



Ombudsman Newsletter

Naval Medical Center San Diego

March 2011

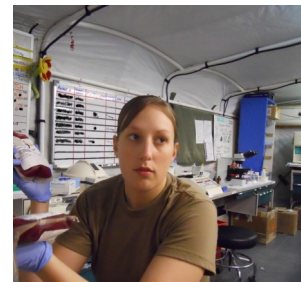


IA Spotlight

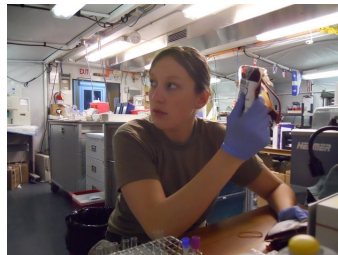
A day in the life of an Advanced Laboratory Technician at Kandahar NATO Role 3

Twelve hour shifts, three days on, one day off (if it's not busy that day), that is how it works here. A mass casualty call goes out over the pager; "we have six patients on litters inbound." The lab techs go to the freezer and pull out frozen plasma. They carefully place it in plastic bags and then into the water bath to thaw. Four bags of packed red blood cells and four packs of plasma per patient is the rule of thumb. The helicopters land and soon the patients are brought through the door; the blood requests quickly make their way to the lab. A complete blood count, a chemistry panel, a prothrombin test and a type-and-screen are ordered for each patient. There is no time to put the results into the computer, they must be walked down to the trauma bay and handed to the doctors as soon as the results come off the analyzer. Every second could be the difference between life and death. It's a hectic job, but it makes the days go fast!

At the end of the day, you return to your room and try to unwind and relax to prepare for another day when you wake up and start all over again.



HM2 Lisa Brown is currently deployed to the NATO Role 3 Multinational Medical Unit in Kandahar, Afghanistan. She works as Microbiology Work Center Supervisor and sole Microbiology expert, and has supervised and trained nine enlisted personnel. During her 11 month long deployment she expedited the care of over 8,000 vital transfusions for 1,200 combat traumas. Provided 155,000 laboratory quality tests, maintaining 99 percent operational readiness. Spearheaded the antibiogram, which was instrumental to a 98 percent casualty survival rate. Additionally, she collaborated with the 7220th Blood Support Detachment and the Apheresis element in activation of the Walking Blood Bank for 24 combat traumas, collecting 80 lifesaving blood units. In her off time she chaired the 5K Blood Run, raising \$7,000 in donations, for the American Red Cross and raising awareness about the importance of blood donations. HM2 Brown was also selected to her current rank during her deployment.



Here in the desert of Kandahar, Afghanistan, there is not much more than sand as far as you can see. No grass, no flowers, no shrubbery of any kind. A few dust covered trees are the only signs of foliage. On some days during the winter the temperature varies by around 40-50 degrees between days and nights. It's cold in the mornings and very warm in the afternoons. Because there is only sand and dust, when it rains it gets very messy. There is no place for the water to go so it just pools, and mud is everywhere.

When you finally do get time off, the gym is well equipped for your needs. There is also a small area known as the "boardwalk" that has a few places to shop, grab a bite to eat or just relax and use a computer or phone. The USO has a tent that looks nothing like a tent on the inside. There are gaming systems, phones, computers, pool tables, and plenty of room to relax. But if the rocket attack alarm goes off, you drop to the ground and cover up fast! Wait for two minutes and then get to the nearest rocket shelter until the "all clear" is sounded. Contact the quarterdeck and let them know you are alright.

Congratulations HM2 on your well-deserved advancement and, most especially, thank you for your service and for making a difference for those you help every day. You are saving lives and making us proud!



NMCSO Ombudsman Team

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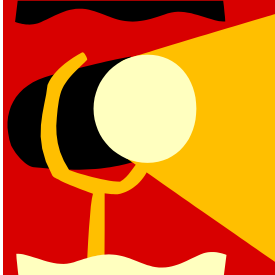
NMCSO Website:

<http://www.med.navy.mil/sites/nmcsd/Pages/default.aspx>

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Resource Spotlight



EFMP Parent Toolkit

The DoD Special Needs Parent Toolkit has comprehensive information and tools that are geared towards helping military families with special needs children navigate the maze of medical and special education services, community support, and benefits entitlements. The toolkit is comprised of six colorful modules that can be easily downloaded and printed. Important facts, records and sample letters are included.

Whether you need to learn about early intervention services or want to learn how to be a more effective advocate for your child, you will find the information you are searching for by visiting www.militaryhomefront.dod.mil, click on the tab

for Troops and Families, and then click on Special Needs/EFMP.



