



COMMUNICATION

QUICK REFERENCE GUIDE

Remember OPSEC!

**Commanders Critical Information (CCI)
must be relayed to the FRG Leader or
FRSA within 24 hours.**

Communicating

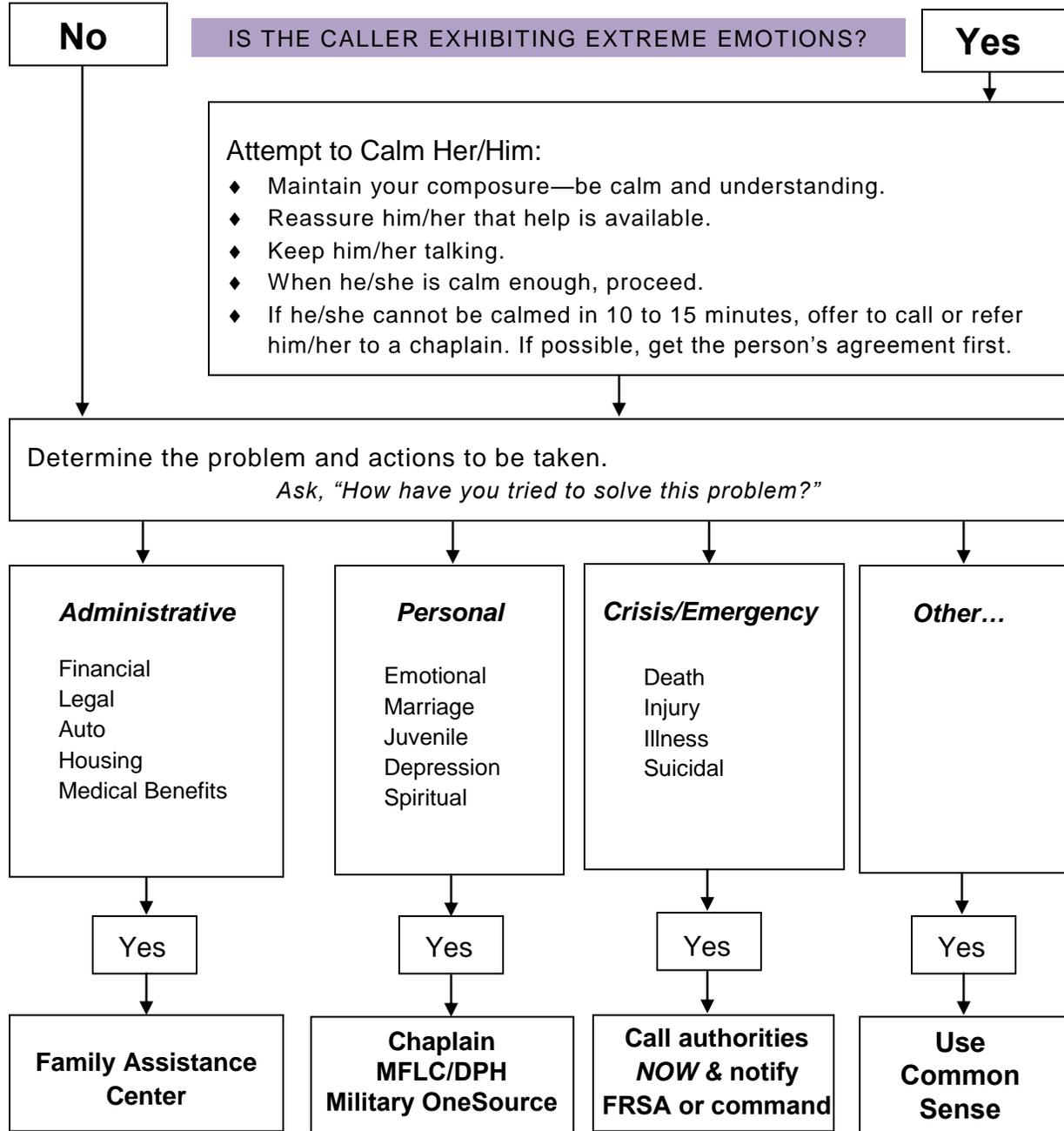
- The first contact with the Family Member should be made via phone call or in person. Caller should ask the Family member what their preferred communication method is.
- Be concise and clear on the information you're relaying. If communication is being made through written correspondence (email or text), ensure you have checked for grammatical mistakes.
- Don't be over-active. The tendency is to talk a lot and offer a great deal of help in the form of possible solutions. Let the person with the problem take the lead. Often the person want and needs to talk the problem out. Listen, Listen, Listen!
- Keep your FRG Leader informed of disconnected or unanswered calls or emails.

Non-DEPLOYMENT DEPLOYMENT

- During deployment the FRG Leader has the authority to activate the phone tree to provide the monthly calls. These calls are meant to check welfare, communicate FRG activities and to build connections.
- Callers should make monthly calls to the designated contact person for each deployed Servicemember.
- During non-deployment the communication tree is used to communicate FRS activities, welfare checks during emergencies (fires, flooding) and communicate information from the Commander to the families.
- During non-deployment the Communication tree can only be activated by the Commander.
- The Communication tree must be tested at least once per year.

