AIRMAN AND FAMILY READINESS CENTER

KEY SPOUSE PROGRAM

Key Spouse
Desktop Guide

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INTRODUCTION

Welcome to the Air Force Key Spouse Program (KSP). The KSP is a formal commander's program that offers informal peer-to-peer/Wingman family support. Air Force leadership highly encourages involvement on all levels to strengthen family resilience--particularly during deployments and permanent change of station. The Key Spouse team is traditionally comprised of the Commander (CC), First Sergeant (CCF) Key Spouse Mentor (KSM), Key Spouse (KS) and the Airman and Family Readiness Center (A&FRC). Commanders may also elect to utilize a Chief, Superintendent and/or a SNCO as members of the KS team. The strategic vision is increase resiliency and unit cohesion among military families throughout the military life cycle.

This Key Spouse Desktop Guide is designed to provide the foundation for an effective KSP. The ultimate goal is to have a cadre of trained volunteers who can support military families by providing information and referral services.

Congratulations on your selection as an Air Force Key Spouse. You are essential to the unit's mission and creating a resilient community.

MISSION

The mission of the Key Spouse Program (KSP) is to provide information and resources to military spouses, supporting families in successfully navigating throughout the military life cycle.

VISION

The Air Force family--empowered and resilient.

GUIDANCE

Air Force Instruction (AFI) 36-3009, Airman and Family Readiness Centers, paragraphs 3.8.4 - 3.8.4.6., provides guidance on the program. In addition, this KS Desktop Guide provides further clarification on the roles and responsibilities of each KS team member.

AIR FORCE CHIEF OF STAFF KEY SPOUSE PROGRAM MEMORANDUM

NOV 22 2016

MEMORANDUM FOR ALL SQUADRON COMMAND TEAMS

FROM: AF/CC

SUBJECT: Key Spouse Program

Air Force families make significant contributions in service to our Nation. A vital resource available to command teams to support Air Force families is the Key Spouse Program. This program represents a powerful network of interconnected, educated, service-minded volunteers standing ready to assist with everything from morale and welfare celebrations to crisis management.

In order to maximize the program, I encourage squadron command teams to assess your Key Spouse Program within your first 30 days of command and establish goals for your program's growth and outreach. Here are a few questions you should ask yourself:

- Have you appointed one or more Key Spouses?
- Do they have Key Spouse Mentors?
- Are they visible members of your leadership team?
- What's your operational tempo?
- How long are your duty shifts?
- Does your squadron experience childcare issues?

As you maintain your laser focus on leading and communicating, your Key Spouses can assist in developing a strong sense of community within your squadron. We also ask for your feedback on how we can strengthen our squadrons. Your recent feedback resulted in key quality of life and process improvements for our Airmen and families, including some funded Key Spouse supplies. Your Airmen and Family Readiness Centers will ensure you understand the dos and don'ts of appropriated funding, along with the Comptroller Squadron Commander--they'll point you in the right direction.

We competitively select command leadership teams and we need your strength…and your Airmen need your leadership. We recognize your extraordinary contributions and urge you to share your stories, to emphasize the importance of the Key Spouse Program because squadrons are the true heartbeat of our Air Force.

Thank you for your courage, resilience, and commitment. We are proud to serve beside you!

Dave Goldfein
DAVE GOLDFEIN
General, USAF
Chief of Staff

Dawn Goldfein
DAWN GOLDFEIN
CSAF Spouse

cc: AF/CCC
Wing Commanders
Wing Command Chiefs

"Every challenge has an embedded opportunity. Our job as leaders is to find it"

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HISTORY OF THE PROGRAM

The Key Spouse Program was developed as a quality of life initiative out of concern for Air Force Families. Similar to the Navy Ombudsman Program, the AF tested similar programs at five bases ('96 -'98). Voluntary implementation was encouraged Air Force-wide as part of the AF family support outreach program ('99). For many years, the program was base or command-specific. The AF deployed a standardized Key Spouse Program in March 2009 with revisions in 2015.

Why is The Key Spouse Program Important?

- Promotes individual, family, and unit readiness
- Establishes continuous contact with spouses/families
- Encourages peer-to-peer Wingman support
- Provides family links to leadership
- Strengthen the leadership support team
- Vital to building strong AF communities

Key Spouse Program Outcomes

- Increases awareness of installation/community resources
- Identifies/resolves issues at lowest levels
- Enhances up/down information flow
- Prepares/supports families during separations
- Increases sense of unit support
- Improves quality of life among unit families
- Increases readiness and retention
- Enhances family resilience

BUILDING THE TEAM: ROLES AND RESPONSIBILITIES

The KSP is a commander's program. The CC establishes and maintains the program within the unit, to include choosing team members. The team is typically comprised of the CC, CCF, Key Spouse Mentor (KSM), Key Spouse (KS) and Airman & Family Readiness Center (A&FRC). CCs may elect to utilize a Chief, Superintendent and/or a SNCO as members of the KS leadership team.

Commander (CC)

Commanders determine and prioritize KS roles and responsibilities based on unit demographics and needs. The commander's responsibilities include but are not limited to the following:

- Determines the goals and objectives of unit KSP
- Recruits volunteers to serve as unit KSs

- Interviews KS candidates to determine if the volunteer is an appropriate representative for the unit
- Appoints a KS in writing
- Establishes a KS file to include the KS appointment letter, KS Position Description DD FM 2793, Volunteer Agreement, and training certificates
- Schedules a recurring meeting (time/date/preferred method/frequency) with unit KS to allow the KS an opportunity to communicate unit needs, concerns or trends
- Emphasizes the KS program during unit tours, CC calls, or unit functions
- Recognizes the contributions of the KS

FIRST Sergeant, Chief, Superintendent AND/OR A SNCO

The First Sergeant, Chief, Superintendent and/or a SNCO may monitor the KSP and serve as the CC's Key Spouse primary point of contact.

