

Ombudsman Case Study Scenarios

Directions:

Read the scenarios below. Be prepared to share your questions and ideas. These will be discussed in a large group setting.

Scenarios:

1. There is one Ombudsman assigned to this sea-going command. The command is at sea for a six-month deployment. The Ombudsman is hospitalized for a long period of time and is unable to fulfill her duties. The commanding officer cannot be reached for several weeks due to the secrecy of the command's mission.

- *What can be done by the Command Support Team (CO spouse, XO spouse, CMC/COB spouse) to help in this situation?*
- *What are ways in which the Command Team (CO, XO, CMC/COB) could have prepared for this situation?*

2. The command has been rapidly deployed to assist with a natural disaster in another part of the world. The Command Support Team (CST) spouses have been getting several phone calls from squadron families expressing concern that they are not getting information in a timely manner from the Ombudsman compared to the other squadrons. You want to support your Ombudsman, but you also see the need for the families to be informed. One of the calls to the CST was from a mother of one of the Command Sailors. The mother said her son's same sex partner is in the hospital in critical condition and asked if emergency leave could be granted.

- *What can the CST spouses immediately do to help the Ombudsman and the Command Families?*
- *What could have been done before the deployment to prepare the families for these types of issues?*

3. Three Ombudsmen have been assigned to this command. Ombudsman ONE and Ombudsman TWO are very good friends and were Ombudsman in another command together. Ombudsman THREE is new to the Ombudsman program and is a “by-the-book” person. ONE and TWO do a very good job but do not always follow the Ombudsman Manual; however, they always follow the directions of the commanding officer. Ombudsman THREE has now approached the CST spouses complaining about Ombudsman ONE and Ombudsman TWO. She wants them to speak to Ombudsman ONE and TWO about following the rules outlined in the Ombudsman Manual.

- *What are some questions the CO, XO and CMC/COB spouses may want to ask to help clarify this situation? What is the best way to deal with this situation?*
- *As the Triad, when do you want to be informed of this situation? What do you feel is the best way to handle the situation?*