Fleet & Family Support Center

*March 2011
Workshops*

The Fleet & Family Support Center is a one-stop for all your quality of life needs. The available workshops for March are listed below. For specific workshop dates and times and to register for the workshops, go to www.cnrsw.navy.mil/CNRSW/FleetFamilyReadiness/index.htm or call 1-866-923-6478.

Employment & Transition Assistance

- Finding Federal Employment
- Introduction to Owning Your Own Business
- Job Search Strategies
- Resume Writing
- Job Fair
- How to Work a Job Fair
- Winning Interview Techniques

Exceptional Family Member (EMFP) Classes

- EMFP Orientation

Family and Spouses

- Active Duty Pregnancy Resources Workshop
- Basic Home Organization
- Couples Communication
- Developing Your Family Care Plan
- International Spouse Tea Time

- Kids' Play (Ages 1-5)
- Preschool Blocks (Ages 3-5)
- Toddler Time (Ages 1-3)
- Positive Parenting Workshop (Ages 0-5)
- Effective Parenting Workshop (8 sessions, every Monday and Wednesday)
- Spouse Readiness Workshop: Resources for the Military Family

Personal Financial Management

- Car Buying Strategies
- Consumer Awareness / Tax Tips
- Credit Management—Using Credit Wisely
- Developing Your Spending Plan
- Home Buying
- Million Dollar Sailor/Spouse Workshop
- Planning for Your Retirement
- Raising Financially Fit Kids
- REDUX
- Renting
- Thrift Savings Plan (TSP)
- Saving and Investing
- Survivor Benefits Plan (SBP)

IA Support

- IA Family Connection Meeting

- IA Family Homecoming Workshop
- Returned IA Workshop
- IA Sailor & Family Deployment Readiness Brief

Life Skills Education

- Building Effective Anger Management Skills
- Building Self Esteem and Assertiveness
- Dealing with Stress
- Responsible Anger Management

Relocation Assistance

- Transferring CONUS...More Resources & Less Stress for Your Next PCS
- Transferring Overseas...More Resources & Less Stress for Your Next PCS
- Fly for Free: Space A Travel

The mobile FFSC, called the Family Readiness Express (FRE), will be in Chollas Heights housing in March.

The FRE's address:
3250 Transmitter Rd.
San Diego, CA 92115
858-431-6382

Hours:
Mon-Fri: 7:30 AM—4:30 PM

Navigating the Navy Lifestyle

Tips for a Happy R&R Leave

Agree upon R&R leave plans in advance of the leave period. Discuss plans via phone, letters and e-mails. Some families choose to spend their time together as if they were on vacation. Others go about their daily lives, work and school commitments.

Compromise as necessary. Your Sailor will likely be tired from the long trip home. You may be eager to go out. Try not to over-schedule. The structure and strict routine of deployment can leave your Sailor craving unscheduled time and hoping for relief from constant responsibilities.

Stay flexible. Make plans and then make back-up plans. Changing schedules can mean a delay in return. Leave starts once the Sailor arrives at the airport nearest home.

Set aside time to spend alone with just your partner. Of course children will be eager to spend time with their parents, and their needs should be accommodated as much as possible. However, your relationship with

your Sailor is your family's foundation. Your children need you to have a strong foundation.

Expect sex to be a bit awkward. You both will probably feel a bit anxious about engaging in sex initially. It might be the fact that you haven't been naked in front of someone for quite a while. This is especially true for someone who is pregnant or has recently given birth. Take it slow. Remember, practice makes perfect!

Offer to drive. Your Sailor may be used to avoiding roadside debris by driving down the middle of the road.

Set aside time for friends and extended family. Many have found it is helpful to host a cookout or other social event. Invite everyone and then the rest of R&R leave is available for your immediate family.

Your Sailor may need to rest both physically and emotionally. It's probably best not to expect them to share every detail of their experience with you during the course of two weeks.



Let them open up the best that they can and realize that may not be much.

Keep in mind your Sailor must return to the IA zone. It's especially important for children to be aware that daddy/mommy is just coming home for a visit.

Have some fun. Enjoy being together. Create family memories that will last long after this deployment.

Know Your Neighbors: Cheap Home Security

Want to know an insider's secret to one of the best, cheapest, and simplest forms of home security? Get to know your neighbors.

Sounds too simple to be true, right? However, in today's increasingly individualized social lifestyle, neighbors have become less of the friendly faces next door and more of just occupants of the property adjacent to yours. This leaves your home more at risk to home invasion, fire and vandalism.

Let your neighbors know when you're going out of town and who'll be over to watch your animals. They can help keep track of who comes and goes. Keep a spare set of house keys with them just in case you lock yourself out (again). And when you need help taking groceries up from the car, they're right there to help. It may seem a little old-fashioned, but it's a great comfort to have a friendly face on the other side of the fence.

