

Guidelines
for the Spouses of
Commanding Officers
and
Executive Officers

INTRODUCTION

Greetings to the spouse of the prospective Commanding Officer (CO) or Executive Officer (XO). This book of guidelines, written by former and current CO and XO spouses, is full of practical tips and ideas. We hope it will ease any concerns you may have about being the commanding officer's or executive officer's spouse.

Below are some things to consider as you prepare for this next tour.

- In today's Navy there is no longer a "traditional" or "typical" commanding officer or executive officer spouse. Many of the CO/XO billets are filled by women as well as men, and some COs and XOs are geographic bachelors or are unmarried. In addition, many commanding and/or executive officer's spouses have full-time careers or are active duty officers themselves.
- Try not to be apprehensive about what you may imagine to be "Navy Tradition." This "tradition" merely acknowledges that your position is important and worthwhile and is not meant to intimidate. It is natural to feel delighted, enthusiastic, anxious, and apprehensive all at the same time about your role in this part of your spouse's career.
- Just be yourself—you have the freedom to design your own role. In fact, it is a good idea before your spouse gets to his or her command or executive officer tour, that you discuss together what your role will be. Set your goals and priorities, and then follow them.
- The CO/XO spouse role is a leadership role. Because leadership styles vary, each person will approach the role differently. The person before you has done things differently than you, and the person who follows you will change some of the things you have done.
- CO's spouses will find it very helpful to attend the Command Spouse Leadership Course, if possible. Conducted in Newport, Rhode Island, you will be invited while the prospective CO attends Command Leadership School. Your invitation will be embedded in the CO's orders.

The CO/XO tour can enrich your relationship, benefit your family and create wonderful memories and friendships for you, the wardroom and the command. This is an excellent opportunity to enjoy a truly unique adventure.

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THE COMMAND SUPPORT TEAM

While each command is distinct in its makeup, in general, the Command Support Team (CST) consists of the CO's spouse, the XO's spouse, the Command Master Chief's (CMC) or Chief of the Boat's (COB) spouse, and the Ombudsman. These willing volunteers, taking the lead from the commanding officer, can fill important leadership roles in the command by helping to maintain the well-being and morale of the command families. Each of these roles is expanded upon in the following chapters of this Guide. Excellence in collaboration, confidentiality and communication are crucial in establishing and sustaining high-functioning relationships among the CST.

The enthusiasm and positive spirit of the Command Support Team benefits the younger spouses and single personnel as well as enriches the cohesiveness of the command families. The presence of friendly, interested, and informed support leaders acting as a team is important, particularly if the command deploys. These team members will want to share their experiences with others, and be helpful and accommodating to the families and single personnel, especially those who have been recently welcomed aboard into the military life. If a personal crisis should occur, it will mean a great deal to know that someone is willing, able and available to help when needed.

In many commands, a CST built on strong communication and collaboration, and benefiting from strong leadership, will greatly add to and improve the family readiness that is so important to mission readiness. A CO's spouse should discuss his or her role as the de facto head of the Command Support Team with their spouse, and develop a plan for working with the Command Support Team. At a minimum you may want to meet monthly (or more often) with the team members to form community, discuss issues of importance, and ensure everyone is getting the support they need. Strong leadership with this group, and in turn the leadership this group provides to the rest of the spouses, will pay dividends during your entire tour. Check with your installation Fleet and Family Support Center to see if they offer Command Support Team training or have other resources available for this critical group.

THE COMMANDING OFFICER'S SPOUSE

DEFINING YOUR ROLE

There is no single, best way to describe the position of the CO's spouse. Because you design your own level of leadership commitment during your spouse's command tour, there is no specific job description or requirements.

There are many areas of the command and community in which you may choose to be active. Some spouses jump in and are involved in every aspect of their spouse's command, some are only active with a few things, and some are not involved at all. Again, your level of involvement depends upon what you and your spouse have decided your goals and priorities will be. Things you may want to be involved in include:

- Providing leadership to the Command Support Team.
- Leading the wardroom spouses' club or group.
- Planning wardroom and/or command social activities.
- Joining the local officers spouses' club.
- Supporting the Family Readiness Group, or helping to form one.
- Volunteering in the naval and/or civilian community.

One thing is certain, in your new leadership position you are suddenly more visible. What you do and what you say is now of interest to the people in the wardroom, the command and the local community. You may at one time or another be viewed as one, some, or all of the following: informative, wise, creative, responsible, organized, a gourmet cook, a terrific housekeeper, an ideal parent, a perfect companion, available at the drop of the hat, a protocol expert, the chair of any committee, a take-charge in a crisis situation person, an expert fundraiser, a terrific writer, a career person, a fashion plate, a walking encyclopedia, a problem-solver—and the list goes on.

Unfortunately, you may also be seen in a negative light, often due to nothing you have done. People may find you to be remote (when perhaps you are just cautious), above-it-all (when perhaps you are maintaining confidentiality), or distant (if people expect you to be gregarious). The role of the CO's spouse can be tough for an introvert, or someone who is protective of their privacy. Some of these reactions you just have to accept, others you can help by letting people know what your "style" is, and encouraging them to talk with you if they have any questions or problems. And always work through difficulty with your spouse, or seek the help of a trusted advisor or mentor who can provide you with insight.

PRACTICAL TIPS

To help you succeed in whatever you choose to do, below is a suggested list of guidelines.

- **Take care of yourself and your family.** It is wonderful to get involved in your spouse's command and all the community activities available, but remember to take time out for you and your family. Don't feel guilty about it and don't feel as though you have to apologize—people will understand. They have families too.
- **Be yourself.** Don't pretend or put on an act—people can spot insincerity a mile away.
- **Be friendly and approachable.** While it can sometimes be “lonely at the top,” you may be able to minimize any isolation by being gracious, friendly and approachable. However, balance this with the level of privacy you require for your own well-being.
- **Be a role model.** You will encounter bad behavior among command spouses, and there may be times when you have to talk with people and challenge them to do better. One of the best ways to head off bad behavior is to model the best behavior yourself. Discourage gossip, negative postings on social media, and anyone spreading discontent. Encourage healthy dialog. Be mindful that even casual remarks you make will be taken very seriously, so try to think before you speak.
- **Be positive.** Whether you are discussing people, the command, the area you live in, or military life in general, speak positively and constructively. Remember, people are listening to your every word. If you are feeling negative, choose carefully how and to whom you express your thoughts. Keep in mind there is a difference between negative and realistic, so choose the course that will produce the best positive result.
- **Form community with other CO's spouses.** If a CO's spouse support group exists on your base, join it and participate. If one doesn't exist, reach out to other CO's spouses and get together informally to learn, share and support.
- **Be a mentor.** As a CO's spouse you've been through a lot during your spouse's career. Mentor the junior spouses, especially the XO's spouse. Share your knowledge and experience, and help them prepare for their potential future. There may be formal mentoring programs on your installation, check with your FFSC.
- **Be present for base events.** Support base events whenever possible. These may include the various military appreciation days such as Military Spouse Appreciation Day, Ombudsman Appreciation Day, and the Month of the Military Child. Your support and/or participation sends out a positive message, and the organizations that run these events will welcome your participation.
- **Stay organized.** Keep notes on the things you are involved with. Have a listing of important phone numbers and resources. These are often available from your Ombudsman or the base Fleet and Family Support Center. There is also a list of suggested resources at the end of this Guide. Also, if possible, have a roster of command families, as well as other associated commands at your base, as appropriate.

TURNOVER

If You are New to the Command

Approximately a month or two before you get to your new duty station, it would be courteous to write to the current CO's spouse and introduce yourself, providing information about yourself, your family, where you plan to live, and when you will be arriving. The outgoing spouse may be able to help you get settled and plan for your arrival.

If You are Leaving the Command

When you hear from the prospective CO's spouse, it would be courteous to call or write and ask if there is anything you can do to help him or her get settled. Or, feel free to write to the new spouse first; it will make a positive impression. After arriving, you may want to invite the new spouse to lunch. He or she will be interested to hear all about the area, the command, activities, etc.

WORKING WITH THE XO'S SPOUSE

Once you have decided what you wish to do within the command, it is usual to discuss your ideas with the executive officer's spouse (if there is one and if he/she is able to assist). The XO's spouse will probably be waiting for signals from you and will, in most cases, be ready and willing to help you out with things such as:

- Email/Phone tree
- Newsletter (if you have one)
- Social activities
- Military and civilian community meetings

Investing in some relationship building with the XO's spouse will pay great dividends later. Discuss the XO's spouse's desired level of involvement, and how things worked with the prior CO's spouse. Talk about specific responsibilities you wish to keep and those the XO's spouse might wish to share with you. If you are friends, or become friends, that's terrific. However, whether you are friends or not, you need to have regular communication about command issues. A healthy relationship with the XO's spouse will make your role easier and enjoyable, and will also create mentoring opportunities for a potential future CO's spouse.

Sometimes, the other spouses will talk to the XO's spouse before they'll talk to you. If you have a strong relationship with the XO's spouse, he or she will pass on any concerns you need to know about. Also, you may want to include the XO's spouse in some of the activities you are involved in as a CO's spouse. The XO's spouse will appreciate the exposure, and it is an excellent opportunity for mentoring. Your local installation may host CO/XO spouse training or forums, and these are outstanding opportunities for the two of you to continue to build a healthy relationship. If nothing like that exists on your base, you are free to organize one informally. The FFSC can assist you with support and resources.

UNIQUE SITUATIONS

As with everything in life, there can be variations on the norm. Below are some situations you may run into with some ideas on how to proceed.

If You Have Chosen NOT to Actively Participate

Whatever your personal circumstances (you may have a full-time career, a unique family situation, etc.), you have decided not to get involved. However, every group needs a leader. If you are not going to be active, then it is appropriate for you and your spouse to ask someone who is willing to accept the leadership position. Generally, the XO's spouse takes on the responsibilities. If the XO's spouse is unwilling or unable, then the spouse of the next senior officer steps in, and so on.

