



NEWSLETTER

NAVCOMTELSTA

Command Ombudsman Newsletter



Welcome to the NCTS FE Ombudsman Newsletter. This Newsletter is a quarterly publication put together by your Command Ombudsman. The Newsletter contains information that you can share with your friends and family. If you would like to receive this newsletter and email communications from your Command Ombudsman, please feel free to email her at: nctsfombudsman@yahoo.com

In this introductory issue you will find information about the

Ombudsman Program, Ombudsman Code of Ethics, OPSEC, a letter from the Command Master Chief, and list of command members we would like to recognize.

Your Ombudsman is interested in hearing from you! If you have any suggestions for articles or information you would like to see included in the next newsletter please feel free to email or call with your suggestions. We hope you enjoy the newsletter!

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WHO IS MORIAH HAEFNER?

Hello everyone! My name is Moriah Haefner and I am your command Ombudsman. What is a Command Ombudsman? Well, I will cover that in the next page of the newsletter. Right now I want to share some information about myself to help you get to know me better. I am an active duty spouse and have been married 4 years. I have a wonderful two-year-old son and am expecting our second child in May. I am a



full time student at Liberty University Online majoring in psychology. I spent my last 3 years stationed here in Japan and 2 of those years as Ombudsman for COMSEVENTHFLT. I have a wealth of experience: from moving to Japan with 3 months to PCS, to handling crisis calls and disaster planning, and tons of resources to assist and empower you with. I am honored to share all of this with you as I serve as your Command Ombudsman.



WHAT IS AN OMBUDSMAN?

Ombudsmen are volunteers appointed by the commanding officer (CO) to serve as an information link between the command leadership and command families. They normally are spouses of active duty or reserve service members. They are trained to disseminate information and to provide resource referrals when needed.

Ombudsmen are instrumental in resolving family issues before they require extensive command attention. They are dedicated volunteers who successfully navigate the Navy lifestyle and assist others to do the same. They are governed by OPNAVINST 1750.1G which was updated 21 SEPT 2011. Here are some examples of the roles and responsibilities that Ombudsmen have:

- * Keep the CO informed regarding the morale, health and welfare of the command families.
- * Communicate regularly with the command and command family members.
- * Develop and distribute a command-approved monthly or quarterly newsletter or, if not possible,

contribute to a command-approved column in appropriate publications.

- * Are aware of services provided by and contact information for the Fleet and Family Support Centers and other organizations available to Navy families.
- * Maintain current records on the performance of their duties in accordance with privacy act requirements covered in Ombudsman Basic Training.
- * Serve as a source of emergency and crisis information.
- * Represent the command at local Ombudsman Assembly meetings.
- * Maintain confidentiality.
- * Coordinate services for families during mobilization or geographic separation.



OMBUDSMAN CODE OF ETHICS - WHY SHOULD I CARE?



Why should I care about the Ombudsman Program or their code of ethics? Ombudsmen are your resource. You should feel comfortable coming to your Ombudsman. The only way you can feel comfortable coming to your Ombudsman is to understand what it is that they do and what they are required to do. Say you have a family problem and wish to speak to the Ombudsman about it. Will he or she be able to keep your confidence? Understanding the Ombudsman Code of Ethics will give you a clearer picture on how this all works and hopefully empower you to reach out to your Ombudsman and successfully navigate the Navy lifestyle.

Code of Ethics- Ombudsmen will:

- * Maintain confidentiality.
- * Support the command's mission.
- * Work within the chain of command as directed.
- * Maintain the highest standards of professionalism.