That old saying about children - that it takes a village to raise them - rings true for home security as well. It takes a neighborhood to

protect a home. As a member of that neighborhood, it may rest upon you to take that first step to building a safer community.

A simple and effective method for building a friendly repertoire with your street-mates is to introduce yourself. We know, with everyone's hectic schedules and lives it may be hard to organize a face-to-face meeting. Just leave a friendly note in their mailbox or even stick a note on their front door introducing yourself. So what if you've lived next door to them for ten years? A little humor and humility can go a long way. Don't forget to leave your phone number or your email address as contact information. Maybe even offer to be around for anything your neighbor might need - help mowing the grass, babysitting, a cup of sugar, anything.

Look into whether or not your area has a neighborhood watch program. If it does, consider joining it as an easy way to meet your neighbors and keep an eye on your community. If you don't have one, consider starting one. The National Crime Prevention Council has great tips on how to get started. <http://www.ncpc.org/>

The benefits of knowing your neighbors are near endless. Besides the perk of extra eyes watching your property and your family, your neighbors have the potential to be a fountain of usefulness. They may have the exact tool you need for a project, be the extra pair of hands you need to lift something heavy or have kids the same age as yours that just go to a different school. In getting to know your neighbors, you have the potential to build a stronger and safer community while building the foundation for social networking. In these times, we could all use people to lean on for a favor or just a low-key get together. Besides, you never

Notable Quote:

"Man has never made any material as resilient as the human spirit."

- Bernard Williams

Resource Guide

American Red Cross (messages/family)	800-951-5600	Miramar youth Center (Drop-Ins)	858-577-4136
American Red Cross (Message/active duty)	877-272-7337	MWR Tickets (NBSD)	619-556-2180
American Red Cross (Programs)	858-309-1200	Naval Legal Services (NBSD)	619-556-2211
Armed Services YMCA Outreach	858-751-5755	Naval Medical Center (Quarterdeck)	619-532-6400
Child Abuse Hotline	858-560-2191	Navy College (NBSD)	619-556-4922
Child Care Resource & Referral (Enrollment)	619-556-8491	Navy Lodge (All)	800-628-9466
Commissary (NBSD)	619-556-8657	Navy-Marine Corp Relief Society (NBSD)	619-556-8283
Commissary (NBC)	619-545-6560	New Parent Support (NBSD)	619-556-8825
CREDO / Spiritual Fitness Guide	619-556-2826	Operation Homefront	866-424-5210
DEERS Enrollment Center (DMDC)	800-334-4162	Personal Property (Household Goods)	619-556-6683
DFAS & Military Pay Center	888-332-7411	PSD (NBSD)	619-556-2004
Family Advocacy Center	619-556-8809	TRIWEST	888-TRI-WEST
Fleet & Family Support Center (NBSD)	619-556-7404	TRICARE Dental Program	800-866-8499
Fleet & Family Support Center (NBC)	619-545-6071	United Services Organization (USO)	619-235-6503
Healthy Start MFC	858-496-0044	WIC	800-500-6411
Housing (Referrals & Assignments)	619-556-8443		
ID Card Lab (NBSD)	619-556-9249		
Medical (All TRICARE Appointments)	619-532-8225		
Medical (NMC-SD One-Stop)	877-262-6476		
Military One Source	800-342-9647		

Community Health, Disaster Services & Information

24-hour access to community, health, disaster services information and referrals in Southern CA, Dial 2-1-1 from land line or 858-300-1211 from cell phone.

From Your Ombudsman Team

Selected by the commanding officer (CO), your Navy Family ombudsman is a spouse of a command member who voluntarily serves as the official liaison between the command and its families. The ombudsman is a vital resource to assist the command in discharging the CO's responsibilities for the morale and welfare of the command's families.

The ombudsman is the link between the command and the Navy family. This is especially true in deploying commands, where the ombudsman is the primary point of contact between the families at home and the command during deployment. As a spouse, it is important to get acquainted with your local ombudsman. The ombudsman is not a counselor or a social worker, but can show you a

direct route to getting the assistance you need to find solutions and resources.

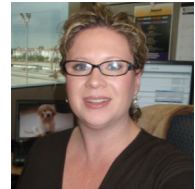
If you have any thoughts or suggestions on what you would like to see included in upcoming issues, please contact us.

Interested in Volunteering as Ombudsman?

The Command is currently looking to add to the Ombudsman Team. If you are interested in becoming part of the NMCS D Command Ombudsman team, please email Kimberly or Julie for more information.

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Notable Quote:

"Success each day should be judged by the seeds sown, not the harvest reaped."

- John C. Maxwell