If You Have Not Co-located with Your Spouse

Spouses, for personal reasons (job, schools, etc.), may decide not to move with their service member spouses when they take command. As stated previously, every group needs a leader. Should this be the case, then the XO's spouse (or the next senior officer's spouse) may be asked to step in and take over the leadership duties you would normally assume.

Although you are not in the area, you may still want to be kept informed of the command's activities. Appoint a contact person, usually the XO's spouse, whom you can call when the command is deployed and who will keep you up-to-date on command and wardroom activities. You may also want to reach out to one of your senior spouses (e.g., the Commodore's spouse or appropriate flag spouse) to let them know you won't be in the area but would like to be included on any email lists, social media groups, etc.

If the XO's Spouse Has Chosen NOT to Actively Participate

If the executive officer's spouse is unable to offer practical support or does not want to participate, then it is okay to ask the spouse of the next senior officer to assist you. Respect the decision not to be involved, no matter the reason. Double check if the spouse wants any communication from the command, and proceed appropriately.

Note: There are typically three levels of involvement. People will want to be fully involved and informed; people will want to not be involved but be kept informed of what is going on (usually people who are out of the area still want newsletters, etc.), and people who don't want to be involved and don't want any contact other than official business.

If the Executive Officer is Single or is a Geographic Bachelor

If the XO is single or the XO's spouse did not co-locate, then it is all right to ask the next senior officer's spouse for support assistance. If the XO's spouse did not co-locate, it would be polite to write a letter, send an email, or call every so often to maintain contact and pass on command and official information.

THE EXECUTIVE OFFICER'S SPOUSE

Just as the executive officer's principal duties are to support the commanding officer and to implement the CO's policies, the XO's spouse's position is also a supporting role. Your level of involvement in the command, however, will be determined not only by what you and your spouse have discussed, but also by how active the CO's spouse has chosen to be. If the CO's spouse is very active, it's possible you'll have fewer responsibilities within the wardroom and the command. Alternately, if the CO's spouse is less active, there may be more for you to do.

PRACTICAL TIPS

The XO's spouse's position can be as visible as the CO's spouse. Take a minute to read the "Practical Tips" listed in The Commanding Officer's Spouse section. Many of the same things—take care of yourself and your family, be yourself, be friendly and approachable, be a role model, be positive, be a mentor, be present, stay organized—also apply directly to you, too.

TURNOVER

If You Are New to the Command

Approximately a month or two before you get to your new duty station, it would be courteous to write to the current CO and XO spouses and introduce yourself, tell them about yourself, your family, where you plan to live, and when you will be arriving. That way, they will be able to plan for your arrival.

If You Are Leaving the Command

As soon as you hear from the prospective XO's spouse, it would be courteous to call or write and ask if there is anything you can do to help him/her get settled. Or, feel free to write to the new spouse first; it will make a positive impression. After arrival, you might want to invite the new XO's spouse to lunch or dinner. It is a great chance to answer any questions about the area, the command, and what you did as the XO's spouse.

WORKING WITH THE CO'S SPOUSE

If you have decided to actively participate in the command, there are many things you can do to support the CO's spouse, the wardroom, and the command. Things you may want to do include:

- Asking the CO's spouse what you can do to help.
- Offering to assist with telephone calling or be in charge of the phone tree.
- Offering to attend meetings in the military and civilian community.
- Offering to hold social activities at your home.
- Offering to keep the CO's spouse informed of new and prospective arrivals to the wardroom and the command.
- Offering to support the Family Readiness Group or helping to form one.

Good communication between the CO and XO spouses is critical. Talk things over with the CO's spouse and express your thoughts and feelings, and come to an agreement on expectations for your role. There are times when the junior spouses may speak more freely to you than to the CO's spouse. If you hear of any concerns, you should pass them on to the CO's spouse.

You may enter a command where the CO's spouse has been a part of that unit for a number of months. If so, the previous XO's spouse is a good source of information about what to expect and can help you make a smooth transition.

If the CO's spouse is the newcomer to the command, you can help make the transition easier by offering assistance, and informing him or her about the wardroom and command, current and past activities, etc. If there is a period of time between the departure and arrival of the old and new CO's spouses, then you can provide continuity in the group. Once the new CO's spouse is settled, it is important to remember to step back into a supportive role to allow the new CO's spouse to establish his or her own unique role. The CO's spouse is also an excellent mentor for your possible future role as a CO's spouse. Have a conversation about how you can learn what you need to know to be successful.

UNIQUE SITUATIONS

As in life, not everything always goes according to plan. Below are some situations you may run into with some ideas and suggestions on how to proceed.

You Have Chosen NOT to Actively Participate

If career, family, or other obligations prevent you from active participation or you have chosen not to participate in command activities, let the CO and his or her spouse know your decision. They are then free to ask the spouse of the next senior officer to fill in for you.

You Have Not Co-Located with Your Spouse

If you have chosen not to relocate with your spouse, let the CO and his or her spouse know. Discuss what level of participation you can have so that they can ask someone to take over any support functions you won't be able to fulfill.

Although you are not in the area, there may be things you can do to help the CO's spouse. A call offering to help in any way would be appreciated. Also, ask the CO's spouse to keep you informed of command and wardroom activities, and request that someone be your point of contact during a deployment.

The CO's Spouse Has Chosen NOT to Actively Participate

If the CO's spouse has decided not to actively participate in wardroom and command activities, then you may be asked to assume leadership duties. It is up to you whether you want to accept the lead role.

If the CO's spouse has taken an inactive position and has not contacted you within a reasonable period of time to ask you to assume his or her responsibilities, you should initiate the contact. Be open and indicate the need for command representation within the wardroom, the command, and the military community. Propose that while always keeping him or her informed, as well as keeping in mind the wishes of the command, you are willing to undertake the leadership responsibilities. Suggest that the two of you ask the next senior officer's spouse to assist you.

The CO is Single or is a Geographic Bachelor

If you have decided you would like to take on the leadership role of the CO's spouse, then you and your spouse should talk with the CO to discuss the responsibilities, perceptions, and goals of the position. At that time, you may suggest that the next senior officer's spouse assist you.

COMMAND MASTER CHIEF'S OR CHIEF OF THE BOAT'S SPOUSE

The spouse of the Command Master Chief (CMC) or the Chief of the Boat (COB) is an important role in the Command Support Team. Just as the CO and XO spouses are looked to for leadership and support, so is the CMC/COB's spouse. As with the CO and XO spouse roles, the CMC/COB's spouse role has no prescribed duties. Active participation by the CMC/COB's spouse gives the enlisted personnel and their families another important advocate and vital point of contact. Also, the CMC/COB's spouse can be added support for the Ombudsman.

WORKING WITH THE CMC/COB'S SPOUSE

As the CO's spouse, in addition to contacting the XO's spouse and the Ombudsman, it is appropriate for you to call the CMC/COB's spouse to discuss what role, if any, he or she will play in the Command Support Team.

Often, because of their maturity and years of experience, spouses of CMCs, COBs, and chief petty officers are a valuable source of experience and support. Don't hesitate to ask their advice or opinion—they can be a fount of information.

If your command does not have a CMC/COB's spouse, or the CMC/COB is single or unaccompanied, the CO may ask the spouse of the senior CPO to assume this leadership position.

THE NAVY FAMILY OMBUDSMAN

THE HISTORY OF THE OMBUDSMAN

In 1970, then Chief of Naval Operations, ADM Elmo Zumwalt, recognized issues and concerns that are unique to Navy families. In response to those issues, he established the Navy Family Ombudsman program. This volunteer program is designed to provide better communication between Navy families and command leadership. With extensive training and support programs, the Navy Family Ombudsman is a highly-trained volunteer who is able to offer support and guidance to command families and to act as an official liaison between the command and its families. The flexibility to evolve with the Navy and to adapt to the uniqueness of each command is the source of strength that allows the Ombudsman Program to fulfill its mission of assisting the command by serving the needs of its families.

Before the program's inception, the spouses of the CO, XO or CMC/COB invariably performed the function of the Ombudsman. Today, these leadership spouses are discouraged from holding the official title of Ombudsman, although they are encouraged to act as advisors to the Ombudsman, even attending Ombudsman Basic Training (OBT), when possible. By being familiar with the program, they can step in for the Ombudsman for a few days or weeks in the event of vacation, illness, family emergency, or other situations which would leave the command without an Ombudsman for a short period of time.

THE ROLE OF THE OMBUDSMAN

The commanding officer will shape the Ombudsman position for his or her particular command. It is the CO who determines the priorities of the program, the roles and relationships of those involved in it, and the type and level of support it will receive. The Ombudsman Instruction, 1750.1G, lists guidelines and allowable reimbursements to help COs determine how their program will run. The CO will also determine how many ombudsmen to have for the command. Smaller commands usually have one or two; larger commands like an aircraft carrier will have more. Sometimes the correct number to select depends on the person doing the job and how much work they feel they can handle. All commands are required to have the services of an Ombudsman. When the command is unable to satisfy the role of Ombudsman from within the command family there are several options:

- a. Request that the regional Ombudsman or an Ombudsman from another command fill that position (CO requesting must ask permission of the Ombudsman's CO prior to approaching them for assistance).
- b. File a special waiver requesting that an individual outside of the command (retiree, parent, brother, sister, friend, etc.) be able to train and satisfy their requirements of that position for the command.

Although the Ombudsman is appointed by and works for the CO, the CMC or COB is most often designated as a point of contact for the Ombudsman. Even though the CMC or COB will handle the day-to-day issues that may occur, the CO is encouraged to meet with the Ombudsman on a regular basis to ensure that everyone is in agreement with how the program is running. An open door policy and regular communication lead to a successful relationship for all concerned. As a new CO's spouse, it is helpful to you if these roles and relationships are made clear, and are understood by all of the members of the Command Support Team.