Confidentiality: Command Ombudsmen must adhere to the strictest code of confidentiality to protect the privacy of individuals and to maintain the credibility of the Navy Family Ombudsman Program. The CO determines which individuals at the command have a "need to know". The executive officer (XO), command master chief (CMC) and chaplain are almost always designated. Depending on the situation, the command Sexual Assault Response Program (SAPR) Victim Advocate, Family Advocacy

Representative (FAR), Drug and Alcohol Program Advisor (DAPA), or command financial specialist (CFS) may also be informed. Types of information ombudsmen may hear include: Marital problems, substance abuse issues, financial difficulties, parenting challenges, work performance issues, infidelity, violations of law, mental health disorders, child neglect or abuse, medical issues, domestic abuse, and suicidal or homicidal behaviors just to name a few. Family members should feel free to contact their ombudsman to ask for information, guidance and referrals or just to discuss their concerns. An ombudsman should not share these private concerns with anyone - including their spouse, other members of the command support team or assistance agencies - without the approval of their commanding officer (CO) or the caller. Here is



OMBUDSMAN CODE OF ETHICS CONTINUED...

an example to help clarify the concept of confidentiality: *(example is provided in the OBT manual)* A newly married spouse calls and tells the ombudsman she thinks she and her husband need marriage counseling because they are arguing all of the time about the upcoming deployment. The ombudsman assures the caller that it is normal for Navy couples to argue before deployments. Without providing names or specific detail, the ombudsman then calls the Fleet and Family Support Centers (FFSC) and the base chaplain to see if they have an available counseling appointment before the ship deploys. The ombudsman then calls the spouse back to inform her of the availability of appointments and provides the phone numbers for the FFSC and chaplain. This is not a breach of confidentiality because no identifying information was revealed to the FFSC or chaplain.

REPORTABLES:

Now that we know that an Ombudsman is required to keep information confidential, we need to discuss what the ombudsman is *required* to report. These items are also known as Reportables or Non-Confidential Information.

Families must understand that not all communication with an ombudsman is confidential, and some information is required to be disclosed to the proper authorities. Reportable information involves situations in which someone's safety and well-being are at stake.

All Department of the Navy personnel, including ombudsmen (with the exception of chaplains and attorneys who have privileged communication), are MANDATED reporters. Some examples include command leadership, child and youth services staff, security

personnel, social workers, educators and health care professionals.

Navy instruction requires ombudsmen to report:

** All suspected or known child abuse/neglect.*

** Alleged domestic abuse.*

** Suspected or potential homicides, violence or life-endangering situations.*

** All suspected or potential suicidal risks.*

Whenever an individual contacts the ombudsman and discloses a reportable issue the ombudsman should inform the caller that a report must be made and then make every effort to connect the individual with the appropriate resources. Reports are made to the CO or their designee, and the Family Advocacy Representative (FAR) at the FFSC. It's then the responsibility of the FAR to provide an assessment and follow-up services.

I'M EXPERIENCING DOMESTIC ABUSE BUT IT'S A REPORTABLE. WHAT SHOULD I DO?

As of August 2007, adult victims of domestic abuse incidents have two reporting options:

***Restricted reporting:** Allows a victim to seek medical attention, counseling or other human services by reporting **ONLY** to a victim advocate, victim advocate's supervisor or health care professional without requiring that notice be provided to the alleged offender's commander or to the criminal investigative organization. Restricted reporting is intended to give adult victims additional time, while benefiting from receiving relevant information and support, to make more informed decisions about reporting the domestic abuse

incident to the appropriate commander.

*** Unrestricted reporting:**

Victims of domestic abuse who want to pursue an official command or criminal investigation of an incident should use current reporting channels (chain of command, FAP or law enforcement). Victim advocacy services and FAP clinical services will be offered to the victim and, at the victim's request, any forensic medical examination deemed appropriate.

However, anytime a spouse tells an ombudsman about domestic abuse, an ombudsman is *required* by OPNAVINST 1750.1G to report it, because the restricted and unrestricted reporting options cannot be offered by an ombudsman. I'm sharing this information with you so that you can make the decision to talk about it with me knowing that I must report it. Keep in mind that these restricted and unrestricted reporting options are only available if the abuse is happening to an adult. Any abuse or neglect that concerns children must and will be reported.

