

## Training Center Yorktown Co-Ombudsman: Michelle Sneller and Kayla Lawrey

You may contact either co-ombudsman at: Michelle Sneller (281) 678-5374, available 24 hrs a day; Kayla Lawrey (804) 824-2314, available M-F 1100-1600; or by email at [tcyombudsman@gmail.com](mailto:tcyombudsman@gmail.com).

They are considered official members of the unit Command Staff and selflessly devote their time to improve the quality of life for family members.

### Ombudsman Program Overview

The Coast Guard Ombudsman Program is a command program intended to improve communication between the command and the Coast Guard family members. Coast Guard ombudsmen are communication links, provide information and referral resources and act as advocates for family members. This program was initially established in March 1986.

The Ombudsman Program is guided by Commandant Instruction 1750.4 (series) where the Ombudsman Code of Conduct is found. This Code is the essential foundation upon which an ombudsman's credibility is established and maintained. Each ombudsman shall:

- Support the command's mission,
- Respect the command and family members,
- Maintain confidentiality,
- Avoid conflicts of interest, and
- Maintain the highest standards of professionalism.

Ombudsman services include:

- Serve as liaison between the command and families and reports directly to the Commanding Officer and also coordinates with the Executive Officer and Command Master Chief.
- Refer individuals with challenges/problems to the proper resources. For those seeking guidance about particular problems, the Ombudsman attempts to find the best resources possible to assist the individual or the family.
- Promote general awareness of family readiness planning to ensure family members are prepared to deal with the unique roles and responsibilities of service members.
- Communicate regularly with command and families.
- Adhere to the strictest code of confidentiality to protect the privacy of individuals and maintain credibility of the Ombudsman Program.