



# Ombudsman Newsletter

Naval Medical Center San Diego

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## NMCSO Ombudsman Team

Kimberly Harris  
(619) 921-1168  
kimberly.harris@med.navy.mil

Julie Kehley  
(619) 921-1305  
julie.kehley@med.navy.mil

NMCSO Website:

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

## Notable Quote:

*"Our success each day should be judged by the seeds we've sown, not the harvest we've reaped."*

- John C. Maxwell

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As a husband and father to my wife and children, I sometimes wonder what the greatest gift I will ever give them would be. A good life, love, inheritance and memories when I'm gone...all come to mind. But, when I deployed for 13 months back in 2007, I realized that none of those things were really the greatest gift I would ever give those I love. That greatest gift I will ever give them is really just one simple thing... freedom....and my part in helping to ensure the world in which they live is safe and that they can live their lives as they see fit. There are many members of our team who are deployed today, doing their part as well. Every day I think of them, and their families, remembering the sacrifices they endure in doing their part. Few in our country will ever wear this uniform. But, for those who do...and for the families who sacrifice to support them, they will always know that this gift of freedom we pass on to those we love...is for them and because of them. For the rest of their lives, they will know that, when our country needed them, they answered the call and, because of them, we...and those we love, are

free. Unlike other gifts, this gift of freedom can't be bought or ordered in the mail. It can only be protected...and given...by those who serve...and by their sacrifice....to those they love.

Service in our Navy is never easy and the sacrifices are many, especially for our families. If your experience is like ours when I was deployed, that's when the car will break down, the hot water heater will die, someone will get sick....the list goes on....and all on top of the daily chores of running a house, getting kids to school, perhaps working a job...all the normal activities of life...and all while knowing your loved one is serving overseas, likely in harm's way. I know it's hard and, for that, you have my deepest admiration and thanks. I also know that we are all a family, the NMCSO family. We are here together.... ready, able, and more than willing to help those of our family who need us. You are part of that family. If you need help, all you need do is ask... and we will be there. Our command ombudsmen are available to you at any time....and have direct access to me, if needed, to help you. I don't



know how to fix a car, but I do know people here at the command who do....and can help. As a member of our family, we are here to help you, if needed, as just one way to say "we care about you" and "thank you."

As we start this new year, full of hope for a better tomorrow, my prayers are for each of you, for those you love in harm's way, and...for something that has eluded us for far too long.....peace. May each of you, and those you love, be richly blessed in this new year with all good things life has to offer as you look forward to that day when your loved one comes home again, as I do.

## From Your Ombudsman Team

Happy New Year from your Ombudsman Team.

As we embark on another year in this journey called Military life, take a moment to reflect on the year that's past and the year to come. Begin today with the image of the end of the year as your frame of reference by which everything else is exam-

ined. Allow each day to contribute to the vision you have of your new year.

As a reminder, your Ombudsman team is here with resources that can assist you in reaching your goals this year, whether it's getting a new job, going back to school, or learning to better communicate with

your spouse.

We hope that you enjoy the latest issue of the NMCSO Ombudsman Newsletter. If you have any thoughts or suggestions on what you would like to see included in upcoming issues, please contact us.

We are here to serve you 24 hours a day, 7 days a week.

## Resource Spotlight



### Armed Services YMCA

Since 1982, the San Diego Armed Services YMCA (ASYMCA) has provided assistance to active duty military and their families. We operate from three offices located at Naval Base San Diego, Murphy Canyon Military Housing, and Naval Medical Center. The ASYMCA office at Naval Medical Center offers programs and services to the Wounded, Injured and Ill. The ASYMCA NMC office is easily accessible, located on the ground floor of building 1. Here you will meet friendly staff and volunteers. Office hours are Monday-Friday 0800-1630. On average, we offer 40 programs and services per month. Here is a sample of some of our key programs and services:

- In-Patient Recreation: Pa-

tients enjoy access to Flat Screen TV's with DVD players and DVD's, X-Box 360, PS2, and Wii systems, laptops, craft projects, books and magazines.

- Therapy Dog Visitation: Seven specially trained Therapy Dogs visiting patients in Building 1 and the Emergency Room.
- Our Littlest Warriors: Pediatric patients receive special attention including games, toys and books. New parents receive hand crafted baby items along with educational immunization information.
- MedEvac and Family Support: Specially trained volunteers greet every MedEvac arriving at NMC. MedEvacs

are given gifts of appreciation such as quilts, backpacks filled with necessities, snacks and get well cards. Our goal is to provide comfort and resources during this critical transition.

- C5 Support: The ASYMCA works closely with C5 staff to meet urgent needs and facilitate participation in healthy activities.
- Volunteer Services: More than 200 volunteers support the Command.

For more information about our programs and services, please visit our website [www.asymcasd.org](http://www.asymcasd.org), visit our office on the ground floor of building 1 or call us at 619-532-8156.

## Domestic Violence Resources for Military Families

Domestic violence can happen to anyone, anywhere, at any time regardless of their military service, race, ethnicity, education level, religion, gender or age. Although experiencing stress is common for Service members and their families, it should never be used as an excuse to explain or justify domestic violence under any circumstances. Moreover, anger, alcohol, or drugs are never excuses for abuse. That is why members of every military family – including Service members, spouses, parents, siblings or other caregivers – need to be aware of the valuable resources available for anyone experiencing domestic violence.

