

Ombudsman Summary

- Reference **OPNAVINST 1750.1G CH-2** (provided on your end of course CD)
- Every command, afloat and ashore, is required to appoint an Ombudsman
- Recommended number of Ombudsman: Less than 250 Service members – 1 Ombudsman; 251-1000 Service members – 2 to 3 ombudsmen. Although only one Ombudsman for commands with less than 250 Service members is recommended, it is suggested that additional Ombudsman are trained and ready to volunteer if needed.
- The command Ombudsman is a volunteer who is the spouse of an active duty or selected reserve command member
- If a CO is unable to select the spouse of an active duty or selected reserve command member, a waiver request for an Ombudsman outside the command may be made with the Commander, Naval Installations Command (CNIC). If the waiver is approved, the following may be appointed as long as specified requirements are met:
 - Parent/family member of single command member
 - Active duty, former active duty, civilian or spouse of civilian members of the command
 - Family member of retired members of the command
- **When a CO takes command, an Ombudsman must be appointed.** The current Ombudsman is to offer a letter of resignation but can be reappointed by the CO. The CO must give the Ombudsman a letter of appointment for them to attend the Ombudsman Basic Training (OBT) as the official Ombudsman for that command. Anyone may attend OBT without a letter of appointment if space is available. However these individuals will not serve as the command Ombudsman or have access to Ombudsman only websites and, unless they are a Command Support Team member, will not attend the Ombudsman assembly meetings.
- Small commands having few family members or tenant commands may arrange with one or more other commands or the installation command to share the ombudsmen services of the other or host command. Such agreements must be at the concurrence of all commands and Ombudsman involved and should be specified in writing
- **COs must have their Ombudsmen sign a DD Form 2793** (volunteer form). This designates them as official government volunteers. Ombudsmen are then afforded legal protection under the Federal Tort Claims Act (provided on end of course CD)
- Upon appointment, **the sponsoring command is responsible for printing and issuing** a copy of the OPNAV instruction, the Navy Family Ombudsman Program Manual (2010) and a letter of appointment containing their specific instructions to the Ombudsman
- COs should ensure their command Ombudsman information is added to the Ombudsman Registry (as soon as official appointment is made) at www.Ombudsmanregistry.org. **The CO or designee shall update the registry as changes occur**

- COs should ensure that data from the Ombudsman monthly worksheet is entered in the automated Ombudsman data collection system at www.ombudsmanregistry.org by the Ombudsman or designated command personnel
- COs should assign a point of contact to work with the Ombudsman - usually the CMC/COB. Whoever is chosen must be knowledgeable about the Ombudsman Program. The CO will decide what issues and events will be handled through the point of contact and which will come directly to the CO
- COs should ensure command Ombudsmen receive a **regularly updated** command roster to include inbound personnel and families
- A resource for Ombudsmen is the **Command Support Team (CST)** – spouses of the CO, XO and CMC/COB. It is recommended that spouses of the CST attend Ombudsman training with the Ombudsman, but not fill the role of the Ombudsman
- It is recommended that Command Leadership and CST spouses attend Ombudsman Assembly meetings with the command Ombudsman
- Ombudsmen should attend Ombudsman Basic Training (OBT) before assuming duties, but not later than 6 weeks after appointment; training is provided through FFSC. If the Ombudsman is unable to attend training prior to assuming Ombudsman duties, the command will ensure that the Ombudsman complete the OBT orientation Webinar training, an overview of OBT. This webinar does not replace the requirement to attend OBT as soon as possible.
- A probation period of 6 months for a first time Ombudsman and 3 months for an experienced Ombudsman is recommended
- Ombudsmen are not “fix it” people, nor are they social directors. They are trained to refer families to available Navy resources and connect them with others in the command who might assist them in a time of need
- 6 Reportables –
 - All suspected child abuse/neglect
 - Alleged domestic abuse
 - Suspected/potential homicides, violence or life endangering situations
 - All suspected/potential suicidal risks
 - All alleged sexual assaults
 - Issues identified by the CO as reportable
- Certain expenses can be refunded (i.e. childcare, phone expenses, mileage)
 - Applicable forms are:
 - SF 1164 (Rev 11-77)
 - DD 2606 (Jul 1998)
 - DD 1351-2 (May 2011)
- **Remember Ombudsman Appreciation Day – September 14th**