The Ombudsman position covers a wide variety of duties to include:

- Attending Ombudsman Basic Training and understanding the Ombudsman Program Manual.
- Attending monthly Assembly meetings to receive up-to-date training and notification of changes in Navy policies that may affect families.
- Registering in the Ombudsman Registry at www.ombudsmanregistry.org and submitting the required Ombudsman Monthly/Quarterly Worksheets.
- Taking part in crisis management training in order to be prepared for any crisis that may occur.
- Meeting with the CO and CMC/COB regularly.
- Relaying information to family members as directed by the CO.
- Being familiar with local resources.
- Publishing a monthly command newsletter.
- Sharing pertinent information with the Family Readiness Group.
- Taking on-going phone calls and emails from spouses and family members.
- Working closely with the CST spouses so that there is unity in the common goals that were set.

WORKING WITH THE OMBUDSMAN

Your involvement and support of the Ombudsman Program can be a valuable asset. Also, your assistance to this program is another route for you to enhance the welfare of the command's families. Once you and your spouse have mutually determined what your role will be, it is important that all those involved in the Command Support Team sit down together and discuss each other's part in providing for the morale and welfare of the families and single personnel in the command.

Some important things to consider and discuss when meeting with the Ombudsman are:

- Remember, they are volunteers who have chosen to give their time to the command and their families.
- Confidentiality restrictions prevent the Ombudsman from disclosing the identity of any cases in discussion with you, unless specifically instructed by the commanding officer.

- Your experience and knowledge of the Navy, its support programs, and what it is like to raise a family in the Navy are important assets for the Ombudsman.
- Your openness to being called by the Ombudsman when they are feeling personally stressed can also help preserve morale. But, as always, confidentiality must be preserved and gossip must be avoided.

ADDITIONAL INFORMATION

- The Ombudsman position is not a social one. They are not responsible for planning and organizing social activities for the command. They are welcome to help, but it is the responsibility of the other spouses to plan and initiate spouse and/or command social activities. They should not be the homecoming chairperson.
- You are encouraged to attend the Ombudsman Basic Training class with your Ombudsman. There are two training options: the traditional classroom training at the local FFSC and eOBT, an electronic version of OBT consisting of five live webinar modules and five on-demand modules. The current instruction time is 16.5 hours. Schedules for both options are posted on the FFSP website at www.ffsp.navy.mil. Search for “Ombudsman Training Schedules.”
- Ombudsmen have first priority in attending OBT/eOBT, but others may attend if space is available. If someone is considering becoming an ombudsman but would like more information, they make take the OBT Orientation On-Demand at www.ffsp.navy.mil. Search for “Ombudsman Training Materials.” This 90-minute overview of OBT provides basic information regarding the roles and responsibilities of a command Ombudsman.
- Try to attend the training graduation of the Ombudsman. It communicates tremendous support.
- If at all possible, you and/or the CMC/COB’s spouse should attend the monthly Ombudsman Assembly meetings with your Ombudsman. Not only will this keep you up-to-date on changes and policies, but it will show the Ombudsman that you value their role.
- Certain situations are known as reportables, meaning that if they occur, they must be reported to the proper entity. These things are listed in the Ombudsman Instruction 1750.1G and are as follows:
 - 1) All suspected child abuse and neglect
 - 2) Alleged domestic abuse
 - 3) Suspected and/or potential homicides, violence or life endangering situations
 - 4) All suspected and/or potential suicide risks
 - 5) Other issues identified by the commander or commanding officer as reportable

If you witness any of these situations, or any other incident the CO has determined to be reportable, please contact the CO, CMC/COB, or Ombudsman immediately for assistance.

- There may be times when service members from other service branches are attached to your command. Therefore, it is important to know that those services offer programs similar to the Navy Family Ombudsman Program.
 - The Marine Corps has Family Readiness Officers (FROs), a staff position that supports command spouses. Their primary focus is to help families become self-sufficient and to match available resources to the needs of family members.
 - The Coast Guard Ombudsman serves as a liaison between the unit commanding officer and the families and assists the command by providing information about activities of interest to family members.
 - The Air Force's Key Spouse Program is an official unit/family program designed to enhance readiness and establish a sense of Air Force community.
 - The Army Family Readiness Support Assistance (FRSA) provides administrative support to the Family Readiness Group (FRG) Leaders. Family Readiness Groups are official, command-sponsored organizations. They are established to provide official, accurate command information, provide a network that facilitates mutual support, advocate more efficient use of available resources, and empower families to resolve problems at the lowest possible level.

THE WARDROOM SPOUSES

In general, the wardroom spouses consist of the spouses of the officers and chief warrant officers of the command. In some commands they form official clubs. Every wardroom in every command is different. In small commands, many times there is no division between officers, chief petty officers, and enlisted personnel—the spouses get together socially as one big group. In large commands, there is usually a division between enlisted, CPO, and officer personnel—each spouse group plans their own social get-togethers outside of command activities.

Just as your level of involvement in the command is voluntary, so is the involvement of the wardroom spouses. While they are encouraged to attend wardroom spouse functions to, among other things, make new friends, develop a support system (especially important during deployments), and get up-to-date information, it is their choice to participate or not. Your job is to extend a warm invitation to them to join the group and participate in its activities.

If you have an active group of spouses, regardless of size or makeup, below are some tips:

- Soon after your arrival, you might want to gather all the spouses together to find out what they have done in the past, what they want to do in the future, how often they want to meet, determine budgets and what people are willing to spend, etc. You should also inquire into any use of social media by the group.
- As the CO/XO's spouse, you can't do it all. Depending on your group, you may need some or all of the following roles filled:
 - Treasurer—to keep track of any dues and gift buying.
 - Gift Buyer—to shop for farewell gifts, welcome gifts, shower gifts, etc.
 - Hospitality Chairman—to coordinate meals, etc. during times of need, both good and bad.
 - Monthly Activity Sign-up—to send around a sign-up sheet every few months for volunteers to plan group activities (so it doesn't all fall on your shoulders, and to ensure the group benefits from new ideas).
- Dues can be an excellent way to cover the cost of small gifts, such as for a farewell. Discuss with your group if they would like to have dues collected.
- The group should maintain a social roster, phone tree, or email listserv to get out the word on social activities, command activities, and other related news. Remember official information from the command to the families should only flow through the Ombudsman.
- Generally speaking, spouse groups or clubs may decide to pursue an activity that may have some legal implications. If you are ever in doubt, check with your spouse for guidance.

HAIL AND FAREWELLS

Below are suggestions, ideas and considerations for the arrival and departure of command/wardroom spouses:

- The Hail and Farewell of the CO's or XO's spouse can be done together or separately depending on the timing of arrivals and departures. If you are departing, you should be sure a Hail is planned for your successor if he/she is arriving after you leave.
- Hails—When a new spouse arrives, the members of the club are all strangers to him or her. While the club members may know each other's names, interests and spouses, etc., it is considerate to go around and have the spouses tell the new member a little about themselves, their families, their jobs, where they are from, etc.
- Welcome Gifts—something small that is unique to the area, or a command pen or coffee cup with the command insignia on it is often most appropriate.
- Farewell Gifts—a memento of the time in the command such as an engraved frame, plate, box, etc. Usually, everybody gets the same gift until the group or club decides on a new gift.
- Hail and Farewells can take place in a wardroom spouse's home, a restaurant, or wherever the group's activity is that month.

THE FAMILY READINESS GROUP (FRG)

Family Readiness Groups are a command-sponsored organization of family members, which may include spouses, children, and command members. Groups may also include other interested partners such as the FFSC command representative, retirees/former command members, parents and friends of the command members. The purpose is to increase mission readiness by increasing family readiness for the total Navy family, enabling them to meet the challenges of the mission and a military lifestyle.

Activities sponsored by the FRG may be informational, supportive, and/or social. An FRG's goals can include preparing for deployments and homecoming, providing family support during deployments or mobilization, helping families adjust to challenges, assisting one another in times of personal, unit or area crises, and promoting confidence, cohesion and commitment. An FRG can also promote the knowledge that the command considers its members an important part of the Navy team. Activities may specifically include departure and homecoming preparation, and activities, informational and educational briefs, and holiday celebrations. FRGs also provide important communication links between the command and the families using websites, emails, newsletters, and other modes of outreach.

The FRG is formally organized, with officers and/or chairpersons, advisors from the Command Support Team, a command point of contact, by-laws governing the organization of the group, and endorsement of the commanding officer. The group may raise and maintain funds, per Navy regulations outlined in OPNAVINST 1754.5B, for support of group activities.

If you are arriving at a command with an existing FRG, talk with the departing CO's or XO's spouse to find out what the FRG has been doing, learn about its leadership, and gauge the existing level of support the current CO's or XO's spouse provided. This can help you know the group's expectations for your involvement. Discuss what your role will be with your spouse, and then, if appropriate, meet with the FRG board to introduce yourself and offer your support, and begin attending FRG activities. Your presence and support will make a difference.

If you are arriving at a command that does not have an existing FRG and there is interest in starting one, obtain permission from the CO to move forward with establishing it. Your Fleet and Family Support Center can offer assistance and provides FRG training. Further guidance is also available in the *Family Readiness Groups Handbook* located at www.nsfamilyline.org.

THE NAVY COMMAND

THE SEA COMMAND

A ship, boat, squadron, group, staff and detachment are examples of the many varied sea commands. These units have in port, at-sea and deployment periods. They may also undergo a shipyard/new construction period. The needs of the crew and their families remain the same, but the priorities change as the mission changes. It is important to note that in sea commands, the families are usually a more closely knit group than shore commands. In sea commands, the Command Support Team has a more active role.

In Port Period

Although many of us who have been part of a sea command may find it difficult to believe, statistics say that about 50% of a sea command's life is spent in the homeport. This in port period is still a very critical and busy time for both the command and families. The command fills its time with inspections, repairs, personnel training, equipment testing and preparations for exercises and upcoming deployments.

The time in port is an excellent time for social activities. In port periods can also present an opportunity to establish and/or maintain connections in preparation for deployment. Establishing the email list, telephone tree, a "buddy system," and planning monthly get-togethers and children's activities during in port times eases the transition into the deployment period. (See the "Deployments" section on page 25 for further information.)

Most commands will have Hails and Farewells, promotion parties, and/or holiday functions during this time. Some are for the command as a whole and some may be for smaller groups, such as the wardroom, the Chiefs Mess, or individual divisions.

