the commanding officer to promote mission readiness through family readiness

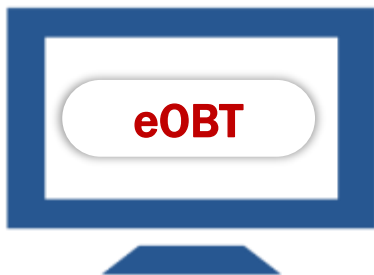




Ombudsman Basic Training

1. Ombudsman Introduction and Overview
2. Managing Your Responsibilities
3. Ombudsman Registry and Code of Ethics
4. Command Relationships
5. Communications Skills
6. Information and Referral
7. Crisis Calls and Disasters
8. Deployment and Mobilization
9. Course Review and Summary (Capstone)

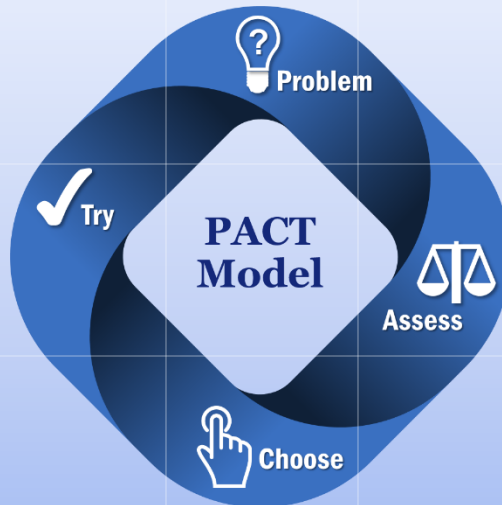
Ombudsmen are required to attend a 2 hour training course on how to provide their service. Ombudsmen are required to recertify every 3 years.



Module 6

Information and Referral

- *Customer Service Expectations*
- *PACT Model*
- *I&R Principles*
- *Building a resource Library*
- *Vet Resources*



Q&A

What are some responsibilities of an ombudsman



Communication

Information dissemination

Family readiness

Information and referral

Supporting families