SUPPORTING THE COMMANDS MISSION:

How does an Ombudsman support the command's mission? They do so by volunteering, maintaining a positive tone in email messages (and careline if it's a sea faring command), providing a newsletter, making timely referrals, responding to calls and messages in a timely manner, explaining situations in a positive manner, controlling rumors, seeking correct information, and attending command functions. This goes hand in hand with working within the chain of command as directed and maintaining the highest standards of professionalism.



INFORMATION & REFERRAL CORNER

In this quarter’s Information & Referral Corner I’m going to cover the topic of Operational Security, also known as OPSEC. I know that a lot of us are confused about what OPSEC is and how we can best adhere to the OPSEC rules and requirements while still enjoying our Facebook, Twitter and other social networking site pages.

What is OPSEC? Operational Security is based on the idea that the gathering of many sensitive or unclassified pieces of information could compromise security by revealing classified information. Therefore, OPSEC is an analytic process used to deny adversaries the pieces of the information puzzle that, while unclassified, are valuable. So, even though the information may not be secret, it can be considered critical. Critical information deals with the facts about military intentions, capabilities, operations or activities. Applying OPSEC counters the efforts of an organization’s adversaries.

Here are some ways we can practice OPSEC in our every day lives:

- * Do not discuss classified or sensitive information in open areas like the Navy Exchange, commissary, restrooms, libraries and other public places.

- * Be aware of established routines that could allow an adversary to predict future actions.
- * Eliminate or reduce the amount of operational information posted on unclassified Web sites.
- * Never try to talk around classified information - it is extremely difficult to outsmart experienced intelligence analysts.
- * When using cell phones, fax machines or pagers, always assume they are being monitored. Equipment to illegally monitor these devices can be readily obtained on the open market.



OPSEC: INTERNET/EMAIL & SOCIAL NETWORKING



It is especially important not to post sensitive information on the Internet. Web logging (blogging) and video logging (vlogging) are types of online journals used by some Navy personnel and their

family members to document a deployment. Command ombudsmen or Family Readiness Group (FRG) newsletters published on the Internet, as well as unofficial Navy-related Web sites, could be used as a source of unclassified, yet sensitive, information.

Emails.

Here are some e-mail specific ways to practice OPSEC:

- * Never try to talk around classified information. For example, do not say “10 piggies

minus a toe!” or “My Sailor will be home 3 days before my birthday”. It is extremely difficult to outsmart experienced intelligence analysts who will find it easy to collect the missing piece of the puzzle with this kind of “code”.

* Avoid discussing ship movements, port calls, Temporary Additional Duty (TAD) locations and installation activities. I would even include things such as “My husband has duty today :(“ or “My wife has duty every 3 days!”

* Be aware that e-mail sent over non-secure systems can be intercepted. Never attach classified or sensitive documents to unclassified e-mail.

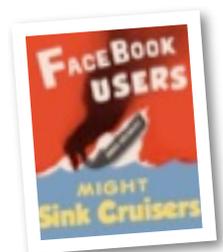
Social Networking Tips (Facebook/Twitter/Myspace):

- *Keep personal information to yourself. Do not post your full

name, Social Security number, address, phone number or financial information.

- * Limit who can view your profile or postings.
- * Update your status messages with caution.
- * Do not use countdown tickers.

For additional information on OPSEC and Internet safety, you can view the Army’s “Killing with Keyboards” at <http://www.dami.army.pentagon.mil/site/sso/.../killer%20keyboard.pps>





LETTER FROM THE COMMAND MASTER CHIEF

NCTSFE Team, Family and Friends,

I'd like to start off by thanking Moriah Haefner, our command ombudsman for putting this newsletter together.

As we approach Thanksgiving and the Holiday season, I want to take a moment and express a special thanks to everyone for everything you do to support NAVCOMTELSTA Far East and all of our successes. Special appreciation goes out to all the spouses, family members and friends for your continued support to our Sailors, Government Employee's, Contractor's and Master Labor Contractor employees. Every achievement we have made this year couldn't have been accomplished without each and everyone of you and I look forward to greater achievements during 2012.