Shipyard Period/New Construction/Homeport Change

Over the years, as our Navy ships have become more technologically complex, they have required more extended periods in overhaul in both the Navy and civilian shipyards. Unfortunately, this has resulted in some ships receiving repairs at facilities distant from their homeport. It is not uncommon for these shipyard periods to last nine months to a year, and some may require a homeport change.

For a variety of reasons, some families may choose not to make the PCS move to the new homeport. As far as the spouses and families are concerned, these overhaul periods and homeport changes are akin to preparing for deployment. Even though the spouses are only a telephone call away, careful coordination by the Command Support Team can ensure a free flow of information and support to the families.

Usually, when a ship has families in both the shipyard location and the old homeport, the CO arranges to have an Ombudsman in each place to help maintain communication between the families and the command. Homeport changes require special efforts by the command to assist in the resettling of families who have chosen to make the move. It is essential that the needs of the families who stay behind at the old homeport not be forgotten.

New ships have a pre-commissioning crew stationed at the shipyard about a year before the completion date. They work with the shipyard during the final stages of construction. After the commissioning, the new ship and crew proceed to the homeport and take their place on the operations schedule.

Shipyard periods, pre-commissioning and homeport changes are very stressful on the members and their families. The command, the Ombudsman and the Fleet and Family Support Center staff realize the hardships involved and the effects on everyone. Their goal is to offer support and resources in order to reduce stress and increase the quality of life. The CO's or XO's spouse can help by supporting the hard work of the Ombudsman, participating when possible in unit functions, and being available to listen to the families' concerns.

THE AVIATION COMMAND

While almost everything mentioned in “The Sea Command” applies to aviation commands, there are a few things that are unique to the aviation community.

The Increased Element of Danger

Naval aviation presents an element of additional danger into the lives of everyone in the community, including families. They are periodically faced with the reality of accidents and fatalities. This is the most difficult challenge for the Command and Command Support Team. Disseminate information to all families as soon as possible with specific instructions on the wishes of those directly involved. Maintain your composure and a calm, confident, compassionate demeanor in an attempt to avoid hysteria amongst the spouses, particularly if the squadron is deployed. By having a Command Support Team in place, they are better able to deal with any and all contingencies.

Some squadrons are organized around a detachment concept. This means that small groups within the squadron, known as detachments, are sent to deploy on ships away from the rest of the squadron. If you are the CO's or XO's spouse on a ship with an air detachment, make sure to include them in information and activities.

THE SUBMARINE COMMAND

While sea and submarine commands share similar in port periods, overhaul periods, deployments and homeport changes, the submarine command's at-sea experience is different, as are their security considerations.

The Communication Challenge

A submarine's unique operating style and limited availability to receive mail makes communicating at sea particularly difficult. Email has improved this historical challenge. The ability to send email from and receive email on submarines continues to improve with technology. In addition, you can expect to receive strong, central support from the home squadron or group. As this is a vital and valuable resource for you, become familiar with your contact person at the squadron or group.

Small Crew Size

Due to the small size of the crew(s) on submarines, one Ombudsman may be adequate, two may work better, but this is a decision for the CO to make. Due to relatively small numbers, it is not unusual for all the spouses to come together, regardless of rank, especially during deployments.

THE SHORE COMMAND

Not all commands go to sea. Much of what is discussed in this booklet is equally applicable to sea or shore commands. While commands ashore generally do not face the challenges of deployment, they do experience duty nights, travel, detachments operations, and a variety of other activities that create similar frustrations. The leadership roles in the Command Support Team are still crucial to the command's mission. Additionally, all commands must be prepared to deal with any crisis that may occur including natural disasters, such as hurricanes, fires, etc.

The Command Secretary

In a shore command, the CO's secretary can be an important ally, and is usually the command's corporate memory. They can keep you informed of command functions you might want, or need, to attend such as award and retirement ceremonies, "all-hands" parties, or any event where your presence would be welcomed and appreciated. Ask the CO to confirm your addition to the secretary's email list for general information. Also, make a point to meet face-to-face to establish a good relationship.

Social Activities

By nature, the families in a shore command are usually not as closely knit a group as in a sea command. It is typical to expect less group activities or participation since there is generally less of a need for a support structure. Suggestions to get what may be diverse groups on base together include working towards common goals, such as food drives for needy families at Thanksgiving, a Christmas wrapping booth on base to raise money for toys for children (i.e., Toys-for-Tots), or a bake sale to raise funds to buy something special for the local military medical facility. All events on base should be cleared both with the command and the local legal office.

Military Spouse Club Advisor

Often, military spouse clubs are more prevalent in shore communities and you, as the CO's or XO's spouse, may be asked to be an honorary member and/or advisor on the club's executive board. In your role as advisor, you must make certain that command policies are not jeopardized.

THE STAFF COMMAND

Supply Corps

The broad responsibilities of the Supply Corps include providing equipment and parts to sea and shore commands, operating food and hotel services, running the Navy Exchanges, and handling various administrative duties such as financial management, data processing and inventory control.

While Supply Corps officers serve side-by-side with their line counterparts on shore and at sea all over the world, Supply Corps commands are shore commands. The discussion of "The Shore Command" is certainly relevant to Supply Corps CO and XO spouses. Your participation in the Supply Corps' officer spouse club, the celebration of Hails and Farewells and volunteering in the naval and civilian community are an integral part of a Supply Corps command.

Also, the spouses and families of the officers and enlisted personnel of the Supply Corps command deal with the same issues and have the same concerns as the personnel of other shore commands. As the CO/XO's spouse of a Supply command, it is helpful to be knowledgeable about your community, shopping and recreation areas, availability of military and community housing and local medical care procedures. Providing a welcoming sponsor to incoming families is always appreciated.

Judge Advocate General Corps

Individual commands within the Judge Advocate Generals Corps are called Naval Legal Service Office (NLSO) commands. CO/XO spouses of a NLSO serve the families assigned to their spouse's command. NLSOs vary in size from small offices of seven lawyers, plus support personnel, to larger offices of forty lawyers and personnel.

Activities vary depending on group dynamics. Groups may have individual customs and needs determined by the number of working spouses, young children, geographical location, etc. Encourage the members of the group to participate in designing a supportive community based on present circumstances.

Hail and Farewells have always been a social backbone in the naval community and continue to serve a vital role in many NLSOs. Be sure to include the lawyers and spouses assigned to other area commands. They may be very busy socially, but welcome the time spent with fellow JAG Corps friends, old and new.

Although all NLSOs are ashore, either in CONUS or overseas, personnel frequently deploy on temporary duty assignments. Assure their spouses that the legal command is available at any time to provide support. In addition to personal support or assistance from the command, it is advisable to have an understanding of other available services such as the Red Cross, Fleet and Family Support Centers, etc. The spouses and families of the officers and enlisted personnel of the NLSO face the same issues and have the same concerns as the personnel of other shore commands. It is helpful to be conversant with local school issues, shopping and recreation areas, availability of military and community housing and local medical care procedures. Providing a welcoming sponsor to incoming families is invaluable.

You may be asked for legal advice about wills, landlord/tenant problems, etc. The NLSO phone number is all that is necessary.

Medical Corps/Dental Corps

For CO/XO spouses of a medical command, activities will vary with the size and location of the command. The “wardroom” size will vary from as few as 20 officers at a small clinic, to as many as 1200–1300 at one of the major teaching hospitals. This puts an entirely different perspective on having the wardroom over for a Hail and Farewell. Building an esprit de corps and teaching military tradition is an important focus. This can be done by helping to ensure that command members and their families receive a warm welcome and receive information about family support resources in the area. In the large commands, a team approach is essential; involve not only the CO/XO spouses, but also the command Ombudsman, CMC spouse and spouses of the Directorates. Be sure to take advantage of opportunities to meet and work with other military spouses, especially line Navy and Marine Corps spouses. It will give you an excellent opportunity to learn and better understand the mission of the Navy and Navy medicine.

School Commands

For the CO/XO spouses of a school command, attention might be directed to the needs of the students and their families. Although they may not be in the area long, offer them opportunities to participate in command and community social gatherings when appropriate. Try to give the students and their families a sense of belonging to the naval service community.

THE OVERSEAS TOUR

There is one thing that is predictable about going overseas—it is going to be different. Be prepared to have everything take on a new color and meaning. Keeping an open mind can make all the difference in the world.

SPECIAL CHALLENGES

Because you are the spouse of the CO or XO, the other command spouses may rely on you more than when you are in CONUS (Continental United States). The Ombudsman will be an invaluable ally.

Two major challenges involve communication and transportation. Communication is important not only between the command families, but also with loved ones in CONUS. Some spouses may suffer a feeling of abandonment if the unit deploys, and the impact of emergencies is magnified during an overseas assignment. A well-organized and well-led Family Readiness Group makes an enormous difference overseas.

The naval service makes many resources available to you to help make this tour a memorable and rewarding experience. Plan ahead and use these resources. The Fleet and Family Support Center is a tremendous help before and during the tour. Each center is responsible for base and intercultural orientation programs.

Each active duty and family member going overseas should have a sponsor assigned by the command, be sent a welcome aboard package, and receive a welcome letter from the Ombudsman. Have the Ombudsman or someone from the Family Readiness Group contact each newcomer within a day or two of their arrival and offer information about the base services, etc. Living overseas may be the most rewarding tour of duty a family will ever experience, but the first few days are critical. Please be sure that every spouse feels like they have someone to call upon, if needed.

Remember that overseas duty means you are living in a foreign country. You are the guest. Be aware of all security precautions and be careful of your discussions in public. Obey all local base laws as well as host country laws. Be certain every spouse in the Family Readiness Group is also aware of the laws, and encourage everyone to attend the Intercultural Relations for Newcomers (ICR) course offered by the local Fleet and Family Support Center.

ENTERTAINING

In most overseas countries, the rules of entertaining differ greatly from those in the United States. As the CO's or XO's spouse, you may be in the position of entertaining local dignitaries. The base commander's office will have a protocol officer assigned who will be able to answer any questions you may have. It is best to ask questions before entertaining to save any embarrassment.