### What is Domestic Violence?

Domestic violence is a crime, and it should never be a part of a loving relationship. It is not a normal or accepted by-product of military life. For their own safety, everyone in the military family should know how to identify domestic violence in all its forms.

#### Domestic violence includes the following acts:

- Physical violence
- Sexual Violence
- Threats of physical or sexual abuse
- Psychological or emotional abuse
- Stalking

If any of the above situations occur, it is critical that the affected family members and caregivers protect them-

selves and find the appropriate care for the victim.

Reaching out is a necessary first step.

If you or someone you know needs help with a domestic violence issue, free tools for accessing immediate assistance are available 24/7 by contacting:

- 911 if you feel that you or a loved one is in immediate danger
- The National Domestic Violence Hotline at 1-800-799-SAFE (7233)
- Military OneSource at 1-800-342-9647
- The Defense Centers of Excellence (DCoE) Outreach Center at 1-866-966-1020 to talk to a trained health resource

consultant

- Your Command Ombudsman Have the strength to say “No” to domestic violence. Service members and military families may experience common stress reactions before, during, or after reintegration. However, this reality does not excuse, explain, or justify violence towards loved ones. The chain of command and Ombudsman team are committed to helping military families address domestic violence. When families members have the strength to come forward and seek assistance, a broad network of resources is readily available.

## Navigating the Navy Lifestyle

Whether your new to the navy family or a seasoned ,military spouse, it often times feels like your Sailor is speaking a different language. Some people have even compared military culture to landing in a foreign country without a guidebook. We hope to provide some basic information to help make the “foreign language” a little less foreign.



### Phonetic Alphabet

A - Alpha	J - Juliet	S - Sierra
B - Bravo	K - Kilo	T - Tango
C - Charlie	L - Lima	U - Uniform
D - Delta	M - Mike	V - Victor
E - Echo	N - November	W - Whiskey
F - Foxtrot	O - Oscar	X - X-ray
G - Golf	P - Papa	Y - Yankee
H - Hotel	Q - Quebec	Z - Zulu
I - India	R - Romeo	

### Military Time

Military time uses a 24-hour clock. For any time before 10:00 am add a zero before the hour - 9:00 am would be written 0900 and spoken, "zero nine hundred." Any time from 10:00 am to noon would be 1000, 1100, or 1200. Any time after noon should add 12 to the time - 5:00 pm would be written 1700 or said, "seventeen hundred."

### Stand By...

February’s issue will feature Terms and Acronyms for Beginners.

## CREDO: Spiritual Fitness

**CREDO** (Chaplains Religious Enrichment Development Operation) is a program of the Navy Chaplain Corps. The CREDO programs and personnel are operationally focused, family supportive, and flexible in the provision of ministry. CREDO retreats enhance the Navy Chaplains Corps’ goal of developing spiritually-fit sea warriors and family who are trained in ethics, morally grounded, family supportive, spiritually ready, sustained in her/his

religious freedom, and mission capable.

CREDO efforts are designed to meet these service demands by maximizing operation impact, clarifying responsibilities and offering standard retreat and training programs. For program schedules, contact the CREDO San Diego office at 619-556-2826.

Free retreats and programs include:

- Personal Growth
- Marriage Enrichment
- IA Warrior Transition
- Spiritual Growth
- Woman’s Retreats



# 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.

## Protocol and Etiquette—Basics Everyone Should Know

Life in the military world is full of challenges. While many of these challenges are faced by the one who is serving, military spouses also have rules, both spoken and unspoken, that should be followed to reflect well on the military member.

The military service etiquette we abide by today is steeped in several hundred years of U.S. history. Many rules change over time as the military updates codes of conduct to reflect new attitudes and etiquette. However, some traditions still exist that may seem a bit antiquated (or even unfair) to you, the spouse.

When reviewing the list below, keep in mind that maintenance of these rules allows service members to project professionalism. These rules apply to your service member anytime he is in uniform, but many also apply to you when you are attending

a military function or in public with your uniformed spouse.

- \* When walking with a service member, always walk on his left side. This allows him the ability to easily salute higher ranking members with his right hand.
- \* Public displays of affection are unacceptable in the military and can result in disciplinary action for the military member. The only time this is generally overlooked is at deployment and homecoming ceremonies. Even then, public displays of affection should be limited.
- \* Military members are prohibited from carrying umbrellas that are not black, carrying packages or pushing a stroller while in uniform. Military spouses should plan ahead for these events and

take into consideration what the military member can and cannot do while in uniform.

- \* Military spouses should learn to recognize rank and address other military members as such until told otherwise. If all else fails, address the person as "Sir" or "Ma'am" but never by "Mr." or "Mrs." Refer to your spouse by name and not by rank to others.
- \* Dress appropriately for all events by following the dress request indicated on the invitation. If dress is not specified, contact the host and ask for clarification. A military event, even if it is a spouses' only event, is not the place for showing a lot of skin. Clothing should be conservative.
- \* Military spouses should always stand and place their hand over their heart when

the flag is raised, lowered or paraded in front of them. Males should remove any headgear and all should remain silent. The same is true during the playing of the National Anthem except that everyone is encouraged to sing the lyrics.

- \* During Reveille and Retreat, songs are played over a loud speaker on the military post. Military spouses along with their families and guest should remain still during the song and face the flag if it is visible. If driving in the car at the time the song begins, the car should be safely pulled to the side of the road and stopped until the end of the song.