



DEPARTMENT OF THE NAVY
NAVAL AIR STATION
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NAS PATUXENT RIVER INSTRUCTION 1750.1K

From: Commanding Officer, Naval Air Station Patuxent River

Subj: NAVY FAMILY OMBUDSMAN PROGRAM

Ref: (a) OPNAV INSTRUCTION 1750.1G CHANGE TRANSMITTAL 2

Encl: (1) Ombudsman Assembly Chairperson Duties

1. Purpose. To publish information concerning the Family Ombudsman Program and establish procedures governing the organization and operation of the Naval Air Station (NAS) Patuxent River Ombudsman Assembly.

2. Cancellation. NASPAXRIVINST 1750.1J

3. Background. The Navy has always benefited from the loyalty of the Navy family and has always been concerned with its welfare. However, Navy spouses seldom had an official representative to convey views and problems to Commanding Officers (COs). The Navy Family Ombudsman Program provides a forum through which the community of the NAS Patuxent River families can establish direct communication with the CO.

4. Action

a. Each command aboard NAS Patuxent River should solicit, select, and support a volunteer to act as the ombudsman for their command. The individual selected will also participate as a member of the NAS Patuxent River Ombudsman Assembly.

b. Per reference (a), a member of the Fleet and Family Support Center staff will be assigned as the Ombudsman Coordinator. In addition to the training requirements, the coordinator serves as an advisor and/or consultant to local ombudsmen, the Ombudsman Assembly, and to commands.

5. Ombudsman Assembly.

a. The Ombudsman Assembly exists to support the local, appointed command ombudsmen. As a non-policy making and non-supervisory entity, it serves primarily as a forum for discussion among the membership and to help provide continuing training opportunities. It is also an advocate for the Navy's mission and Navy family members. In addition, the assembly may

provide such functions as peer mentoring and sharing of common information of interest to all commands.

b. Ombudsman Assembly Membership. Membership in the Ombudsman Assembly, per reference (a) and this instruction, shall include the appointed ombudsmen of all NAS Patuxent River tenant commands. Membership begins when individuals submit their ombudsman letter of appointment from the sponsoring command to the Ombudsman Coordinator and will continue until a notice of termination is received from the command. Commanding Officers, Executive Officers, Command Master Chiefs, Chaplains, and their respective spouses, are encouraged to attend all Ombudsman Assembly meetings and activities. Other interested parties are invited to attend. Assembly locations vary and may be held in sensitive areas not appropriate for individuals under the age of 18. All assembly attendees should be adults. Per reference (a), ombudsmen are encouraged to utilize Navy operated childcare programs at no cost by completing DD 2606 Department of Defense Child Development Program Request for Care Record. However, when Navy-operated care is unavailable, reimbursement for childcare or babysitting may be paid with available command funds. While childcare is allowable, it is not guaranteed. Ombudsmen should discuss reimbursement with their Commanding Officer prior to incurring an expense that may not be reimbursed. Commanders and Commanding Officers are encouraged to establish caps of reimbursement based on local commercial childcare market rates.

c. CO NAS Patuxent River shall:

- (1) Appoint the CMC to serve as liaison with the Ombudsman Assembly.
- (2) Appoint an Ombudsman Assembly Chairperson, in writing, for the designated term of office.
- (3) Ensure the assembly has a suitable place to conduct meetings.
- (4) Provide administrative support, including administrative supplies and printing services as deemed appropriate.

d. Ombudsman Assembly Chairperson.

(1) The chairperson must be a current ombudsman whose spouse is an active duty or reserve member of a command that is a member of the assembly. The Fleet and Family Support Center Ombudsman Coordinator cannot serve as the chairperson, but can serve as an advisor to the assembly.

(2) Term of office will be for one year, but may be renewed for another term if the member desires and with approval of the NAS Patuxent River CO.

(3) Recommendations for the appointment of a new Assembly Chairperson will be sent to the CO from the current chairperson, the Ombudsman Coordinator, and the NAS Patuxent River CMC. The CO will make the final decision regarding the appointment of a new Ombudsman Assembly Chairperson, and will ensure the new chairperson is aware of the duties outlined in enclosure (1).

