



Command Ombudsman Brief

Unit Name Here

The purpose of this brief is for a unit command staff representative to provide all military members (including single members) with an understanding of the Coast Guard Ombudsman Program and the roles and responsibilities of the unit Ombudsman.

Ombudsman is _____ Phone Number: _____ Email: _____

- The Ombudsman Program is vital to Coast Guard readiness and mission execution. Ombudsmen are trained volunteers who advance Coast Guard, unit, and family readiness and resilience by ensuring that Coast Guard families have the information and resources necessary to meet the challenges of a military lifestyle and assist and advise the Commanding Officer/Officer in Charge (CO/OIC) to understand the needs and welfare of the unit families.
- The unit Ombudsman is not part of the chain of command; however, they are official members of the command staff and are the primary link and communicator of information between families and the CO/OIC.
- In accordance with COMDTINST 1750.4 (series), each Coast Guard command shall be supported by an Ombudsman. Commands must work to ensure all military members and their families are included in command communications and support services from the unit Ombudsman.
- The information the Ombudsman is providing is Coast Guard and command approved and is considered official.
- The Ombudsman is a key resource for all family members, notably before and during deployments, relocation (PCS), crises (manmade or natural disasters), and other major life events. Family members may contact the Ombudsman regarding a variety of concerns to ask for information, receive guidance, receive local, Coast Guard, Department of Homeland Security, or Department of War resources or referrals; or just discuss their concerns with a caring individual.
- Contact and communications with Ombudsmen are considered confidential, except; they must report in accordance with (IAW) COMDTINST 1750.4 (series) if they learn of information concerning or indicating:
 - Life-threatening situations; Ombudsman shall immediately call emergency services (911).
 - Possible sexual assault; Ombudsman shall report that information to the Sexual Assault Response Coordinator (SARC) and inform the CO/OIC they made a report *with no other information*.
 - Possible child abuse or other domestic abuse (including intimate partner abuse); Ombudsman shall report to the Family Advocacy Specialist (FAS) and notify the CO/OIC of the report.
 - Potential suicide or other self-harmful behaviors; Ombudsman shall notify CO/OIC and the local Employee Assistance Coordinator (EAPC).
- Unit Ombudsman duties include keeping accurate contact information to notify families with command-related updates and serve as a source of emergency and crisis information as directed by the CO/OIC.
- All Ombudsmen have an official role and training on how to keep unit families' information safe and only use the contact information as authorized. The unit Ombudsman has received approved Coast Guard and DHS training and is obligated to safeguard Personally Identifiable Information (PII) IAW Handbook for Safeguarding Sensitive Personally Identifiable Information, Privacy Policy Directive 047-01-007, Rev. 3.
- Ombudsmen need appropriate family contact information to perform their duties. You are being provided with the Family Check-In Form for Ombudsmen (Form CG-1750.4). You can fill out the form now or return it to the command staff later if you would like to discuss the appropriate action with your family/spouse. Providing spouse contact information is voluntary, but failure to provide it may result in the Ombudsman's inability to provide the services needed to the military members and dependents.