DEPLOYMENTS

The Navy's mission is to maintain, train, and equip combat-ready naval forces capable of winning wars, deterring aggression, and maintaining freedom of the seas. In order to achieve this mission, our Sailors must deploy to locations around the world, sometimes with very little notice. The Navy has developed the Optimized Fleet Response Plan to create a more stable and predictable deployment cycle while maintaining the ability to provide rapid deployment of sea-based air and ground forces.

CONSTANT FAMILY READINESS

Due to the Navy's mission and today's global climate, families need to be prepared for a deployment at any given moment. While the pre-deployment brief is an excellent opportunity to encourage families to update important documents and verify DEERS eligibility, it's important for our families to stay up to date on these issues at all times, not just before a deployment.

The Ombudsman can play a large role in this by providing checklists and reminders in the monthly newsletter. They can also include contact information for local resources and services such as the Navy Legal Office or the chaplain.

OMBUDSMAN

The Ombudsman should have an updated roster of command families at all times. During a deployment, the Ombudsman will utilize this information to keep families informed of any news or information about the command and its schedule. The Ombudsman and Command Support Team will maintain good credibility by always providing families with facts, thus preventing rumors. In the event of a crisis or disaster situation, the Ombudsman may serve as a point of contact for evacuated families and their Sailors.

THE EMOTIONAL CYCLE OF DEPLOYMENT

Because of your position within the Command Support Team, you may be called upon for assistance or support during a deployment. It helps to understand and be familiar with the emotional cycle of deployment and its stages:

- Anticipation of Departure
- Detachment and Withdrawal
- Emotional Disorganization
- Recovery and Stabilization
- Anticipation of Return
- Return Adjustment and Renegotiation
- Reintegration and Stabilization

COMPASS, a Naval Services FamilyLine program, covers all of the stages in great detail and can be an excellent resource for you and your command spouses. The Fleet and Family Support Center also offers a variety of deployment support programs to assist commands, Sailors and their families.

OPERATIONS SECURITY (OPSEC) AND SOCIAL MEDIA

The urge to share information on social media is strong, particularly during a deployment. Encourage your families to avoid posting about locations and times of deployments, morale or personnel problems, security procedures, intentions, capabilities, or operations.

EMERGENCIES

While the Ombudsman can be relied upon to handle most things, it is not unusual for spouses to call other members of the Command Support Team for reassurance and assistance. In some cases you may determine a professional is needed to deal with an emergency issue. Keep all the necessary phone numbers (Ombudsman, Chaplain, Fleet and Family Support Center, Family Advocacy, Legal Assistance Office, Navy-Marine Corps Relief Society, Red Cross and others) close at hand. Remember, any personal information should be kept confidential.

Encourage your command families to download and utilize the Navy Family Accountability and Assessment System (NFAAS) website and smartphone app to update their whereabouts and request assistance in the event of a disaster. For more information on handling emergencies, refer to the “Guidelines for Emergencies” section on page 27 of this book.

HELPFUL HINTS

Below are a few important reminders and tips for you during deployment:

- Remember to take care of yourself. Do not overextend yourself. If you need help, ask for it.
- Get involved with your peer group. Many units deploy as part of a squadron or battle group so there will be other CMC/COB spouses to reach out to for support.
- Try to be positive and keep a sense of humor. If the spouse of the CO/XO is worried or anxious, the others may think they are not being told of a problem in the command.
- Be compassionate and understanding.
- Refuse to even entertain gossip or malicious talk.

GUIDELINES FOR EMERGENCIES

In the event of a command emergency, the Ombudsman should be the first person notified by the parent command. In some commands, an officer is designated as the official Point of Contact (POC) for emergency situations. As a member of the Command Support Team, you should be familiar with the notification procedure.

NOTE: While you may be informed initially, it can happen that you are not kept informed as things evolve, especially in cases where privacy and confidentiality are an issue.

In an emergency situation, the command will direct how information is to be disseminated. If the CO or POC wants the Command Support Team to pass along details of the information available to all the families, then every attempt must be made to contact every spouse at home or at work as soon as possible. Getting information out quickly is most important so families do not hear the news first from the media or other spouses.

One of the best ways to disseminate information in an emergency is through the telephone tree. It is extremely important that the same information be passed on to each spouse in the exact same words. When messages are communicated from person to person, sometimes misinterpretation can occur between the sender and the receiver of the “official” message. To be certain of accuracy, write down the information given to you word for word.

Do not engage in speculation—this is not the time to discuss opinions of what happened. Remember, any comments you make could be misinterpreted as fact. Assure all spouses that as new information is given out, they will be contacted through the telephone tree, emails or predetermined method set by the command.

Another excellent way to get the information out is by putting a message on the Ombudsman “Careline.” The Ombudsman can update the message as they get new information.

Suggest that each spouse keep the telephone line open and also keep either you, the CMC/COB spouse, or the Ombudsman informed of their whereabouts. If the POC suggests an all-spouse get-together, do what can be done to get as many together as possible. Try to keep any who cannot attend fully informed.

HANDLING THE MEDIA

An emergency situation may be headline news, and if so, it is possible that a member of the media may contact a member of the Command Support Team or any other spouse for comment. No family member is required to have any contact

with the media. Should these types of calls occur, immediately contact the Public Affairs Office and/or ask the Public Affairs Office for assistance. The official POC will keep you and the families fully informed. Please refer to the “Guidelines for Media Inquiries” on page 31 for further discussion.

EMERGENCY SUPPORT SERVICES

You may feel alone in times of emergencies. There are outstanding support services available to help you and the spouses involved. The Chaplain Corps and the American Red Cross are excellent resources. Depending on the emergency, there may be an emergency center set up on base. For more information about these and other services, please review the “Information and Assistance” section beginning on page 41 of this book.

HANDLING SUSPECTED CHILD OR SPOUSE ABUSE

If you should witness child or spouse abuse, suspect child or spouse abuse, or be asked for guidance by someone else who has witnessed or suspects child or spouse abuse, you should know there is a system for reporting.

Know what constitutes abuse in your location. All states have mandatory child abuse/neglect reporting statutes; however, child abuse definitions vary by state.

Options available to you are to contact the command if in port, the Ombudsman, a Family Advocacy Program counselor, Social Services or the Chaplain. The Family Advocacy Program counselor must investigate the charge and decide whether suspicions are founded or unfounded. This is required by law. If you feel that the life, health, or safety of an individual is in imminent danger, contact 911 or the local emergency services.

Finally, keep all information regarding an alleged family advocacy case in the strictest confidentiality. The Ombudsman can help you understand the process to follow in such an event. Take the time to go over this with him or her BEFORE you need the information.

CASUALTY ASSISTANCE CALLS PROGRAM (CACP)

The Casualty Assistance Calls Program (CACP) was instituted to provide assistance to the Next of Kin (NOK) of a service member who is critically ill, injured, missing, or deceased. There are several offices within the Navy’s CACP that provide support and management of casualty cases. A Sailor designated as the Casualty Assistance Calls Officer (CACO) to the NOK will work with these offices while carrying out their duties. The CACO is assigned by one of the Navy regions to provide assistance to the families of ill, injured, missing or deceased members. The CACO is the official representative of the Navy. The CACO will be courteous, helpful, and compassionate toward then NOK and will reflect the Navy’s concern for its personnel and their families while performing this important mission.

The CACO can advise the family concerning burial, interment, immediate financial relief, legal assistance, transportation, and survivor benefits, as the situation warrants. The CACO continues as the families' liaison with the Navy until all entitlements have been received. The CACO will likely not be from the same command as the casualty. The command will assign a Command Representative for specific responsibilities at the command, and to be the point of contact for the CACO.

For the families of Sailors that are seriously or very seriously ill or injured, the CACO will assist with the families' travel, when warranted by the attending physician, to the bedside of the Sailor and to coordinate assistance from other support organizations. For Sailors in a Missing status the CACO will express the Navy's concern for the member reported unaccounted-for and will assist the NOK. The CACO will also keep the NOK apprised of new information and advise them of actions taken to locate the Sailor.

In the case of a death, the CACO will express the Navy's sympathy and help the survivors adjust to the new conditions by providing guidance, information, and assistance.

The Navy CACP Regional Program Managers (RPM) are responsible for the execution of casualty assistance duties within their respective areas of responsibility. The RPM has trained personnel that provide the CACO support and are available for assistance and guidance throughout a case. The CACO, in turn, must work closely with the RPM to carry out their duties to the NOK.

In the event a service member becomes seriously ill, injured, or dies while on leave or at home, a family member must notify the service member's command or the nearest military facility immediately. The family should give the service member's name, rank or rate, social security number or DoD ID number, and home address along with any available details pertaining to the injury or death.

The Command Support Team can assist the family with various support services during such an emotional and stressful time. It is important to keep in mind the family and people assisting them may be exposed to any number of possible emotional responses and stresses while dealing with the unusual and difficult circumstances of a casualty case. Any additional support the command can provide, such as an Ombudsman to aid the family, will make the case easier for all involved. If you are assisting in a casualty situation, any concerns, questions, or information you have should be directed to the Command Representative.

GUIDELINES FOR MEDIA INQUIRIES

Below are some tips for handling media inquiries.

- Upon arrival at the command, identify and meet your unit's Public Affairs Officer (PAO). Put the PAO's name and phone number in your mobile phone.
- Anytime your spouse's name or command appears in a news article, you could be contacted by a journalist. Remember, you are under no obligation to speak to the press.
- When asked for comment, get the reporter's name, the name of the news outlet and telephone number, and tell them you will call them back. Then call the PAO, and let the PAO work with the reporter. If your unit is deployed, the support command will have a PAO who will assist you with any media inquiries.
- You may be asked for comment on situations about which you know a great deal, or about which you know nothing. If you are unsure of the answer or cannot discuss it, say so. It is always acceptable to admit you don't know something; it is rarely acceptable—and viewed negatively—to say, “no comment.”
- If you do talk to a reporter, remember that even innocent conversation is part of the interview. Small talk is considered “on the record” and can appear in a news story. Therefore, your comments should be positive in tone, carefully thought out, and general. Do not provide information regarding operations, future intentions, or developments. Remember, you are not an official naval spokesperson. Most reporters are sincere, hardworking, and just trying to get a human interest story. However, there are some who may seem to want you to say something outrageous or extreme, and you can be misquoted or misrepresented.
- Anytime you interact with a reporter, if your PAO didn't help you before and during the conversation, inform your PAO afterwards.
- Journalists play an important role in American society, and can be very useful in getting across the message that Navy families are proud of their service members and their country.