(4) The chairperson shall:

(a) Represent the sponsoring command as a member of committees, boards, or group meetings (those organizations desiring this representation should submit a request through the assembly's sponsoring command).

(b) Provide information and referral; act as liaison with other military and community organizations.

(c) Provide input and feedback to the Regional Ombudsman Advisory Board regarding the operation and policies of the Navy Family Ombudsman Program and offer recommendations to improve support and standardization of the program worldwide.

e. Fleet and Family Support Center Ombudsman Coordinator will serve as an advisor to the assembly, maintain a current roster of local ombudsmen, and provide this list to the assembly chairperson as it is modified. Additional support will be determined by the CO and may include:

(1) Assistance in planning continual training for ombudsmen.

(2) Agenda recommendations for monthly assembly meetings; creation and distribution of assembly minutes.

(3) Offering program guidance and policy clarification in consultation with the Ombudsman Program Manager, as applicable.

(4) Additional, appropriate assistance as requested by CO.

f. Ombudsman Assembly Meetings and Activities. The assembly is not a policy making body and in no way will interfere with the individual command/ombudsman relationship or duties.

(1) The assembly shall meet at least quarterly for the purpose of sharing information and as a resource for advanced ombudsman training and other functions as directed by sponsoring commands (e.g., provision of area resource handbooks and materials, publication of a newsletter, and maintenance of a calendar of events). Advanced Training shall be offered monthly as an

opportunity for ombudsmen to meet their requirement of ongoing education and informational needs.

(2) The assembly may make recommendations about community matters that affect the well being of area families. The group may not petition or actively and aggressively protest command initiated action or policy.

g. Ombudsman Registry. Per reference (a), each individual command is responsible for ensuring 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 and shall ensure that data from the ombudsman monthly worksheets is entered in the automated ombudsman data collection system at www.ombudsmanregistry.org by command-designated personnel.

h. Ombudsman Recognition. The assembly is authorized to assist commands to recognize and show appreciation of all command ombudsmen, per reference (a). The Fleet and Family Support Center Ombudsman Coordinator will work closely with the assembly and the commands to provide appropriate recognition of the ombudsmen in conjunction with Ombudsman Appreciation Day, 14 September, and on other occasions as appropriate.

6. Records Management. Records created as a result of this instruction, regardless of media and format, must be managed as per SECNAV Manual 5210.01 of January 2012.

7. Review. Per OPNAVINST 5215.17A, the Director, Fleet & Family Services will review this instruction annually around the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, Department of Defense, Secretary of the Navy, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will be in effect for 10 years, unless revised or cancelled in the interim, and will be reissued by the 10-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the need for cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.



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Releasability and distribution:

This instruction is cleared for public release and is available electronically only via
<https://g2.cnic.navy.mil/CC/Documents/Forms/Directives%20Only.aspx>
<https://g2.cnic.navy.mil/NASPATUXENTRIVERMD/SitePages/Home.aspx>

Ombudsman Assembly Chairperson Duties

1. Practice and enforce application of the Ombudsman Code of Ethics during all assembly meetings and activities.
2. Preside over all meetings of the Ombudsman Assembly.
3. Call special meetings as required.
4. Provide information and support to the area ombudsmen.
5. Serve on committees and attend meetings as directed by NAS Patuxent River CO.
6. Upon appointment, the chairperson shall meet with the FFSC Ombudsman Coordinator to establish guidelines describing respective roles and responsibilities. Together, the Assembly Chairperson and Ombudsman Coordinator will:
 - a. Plan and schedule monthly or at least quarterly assemblies and advanced trainings to meet the needs of the assembly.
 - b. Make sure that prospective speakers/trainers have the necessary education and experience to meet training requirements.
 - c. Notify all area ombudsmen and Command Triads of monthly assemblies.
 - d. Prepare and distribute an agenda for all meetings.
 - e. Prepare and distribute meeting minutes to all ombudsmen and Command Triads.
 - f. When necessary, prepare, plan and coordinate other ombudsman events and/or ombudsman correspondence.