During this holiday season we must take time to reflect upon the meaning of the season and the importance of family. As you spend time with your loved ones enjoying holiday celebrations, please keep our host nation families still recovering from the devastating tsunami, and our men and women in uniform serving around the world, in your thoughts and prayers. I wish you all a safe, festive holiday season and a joyous New Year!

Very Respectfully,
Robert Meyer,
Command Master Chief



CONGRATULATIONS!

Congratulations to the Sailors of the Year:

Senior Sailor of the Year:
IT1 Sean Newman

Junior Sailor of the Year:
IT2 Monica Christy

Blue Jacket Sailor of the Year:
ITSN Ryan Fox

SO FROCKING GOOD.

we wanna frock you!

The command would like to recognize the following individuals who advanced to First, Second and Third Class Petty Officer:

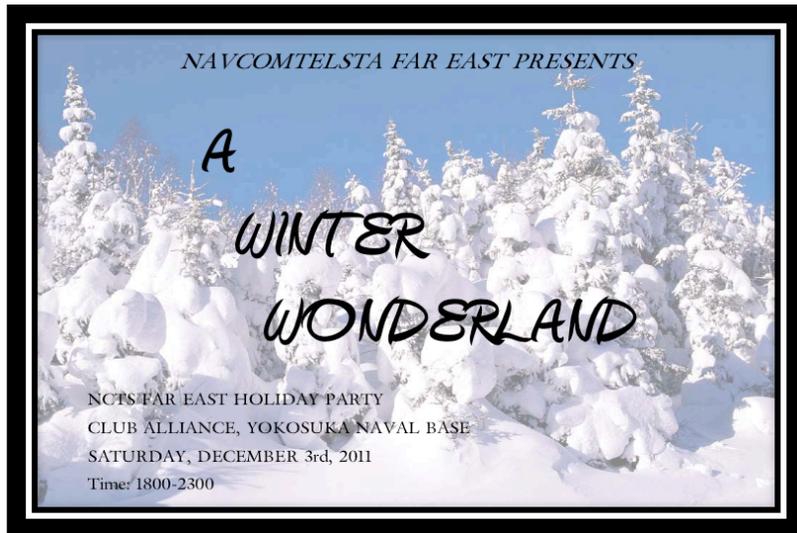
- IT1 Bellnoski
- IT1 Estramera
- IT1 Leavy
- IT2 Basa
- IT2 Brooks
- IT2 Gaige
- IT2 Howard
- IT3 Beiter
- IT3 Conanizado
- IT3 Dennison

- IT3 Fox, Ryan
- IT3 Hargrove
- IT3 Hernandez, Alejandro
- IT3 Holliday
- IT3 Jackson, Robert
- IT2 Rodriguez, David
- IT3 Sims, Shalisha
- IT3 Thelusma, Jeffrey





COMMAND EVENTS:



A Winter Wonderland

NCTS Far East Holiday Party will be held at Club Alliance, Yokosuka Naval Base on Saturday, December 3rd from 1800-2300.



Command Children's Holiday Party

NCTS FE Children's Christmas Party will be held Saturday, December 10th from 12:00-14:00 at the Ayame Tower Party Room. POC IT1 Hermogino, PS1 Gacuya.

Calendar

December 1, 2009

Tree Lighting Ceremonies

December 3, 2011

NCTS Far East Command Holiday Party

December 10, 2011

NCTS Far East Children's Christmas Party

Resources:

VETERANS CRISIS LINE

[LINK TO WEBSITE](#)



References:



NAVY FAMILY OMBUDSMAN PROGRAM MANUAL (JUNE 2010).



CNIC WEB PAGE [Link to CNIC](#)



KILLING WITH KEYBOARDS [Link to Army's Webpage](#)