NAVAL SERVICES FAMILYLINE

Naval Services FamilyLine is a non-profit organization of Navy family volunteers whose mission is to empower sea service families to meet the challenges of a military lifestyle with information, resources, and mentoring. FamilyLine provides the following courses, workshops, and publications free-of-charge to Navy commands and families.

COURSES AND WORKSHOPS

COMPASS

COMPASS is a team mentoring program developed by spouses, for spouses. It is held several times a year in locations worldwide. This unique course will help spouses understand and meet the challenges of the Navy lifestyle. Joining the Navy can sometimes seem like traveling to a foreign land with its own language, customs, traditions, and even healthcare system! It can be a shock to many spouses and families. This twelve-hour program (taught in three four-hour sessions) will provide spouses with a realistic understanding of what they can expect from being a Navy family.

Command Spouse Leadership Course

This spouse-led course held in Newport, Rhode Island, was designed to capitalize on the positive impact spouses have on commanding officers. This one-week course includes lessons in Blanchard's Situational Leadership®, values, ethics, conflict resolution, stress, and crisis management. In addition to in-depth discussions of the Ombudsman Program and the Command Support Team, attendees will also have an opportunity to learn from the real-life experiences of former commanding officers and spouses.

Command Master Chief Spouse Leadership Course

This one-week course is designed exclusively for spouses of senior enlisted personnel. Modeled after the Command Spouse Leadership Course, this course provides lessons in situational leadership, values, ethics, conflict resolution, stress, and crisis management. It also touches on aspects of naval heritage, customs, and traditions. Attendees will learn about their role in the Command Support Team, the responsibilities of being a Command Master Chief, and how it will impact their lifestyle.

Continuum of Resources and Education (CORE)

CORE is a network of seminars, workshops, classes, and people dedicated to empowering the Navy spouse, educating the Navy family, and promoting the Navy lifestyle. CORE is flexible in its use of resources, topics, and styles of presentation adapting to a variety of locations and community populations.

PUBLICATIONS

Sea Legs: A Handbook for Navy Life and Service

Sea Legs contains useful information on matters such as family support services, benefits and privileges, healthcare, social customs and protocol, changing duty stations, and deployments. The Navy's history, its mission and structure, a naval terms glossary, and a very useful list of resources are also included.

Social Customs and Traditions of the Sea Services

This book acquaints spouses with the social customs, traditions, and organizations that are part of the sea service communities. It also addresses sea service etiquette, entertaining, ceremonies, and attire guidelines.

Are You Ready? Guidelines for Navy Family Emergency Preparedness

This handbook includes valuable information on creating a Family Emergency Plan, completing Emergency Contact Cards, and compiling a Basic Emergency Supply Kit. Additionally, there is detailed information regarding what to do before, during, and after various types of emergency situations.

Guidelines for the Spouses of Commanding Officers and Executive Officers

This book is an invaluable aid in defining the spouse's role as a member of the Command Support Team. It was written by Navy spouses who have experienced the command tour. This guide is also an excellent supplement to materials provided at the Command Spouse Leadership Course.

Guidelines for the Spouses of Command Master Chiefs and Chiefs of the Boat

This book helps to define the important role of the CMC/COB Spouse as a member of the Command Support Team. It also includes information regarding deployments, support resources, and emergency guidelines.

Guidelines for the Spouses of Chief Petty Officers

This book is an excellent source of information for spouses of new chief petty officers as they navigate their way through the CPO training season. It offers answers to many common questions and provides guidance on the training season and beyond.

Guidelines for Navy Reserve Families

This guide is designed to provide Reserve members and their families with information that will assist them in preparing for their military lives. It includes helpful material written by personnel from the Fleet and Family Support Program, Navy Reserve Forces Command, and experienced Reserve spouses.

Naval Services FamilyLine Portfolio

This free portfolio contains an assortment of materials that can be useful for new spouses, Welcome Aboard packages, pre-deployment briefings, CORE workshops, and spouse seminars. It includes Sea Legs, Social Customs and Traditions of the Sea Services, Guidelines for Navy Family Emergency Preparedness, and various brochures about Military OneSource, National Military Family Association, Navy-Marine Corps Relief Society, TRICARE, COMPASS, Military Spouse Employment, and more.

More information about Naval Services FamilyLine's courses, workshops, and publications can be found at www.nsfamilyline.org.

FLEET AND FAMILY SUPPORT PROGRAM (FFSP)

Fleet and Family Support Programs (FFSP) support individual and family readiness through a full array of programs and resources which help Navy families to be resilient, well-informed and adaptable to the Navy environment. These programs include:

SAILOR AND FAMILY INFORMATION AND REFERRAL

Considering the complex maze of services available, sailors and their families often need help navigating the system. Through this program, sailors and Navy family members can receive information and referral regarding a wide range of personal and family readiness issues to include Personal Financial Management, Relocation Assistance, Transition Assistance, Spouse Employment, Exceptional Family Member Program, Deployment Support, Ombudsman Program, counseling, Stress/Anger Management, Sexual Assault Prevention and Response, Child Abuse and Domestic Violence, and New Parent Support.

To request assistance, please visit the FFSP website at

http://www.cnic.navy.mil/ffr/phone_directory.html

DEPLOYMENT READINESS

Concerned about how you and your family will adjust during periods of separation? FFSC plays a key role in the preparation process by assisting in getting crew and family members ready for each phase of deployment.

- **Pre-Deployment:** FFSCs assist Sailors and their families in understanding and coping with the demands associated with the Navy lifestyle, especially with increased frequency of deployments, with the goal of improving readiness.
- **During Deployment:** FFSCs focus on families during deployments and offer empowering programs and services.
- **Return and Reunion:** Reunions may be more challenging than anticipated as Sailors and family members adjust to life on shore together again. FFSC offers Hints for a Happy Homecoming, Returning to Children, and Returning to Children: Strategies for Single Parents.
- **Reintegration:** Establishing a “new normal” can take several months or more. FFSC offers resources to help families renegotiate roles and responsibilities, communicate with your children, and maintain resiliency and balance.

OMBUDSMAN PROGRAM

An Ombudsman is an official representative of the commanding officer. He/she plays a vital role in establishing and maintaining current and accurate communication between the command and its family members. The FFSC provides support and up-to-date information about the Ombudsman program and Ombudsman training, and maintains the Ombudsman Registry located at www.ombudsmanregistry.org.

PERSONAL FINANCIAL MANAGEMENT (PFM)

FFSC provides financial education, training, and counseling that emphasize long-term financial responsibility through instruction on sound money management, debt management, saving, investing, and retirement planning.

- Command Financial Specialists assist with basic financial planning, managing checking accounts, and credit and debt counseling
- Consumer information on car buying strategies, and choosing adequate and affordable insurance
- Information on retirement planning and the Thrift Savings Plan (TSP)
- Assistance in budgeting for deployment and changing duty stations

TRANSITION ASSISTANCE

Whether you are retiring or separating, FFSC can help with your transition from military life to the civilian world. Transition Goals, Plans, Success (Transition GPS) is a transition assistance program that ensures Sailors and their family members are substantially better prepared for civilian life.

Transition GPS covers:

- Translating military skills and experience into civilian workforce terms
- Financial planning
- Certification and training resources
- Employment workshop
- Federal and civilian job search techniques
- Resume writing
- VA Benefits and e-Benefits

Military Families in Transition (MFIT) is a 24/7, on-demand series to help families prepare for a smooth transition into civilian life. MFIT provides a clear overview of FFSC services, Transition GPS, VA Benefits and the Pre-separation Checklist (DD Form 2648).

FAMILY EMPLOYMENT READINESS PROGRAM (FERP)

FERP provides no cost consultations, programs and services to help families in the job search process. Consultants are available to guide spouses and family members on career planning, job seeking and resume writing, as well as to help them prepare for interviews and negotiate offers.

RELOCATION ASSISTANCE PROGRAM (RAP)

Whether you are expecting orders for an overseas tour or changing homeports or duty stations, FFSC can help you prepare through a range of services.

- The “Smooth Move Workshop” addresses move-related topics such as who pays what for your move, how to ship your personal property, and the sponsorship program.
- Get information about personal property entitlements, travel pay and allowances, and creating a budget for the move.
- Plan your overseas move, get your passport in order, obtain information on visa requirements, learn about cultural adjustments and how to accommodate the financial and emotional needs of relatives left behind.
- Learn details about your new homeport, including housing availability, cost of living, child care, schools and recreation.
- Get one-on-one assistance from experienced relocation counselors.
- Pick up a Homeport Change Kit for commands moving to a new location that includes “how to” videos, brochures and pamphlets, and ideas on how to disseminate information to Sailors and their families.
- Use the Lending Locker for household goods while your belongings are in transit. The Center can loan fold-out mattresses, portable car seats, strollers, dishes, pots, pans and utensils.

EXCEPTIONAL FAMILY MEMBER PROGRAM (EFMP)

Enrollment in the Exceptional Family Member Program is mandatory for service members with qualifying family members. Special needs include special medical, dental, mental health, developmental or educational requirements, the requirement for adaptive equipment assistive technology devices and services and/or wheelchair accessibility. EFMP Liaisons located at the FFSC can:

- Provide information, referral and system navigation to special needs families
- Link families with available military, national, and local community services
- Provide non-medical case management
- Develop and maintain Individual Service Plans (ISP)
- Partner with the Military Treatment Facility Coordinators to provide information, education, and marketing.