HELPING A DISTRESSED PERSON

LOG CALL OR VISIT ON THE POC PROBLEM RESOLUTION FORM



Be sure to log all key details on the POC Problem Resolution Form, and report any crises or emergencies to the FRG leader or commander. Follow up as needed, and control gossip.

Figure 10. Decision Diagram for Helping a Distressed Person. Operation Ready

CONTACT SCRIPT EXAMPLES

Hi _____. My name is _____ and I'm your Point of Contact Leader for the _____
Family Readiness Group.
(unit name)

I wanted to introduce myself and make sure that the unit has correct contact information for your family. I also have some information on upcoming events if you are interested.

I would like to verify your contact information. The contact info that I show for you is _____. So that you know, this is confidential information and will not be given out. As your unit Point of Contact, I'll need the information, so I will be able to contact you regarding family programs for your soldiers unit. What is your preferred method of communication?

I will also contact you from time to time with information about our Family Readiness Group, so you can participate in our activities – if you chose. However, if you only wish to be contacted in a crisis situation, please let me know, so that I don't bother you with phone calls or emails.

(At this point make note of their decision. You do not need to comment one way or the other. Simply let them know that either choice is fine with you.)

Okay, let me give you my name and contact information. Please feel free to contact me any time if you have questions and/or need assistance. I'll be more than happy to assist you in any way that I can.

Hi _____. My name is _____ and I'm your Point of Contact Leader from the _____
Family Readiness Group.
(unit name)

I am calling as part of a "call down" to:

- Check and see if the essential information that I have is correct.
- Inform you of the following information...

Hi _____. My name is _____ and I'm your Point of Contact Leader from the _____
Family Readiness Group.
(unit name)

I just wanted to call and touch base with you and your family and see how things are going... Is there anything that you need assistance or help with?

POINT OF CONTACT LOG EXAMPLE

Date/time of Contact/Request: Oct, 10 2013

Callers Name: Jennifer Jones

Callers Phone #: 800-123-4567

Callers Address: SLC, UT

Contact made via: phone email other: _____

Nature of situation or requested assistance:

The water pipes are frozen in the house.

Note/Comments/Assistance Rendered:

Referred them to the FAC. Called the FAC Rep and they are also contacting her.

RESOURCES FOR FAMILIES

Family Assistance Centers

FAC Coordinator - Laci Warby

Office: 801-432-4522 Cell: 435-213-0956
laci.j.warby.nfg@mail.mil

Blanding FAC

Office: 435-678-2008 Cell: 435-979-0546

Camp Williams FAC

Office: 801-878-5037 Cell: 801-347-6777

Ogden / Logan FAC

Office: 801-476-3811 Cell: 801-791-8462

Richfield FAC

Office: TBD Cell: TBD

St. George / Cedar City FAC

Office: 435-986-6705 Cell: 435-669-6050

Spanish Fork FAC

Office: 801-794-6011 Cell: 801-722-4264

Vernal FAC

Office: 435-789-3691 Cell: 801-541-4826

West Jordan FAC

Office: 801-816-3577 Cell: 801-616-0405

Air Guard AFPRM - Jill Lukes

Office: 801-245-2524 Cell: 801-231-5717
jill.s.lukes.civ@mail.mil

FRSS Utah Trainer - Sherri Workman

Office: 801-432-4916
sherri.l.workman.ctr@mail.mil

State Youth Coordinator - Kelly Barnes

Office: 801-878-5796 Cell: 801-716-9239
jon.k.barnes.ctr@mail.mil

MWR Ticket Sales & Camp Williams Pool Camp Williams - Building #6220

Hours: Tues - Thurs
11:00 - 2:00
801-878-5466

State Family Program Director -

Gerald White

Office: 801-432-4537 Cell: 801-633-9406
gerald.r.white18.mil@mail.mil

Employee Support (ESGR) - Kim Watts

Office: 801-432-4492 Cell: 801-915-1400
robert.k.watt.ctr@mail.mil

Employment Coordinator - Chuck Rackham

www.H2H.jobs

Office: 801-432-4242
charus.r.rackham.ctr@mail.mil

Military One Source (MOS) -

www.militaryonesource.mil

State Chaplain - Clay Anstead

Office: 801-432-4409 Cell: 801-716-9036
clay.r.anstead.mil@mail.mil

Military Family Life Consultant (MFLC) -

Andrea Phillips

Office: 801-432-4622
andrea.d.phillips10.nfg@mail.mil

Military Family Life Consultant (MFLC) -

Bruce Jenkins

Office: 801-878-5480
bruce.h.jenkins4.nfg@mail.mil

Psychological Health Coordinator -

Ken Francis

Office: 80-419-2197
kenton.l.francis.ctr@mail.mil

Behavior Health Officer - CPT Juliann Jeppsen

Cell: 801-716-9068
juliann.m.jeppsen.mil@mail.mil

Suicide Prevention & Resiliency Manager

SFC Daniel Lemley (and Causality OPS)

Office: 801-432-4943
daniel.b.lemley.mil@mail.mil

Substance Abuse Prevention Coordinator

Duane Sheely

801-432-4666
duane.a.sheely.ctr@mail.mil