SEXUAL ASSAULT PREVENTION AND RESPONSE (SAPR)

When traumatic situations arise, FFSC can provide the support and resources necessary for recovery and rebuilding. This includes:

- Trained advocates who offer information and emotional support to victims during medical, investigative and legal processes
- Annual awareness and prevention education training
- General training for all military personnel designed to enhance sexual assault awareness, prevention and intervention in home, work, and social environments

FAMILY ADVOCACY PROGRAM (FAP)

The goal of the Family Advocacy Program is to prevent domestic violence by encouraging people to examine their own behavior and take steps to learn and practice more healthy behaviors.

The Family Advocacy Program provides a variety of interventions and treatment services to meet the needs of individuals and families. FAP provides counseling, clinical case management, treatment groups, and refers families to military and civilian resources as appropriate.

Professional services of licensed counselors are available free of charge at FFSCs. These are available to active duty and their family members—even Sailors who are unmarried can have couple’s counseling with their partners.

NEW PARENT SUPPORT (NPS)

The New Parent Support Home Visitation Program was developed to assist military families in ways that friends and family would do if you were back home. This program offers expectant parents and parents of newborn and young children the opportunity to learn new skills as parents and to improve existing parenting skills, in the privacy of their own home.

Navy families and other military families expecting a child or with children up to three years of age are assessed to determine if they need help managing the demands of a new baby.

In the program, new Moms and Dads can be referred to community new baby programs and are eligible to participate in a voluntary home visitation program, free of charge.

The New Parent Support Home Visitation Program can help you:

- Cope with stress
- Manage the additional physical and emotional demands of parenting due to separation and deployment of the service member

- Nurture children to promote growth and development
- Answer questions about the everyday challenges of parenthood
- Locate local services and resources that can help parents with young children

CLINICAL COUNSELING

FFSC provides confidential counseling by professional, licensed clinicians. Clinical counseling services are free of charge to active duty personnel and family members. You do not need a referral from your command, TRICARE, or your primary care physician. Services offered include:

- Short-term clinical counseling for individuals, groups and families
- Crisis intervention and/or response to disasters and other catastrophes
- Group counseling and/or educational groups
- Referral to other military and community resources

LIFE SKILLS EDUCATION

Most of us don't learn everything we need to know in school. Life lessons are information gained from experience. The Life Skills program offers tools to help you navigate and enhance your relationships at work and at home. Life Skills classes include:

- Anger Management
- Communication Skills
- Conflict Management
- New Spouse Orientation
- Parent Education
- Stress Management
- Suicide Prevention

NAVY-MARINE CORPS RELIEF SOCIETY (NMCRS)

Since 1904, the Navy-Marine Corps Relief Society (NMCRS) has stood ready to respond to the many financial challenges that face Sailors, Marines and their families. These include family emergencies, high unemployment among spouses and retirees, the rising cost of living and even natural disasters.

NMCRS provides:

- Interest-free loans and grants for unexpected financial emergencies
- Budget counseling to better manage personal finances
- Free in-home visits by registered nurses for health issues or concerns
- Interest-free loans and grants for undergraduate education
- Thrift Shops offering low cost, gently used clothing and household items
- Budget for Baby classes to help families financially prepare for the birth of a child.

The Navy-Marine Corps Relief Society, headquartered in Arlington, Virginia, is a non-profit, charitable organization that is staffed by nearly 3,700 volunteers, and a small cadre of employees, in offices around the world—ashore and aboard ships.

Volunteers have always been the backbone of the Society, making up more than 90 percent of their workforce. Volunteers make it possible for donated funds to directly assist Sailors, Marines, and their families.

NMCRS volunteers:

- Receive specialized training
- Get extensive support and resources
- Connect with other volunteers and build friendships
- Get assistance with child and dependent-care and mileage expenses
- Help others and make a difference
- Build experience to add to your resume
- Feel appreciated and have fun

Society volunteers have unique backgrounds and experiences, and they have different reasons for serving. However, they all desire to support the community of active duty and retired Navy and Marine Corps service members and their families. For many, volunteering can help build job-relevant skills and experience. Others find that they can use skills they already have to serve in a new area. Volunteer opportunities in the Society include leading a team, performing mission-related tasks, and providing support and assistance.

For more information about the Navy-Marine Corps Relief Society, please visit www.nmcrs.org.

INFORMATION AND ASSISTANCE

Disclaimer: The information provided below is intended for information dissemination purposes only. The Department of Defense, the Department of the Navy, Commander, Navy Installations Command, and Naval Services FamilyLine do not officially endorse any of the organizations below that are non-federal entities. Also, the web addresses below change frequently. All information reflects our best knowledge at the time of printing. We regret any errors.

GENERAL MILITARY INFORMATION AND ASSISTANCE

United States Navy

Official Department of the Navy Website
www.navy.mil

Commander, Navy Installations Command (CNIC)

CNIC is responsible for worldwide shore installation support for the United States Navy under the Chief of Naval Operations (CNO).
www.cnic.navy.mil

Department of Veterans Affairs

The VA administers a variety of benefits and services that provide financial and other forms of assistance to service members, veterans, their dependents and survivors.
1-800-827-1000
www.va.gov

ID Cards—RAPIDS

To find the office closest to you to obtain an ID card
www.dmdc.osd.mil/rsl

Military OneSource

Military OneSource is a DOD Information and Referral Program providing comprehensive information on every aspect of military life at no cost to active duty, guard, and reserve service members and their families.
CONUS: 1-800-342-9647 OCONUS: 800-3429-6477
TTY/TTD: 1-866-607-6794
Espanol: 1-877-888-0727
www.militaryonesource.mil

Morale, Welfare and Recreation (MWR)

Morale, Welfare and Recreation (MWR) covers a wide scope of worldwide operations that provide Sailors and their families with the finest facilities, programs and activities to meet their recreational and social needs.
www.navymwr.org

National Military Family Association

National Military Family Association is the leading non-profit organization focusing on issues important to military families.

www.militaryfamily.org

NAVY 311

NAVY 311 provides non-tactical, on-demand informational assistance for non-emergency services and can answer questions related to: maintenance, ship parts and/or repair, logistics, personnel or career matters, training, IT systems, quality of life, facilities, medical support, chaplain care, ordnance, and other topics.

1-855-NAVY311 (1-855-628-9311)

www.public.navy.mil/spawar/peoeis/navy311/pages/home.html

Navy Customer Service Center

Receive a variety of information on many important topics including: pay and benefits, selective reenlistment bonuses, CSB/Redux, service record entries, PCS moves, reenlistment, continuation, FITREP/Evals, promotion, advancement, rating conversion requests, and a gamut of other information.

1-866-U-ASK-NPC (1-866-827-5672)

www.public.navy.mil/bupers-npc/pages/dfault.aspx

Ombudsman Registry

This registry allows family members to locate their Ombudsman and will enable them to send an email to the listed assigned Command Ombudsman.

www.ombudsmanregistry.org

CHILD AND YOUTH PROGRAMS

Child Development Centers

Child Development Centers (CDC) provide full and part day child care for ages 6 weeks to 5 years of age.

www.navy.mwr.org

Let's Move

Program developed by First Lady Michelle Obama to solve the epidemic of childhood obesity within a generation.

www.letsmove.gov

Military Families Near and Far

Military Families Near and Far is an online resource with tools, information, and materials to help your family stay connected when a service member is far away.

www.sesamestreetformilitaryfamilies.org

United Through Reading

The United Through Reading Military Program helps ease the stress of separation for military families by having deployed parents read children's books aloud via

DVD for their child to watch at home.
www.unitedthroughreading.org

DEPLOYMENT ASSISTANCE

Everyone Serves

A handbook for family and friends of service members during pre-deployment, deployment and reintegration.
www.everyoneservesbook.com

Fleet and Family Support Centers (FFSC)

The Fleet and Family Support Center offers a variety of deployment support programs to assist commands, Sailors and their families.
www.ffsp.navy.mil

Military Kids Connect

Military Kids Connect (MKC) is an online community of military children (ages 6-17 years old) that provides access to age-appropriate resources to support children from pre-deployment, through a parent's or caregiver's return.
www.militarykidsconnect.org

Reserve Affairs

Supports the Reserve Component community through initiatives including the Yellow Ribbon Program, Wounded Warrior Care, Employer Support of the Guard and Reserve, TRICARE Reserve Select, and Military OneSource.
<http://ra.defense.gov>

Yellow Ribbon Reintegration Program (YRRP)

YRRP is a DoD-wide effort to promote the well-being of National Guard and Reserve members, their families and communities, by connecting them with resources throughout the deployment cycle.
www.yellowribbon.mil/yrrp

EDUCATION AND SCHOLARSHIPS

Anchor Scholarship Foundation

For dependents of qualified surface Navy members.
www.anchor scholarship.com

Chief Petty Officer Scholarship Fund

For children of chief petty officers of the sea services. Sponsored by chief petty officers world-wide.
www.cposf.org

Department of Defense Dependents Schools

571-372-5863
www.dodea.edu

Dolphin Scholarship Foundation

For children and stepchildren of qualified active, retired and former members of the Submarine Force.

www.dolphinscholarship.org

FinAid

Links to scholarships, loans, grants, and other financial educational aid.

www.finaid.org

Free Application for Federal Student Aid (FAFSA)

Apply for federal and state financial aid.

www.fafsa.ed.gov

Military Child Education Coalition

To serve as a model of positive leadership and advocacy for ensuring inclusive, quality educational opportunities for all military-connected children.

www.militarychild.org

Military OneSource Exceptional Family Member Program

Offers DOD families with special medical and/or educational needs access to information, resources, and each other.

1-800-342-9647

www.militaryonesource.mil/efmp

Navy Marine Corps Relief Society

A variety of scholarships and education assistance is available to active duty service members and their dependents.

www.nmcrcs.org/pages/education-loans-and-scholarships

Seabee Memorial Scholarship Association

For children and grandchildren of Seabees.

www.seabee.org

Scholarships for Military Children Program

Sponsored by the Fisher House Foundation.

www.militaryscholar.org

Servicemembers Opportunity Colleges (SOCNAV)

Degree programs for Navy Sailors and their spouses.

<http://www.soc.aascu.org/default.html>

U.S. Department of Education

Find information about all of your education needs and questions.

www.ed.gov

Voluntary Education Program

Detailed information on programs and services, and links to the voluntary education programs, Veterans Affairs, Department of Education and many other educational sites.

www.militaryonesource.mil/voluntary-education

Wings Over America

Provides college scholarships to dependents of the Navy Aviation community.

<http://wingsoveramerica.us/>

FAMILY EMPLOYMENT

Career One Stop

Tools to help job seekers, students, businesses and career professionals.

www.careeronestop.org/

Military Spouses' Corporate Career Network (MSCCN)

MSCCN is a non-profit organization that offers no-cost services to all military-affiliated spouses, retired military spouses and caregivers to war wounded heroes.

www.msccn.org

Military Spouse Employment Partnership

MSEP is a targeted recruitment and employment solution for spouses and companies that connects military spouses with employers seeking the essential 21st century workforce skills and attributes they possess.

<https://mseppjobs.militaryonesource.mil>

USA Jobs

USAJOBS is the U.S. Government's official system/program for Federal jobs and employment information.

www.usajobs.gov

FINANCIAL INFORMATION

Basic Allowance for Housing—BAH

www.defensetravel.dod.mil/site/bah.cfm

COLA and Overseas Housing Allowance

www.defensetravel.dod.mil/site/cola.cfm

Navy-Marine Corps Relief Society

Since 1904, the Navy-Marine Corps Relief Society (NMCRS) has stood ready to respond to the many financial challenges that face Sailors, Marines and their families. These include family emergencies, high unemployment among spouses and retirees, the rising cost of living and even natural disasters.

1-800-654-8364

www.nmcrs.org

Pay and Allowances

www.dfas.mil

Servicemember's Group Life Insurance

A program that provides low-cost term life insurance coverage to eligible Servicemembers.

1-800-419-1473

www.insurance.va.gov

Thrift Savings Plan

TSP is a defined contribution retirement savings plan for Federal employees.

www.tsp.gov

HEALTHCARE

Defense Eligibility Enrollment Reporting System (DEERS)

To enroll in DEERS or make changes to your contact information.

1-800-538-9552.

www.tricare.mil/DEERS

Fisher House

Provides homes where military and veterans' families can stay at no cost while a loved one is receiving treatment. These homes are located at major military and VA medical centers nationwide, close to the medical center or hospital it serves.

1-888-294-8560

www.fisherhouse.org

Military Crisis Line

Confidential support is available 24 hours a day, 7 days a week, 365 days a year by phone, online chat and text. This free service is available to all service members, including Veterans and members of the National Guard and Reserve, coping with stress, anxiety, posttraumatic stress disorder, challenges with civilian life, difficulties in relationships, transitioning back to employment, and education.

1-800-273-8255 Press 1

In Europe call 00800 1273 8255 or DSN 118

Text 838255

www.veteranscrisisline.net

Navy Wounded Warrior Safe Harbor

Safe Harbor is the Navy's organization for coordinating the non-medical care of seriously wounded, ill, and injured Sailors, Coast Guardsmen, and their families.

855-NAVY WWP (628-9997)

safeharbor.navylive.dodlive.mil

TRICARE

TRICARE is the health care program serving Uniformed Service members, retirees and their families worldwide.

www.tricare.mil

TRICARE Dental

The TRICARE Dental Program is a voluntary, premium-based dental insurance plan for family members of active duty and Reserve service members.

1-855-638-8371

<http://www.tricare.mil/Dental.aspx>

LODGING AND HOUSING

Department of Defense Lodging—Air Force

1-888-AF-LODGE (1-888-235-6343)

<http://af.dodlodging.net>

Department of Defense Lodging—Army

1-800-GO-ARMY-1 (1-800-462-7691)

<http://army.dodlodging.net>

Department of Defense Lodging—Navy Gateway Inn and Suites

1-877-NAVY-BED (1-800-628-9233)

<http://ngis.dodlodging.net>

Navy Housing

www.housing.navy.mil

Navy Lodge

1-800-NAVY-INN (1-800-628-9466)

www.navy-lodge.com

MAGAZINES AND NEWSPAPERS

All Hands Magazine

www.navy.mil/ah_online/

Armed Forces Journal

<http://www.armedforcesjournal.com>

Department of the Navy Information Technology Magazine

www.doncio.navy.mil/chips/

Marine Corps Times

www.marinecorpstimes.com

Military Living Magazine

www.militaryliving.com

Military Spouse Magazine

www.militaryspouse.com

National Military Family Association Newsletter

www.militaryfamily.org

Navy Times

www.navytimes.com

Reservist

www.uscg.mil/reservist

Seabee Online Magazine

<http://seabemagazine.navylive.dodlive.mil>

SeaPower

www.seapowermagazine.org

TNR The Navy Reservist

www.navyreserve.navy.mil

RELOCATION ASSISTANCE

Defense Personal Property System (DPS)

An internet-based system to manage DoD household goods moves.

www.move.mil

Military Installations

Find out about your next base and “Plan Your Move.”

www.militaryinstallations.dod.mil

Military Youth on the Move

Explore your new community before you arrive.

<http://militaryonesource.mil/family-and-relationships/military-youth-on-the-move>

Navy Supply Systems Command

Navy Household Goods and Navy Personal Property

<http://www.navsup.navy.mil/household>

UNIFORM/EXCHANGE SERVICES

AAFES (Army and Air Force Exchange Services)

www.shopmyexchange.com

Marine Corps Exchange

www.mymcx.com

Navy Exchange

www.mynavyexchange.com

NAVAL ACRONYMS AND ABBREVIATIONS

AOC – Aviation Officer Candidate

APO – Army and Air Force Post Office

ASAP – As Soon As Possible

AT – Annual Training

AWOL – Absent Without Leave

BAH – Basic Allowance for Housing

BAS – Basic Allowance for Subsistence

BEQ – Bachelor Enlisted Quarters

BOQ – Bachelor Officer Quarters

BUMED – Bureau of Medicine and Surgery

BUPERS – Bureau of Naval Personnel

CACO – Casualty Assistance Calls Officer

CACP – Casualty Assistance and Calls Program

CDC – Child Development Center

CHINFO – Chief of Information

CMC – Command Master Chief

CNO – Chief of Naval Operations

CNP – Chief of Naval Personnel

CNRFC – Commander, Navy Reserve Forces Command

CO – Commanding Officer

COB – Chief of the Boat

COLA – Cost of Living Allowance

COMRATS – Commuted Rations

CONUS – Continental United States

COS – Chief of Staff

CPO – Chief Petty Officer

DEERS – Defense Eligibility Enrollment Reporting System

DoD – Department of Defense

DoDDS – Department of Defense Dependent Schools

DSN – Defense Switchboard Network

DVA – Department of Veterans' Affairs

EAOS – End of Active Obligated Service
EFMP – Exceptional Family Member Program
EOS – Expiration of Service
ETA – Estimated Time of Arrival
ETD – Estimated Time of Departure
FFSC – Fleet and Family Support Center
FITREP – Fitness Report
FLTCM – Fleet Master Chief
FORCM – Force Master Chief
FPO – Fleet Post Office
FRG – Family Readiness Group
FRO – Family Readiness Officer
FSGLI – Family Servicemember’s Group Life Insurance
FTS – Full Time Support
IDT – Initial Active Duty Training
IRR – Individual Ready Reserve
JAG – Judge Advocate General (lawyer)
JCS – Joint Chiefs of Staff
JNROTC – Junior Naval Reserve Officer Training Corps
JRB – Joint Reserve Base
KVN – Key Volunteer Network
LDO – Limited Duty Officer
MCAS – Marine Corps Air Station
MCPON – Master Chief Petty Officer of the Navy
MTF – Military Treatment Facility
MWR – Morale, Welfare and Recreation
NAS – Naval Air Station
NAS JRB – Naval Air Station Joint Reserve Base
NAVFAC – Naval Facility
NAVSTA – Naval Station
NCO – Noncommissioned Officer
NFAAS – Navy Family Accountability and Assessment System
NMC – Naval Medical Command
NMCRS – Navy-Marine Corps Relief Society
NOFFS – Navy Operational Fitness and Fueling Series
NOSC – Navy Operational Support Center
NROTC – Naval Reserve Officer Training Corps
OAL – Ombudsman-at-Large
OCONUS – Outside CONUS
OCS – Officer Candidate School
OOD – Officer of the Deck
OPNAV – Office of the Chief of Naval Operations
OSD – Office of the Secretary of Defense
PAO – Public Affairs Officer
PCO – Prospective Commanding Officer
PCS – Permanent Change of Station

POC – Point of Contact
POD – Plan of the Day
POE – Port of Embarkation
POW – Plan of the Week
PSD – Personnel Support Detachment
PXO – Prospective Executive Officer
RAC – Relocation Assistance Center
RC – Reserve Components
RCC – Regional Command Center
ROTC – Reserve Officers’ Training Corps
RPA – Reserve Program Administrators
SAPR – Sexual Assault Prevention and Response
SAPRO – Sexual Assault Prevention and Response Office
SAPR VA – Sexual Assault Prevention and Response Victim Advocate
SARC – Sexual Assault Response Coordinator
SATO – Scheduled Airlines Ticket Office
SBP – Survivors Benefit Plan
SEA – Senior Enlisted Advisor
SECDEF – Secretary of Defense
SECNAV – Secretary of the Navy
SEL – Senior Enlisted Leader
SELRES – Selected Reservist
SGLI – Servicemen’s Group Life Insurance
SITREP – Situation Report
SOPA – Senior Officer Present Afloat
SPC – Suicide Prevention Coordinator
STARC – State Area Command
TAD – Temporary Additional Duty
TAMP – Transition Assistance Management Program
TBD – To Be Determined
TLA – Temporary Lodging Allowance
TLE – Temporary Lodging Expenses
UA – Unauthorized Absence
UCMJ – Uniformed Code of Military Justice
USO – United Services Organization
WO – Warrant Officer
XO – Executive Officer