- Assists the CC in establishing the unit KS program
- Serves as the point of contact for communication with the KS
- Participates in initial KS training and continuing education at the A&FRC
- Maintains KS volunteer files, as directed by the unit commander
- Briefs KS on what constitutes Personal Identifying Information (PII)
- Meets with CC, KS and KSM to identify trends and needs
- Offers logistic support (computer, meetings space, supplies)
- Provides unit rosters (need to know information only) to enable the KS to accomplish official volunteer duties

Key Spouse Mentor (KSM)

The role of the KSM is to serve as an adviser to the KS. This is not a supervisory role but a supportive role. The KSM should be a volunteer who is knowledgeable of the military lifestyle. The unit CC may choose whomever he/she deems qualified to perform as a KSM. Duties include:

- Contacts the A&FRC to schedule initial KS training
- Participates in quarterly continuing education
- Serves as a mentor to the unit KS (share experiences/provide encouragement)
- Assists the KS in addressing concerns of unit family members
- Supports KS with family events
- Assists with KS recognition
- Meets with CC and KS unit leadership team
- Submits resignation to unit CC when necessary (Appendix H)

Key Spouse (KS)

The KS contributes to unit readiness by promoting efficient and effective communication between unit leadership, KSM, and unit spouses/families. The KS is a direct link to the CC when establishing and building unit resilience and a sense of community. The unit CC may choose whomever he/she deems qualified to perform as a key spouse. Duties include:

- Contacts the A&FRC to schedule initial training
- Meets with CC to establish unit KS program expectations
- Creates KSP implementation strategy according to CC program goals
- Completes mandatory initial KS training
- Encourages new unit spouses to attend Heart Link
- Attends quarterly KS continuing education
- Obtains contact information for unit families (requires coordination with First Sergeant, Chief, Superintendent and/or a SNCO)
- Contacts families and provides contact information to unit spouses
- Provides families information on installation and community events
- Provides referral information on base and community resources as needed
- Meets with the CC/CCF regularly to discuss needs of unit families
- Protects sensitive information and unit rosters
- Submits resignation to unit CC when necessary (Appendix H)
- Protects sensitive information and unit rosters and uses Privacy Act Cover Sheets when in possession of unit rosters/information (Appendix L)

Airman and Family Readiness Center (A&FRC)

- Briefs Commanders, Command Chief Master Sergeants, and First Sergeants on the KS program during initial leadership consultation
- Schedules new and reappointed KS/KSM to attend initial/refresher KS training and continuing education
- Conducts initial KS training (held at least quarterly) and refresher training
- Provides training certificate to KS/KSM upon completion of initial training
- Offers quarterly continuing education
- Maintains a current roster of trained KS/KSMs (For Official Use Only)
- Provides information and referral resources to KS/KSMs
- Provides opportunities for Geographically Separated Units (GSU) KS/KSM to attend KS training virtually

KEY SPOUSE LIMITATIONS

KSs serve in an official role and must protect personal information. KSs are prohibited from sharing Personal Identifying Information (PII) obtained within their official KS duties with other unit spouses. KSs may not use personal contact information for personal gain. For example, the roster cannot be used as a source for potential clients for a business or for a private organization.

KSs are not expected to be subject-matter experts, nor are they expected to be counselors. KSs should utilize referral resources such as the A&FRC, Military One Source, and Military Family Life Counselors (MFLC).

KSs serve as a unit representative, role model and conduit of accurate information to unit spouses. When KSs are asked to step outside of this role, the program can lose credibility and focus.

KSs should not assume the role of a counselor, babysitter, nurse, taxi-driver, social coordinator or fundraiser. The KSP is not a private organization; therefore, KSs may not conduct fundraising. The Force Support Squadron (FSS) Resource Management Office has oversight of private organizations and unofficial activity fundraising.

INITIAL TRAINING

Training is critical to the KS effectively carrying out official duties. KSs must receive an orientation from their KS unit leadership team which sets the foundation for the goals and objectives of the program. Recommend attendance at Heart Link for all KS/KSMs and subsequent attendance with new spouses.

Training is facilitated by the installation A&FRC for all newly appointed KSs. KSs cannot act in an official capacity until the initial training has been completed. Initial KS training consists of nine (9) standardized modules. KS initial training time is approximately six (6) hours.

MODULES

1. KS Overview
2. Communication
3. Generational Diversity
4. Social Media
5. Deployment
6. Exceptional Family Member Program (EFMP)
7. Disaster Preparedness
8. Personal Identifying Information, includes Privacy Act Information of 1974
9. Resilience

In addition to the nine standardized modules, True Colors/Fours Lenses will be included if a certified facilitator and resources are available.

Geographically Separated Unit (GSU) KS/KSM may coordinate with the assigned Main Operating Base (MOB) A&FRC and arrange virtual attendance.

KS/KSMs are **not** required to re-accomplish initial training following a PCS. A one-hour KS/KSM refresher course must be accomplished at the new local A&FRC prior to functioning as a KS/KSM at the new duty location. As a reminder, when PCSing to a new assignment KS/KSM should travel with their Key Spouse Training Certificate to show proof of Initial KS Training to inbound A&FRC.

KEY SPOUSE CONTINUING EDUCATION

A&FRCs offer opportunities for KSs to attend continuing education. Continuing education topics are ***NOT*** limited to the topics below as installations may have unique needs based on their geographical location and mission. Topics may cover:

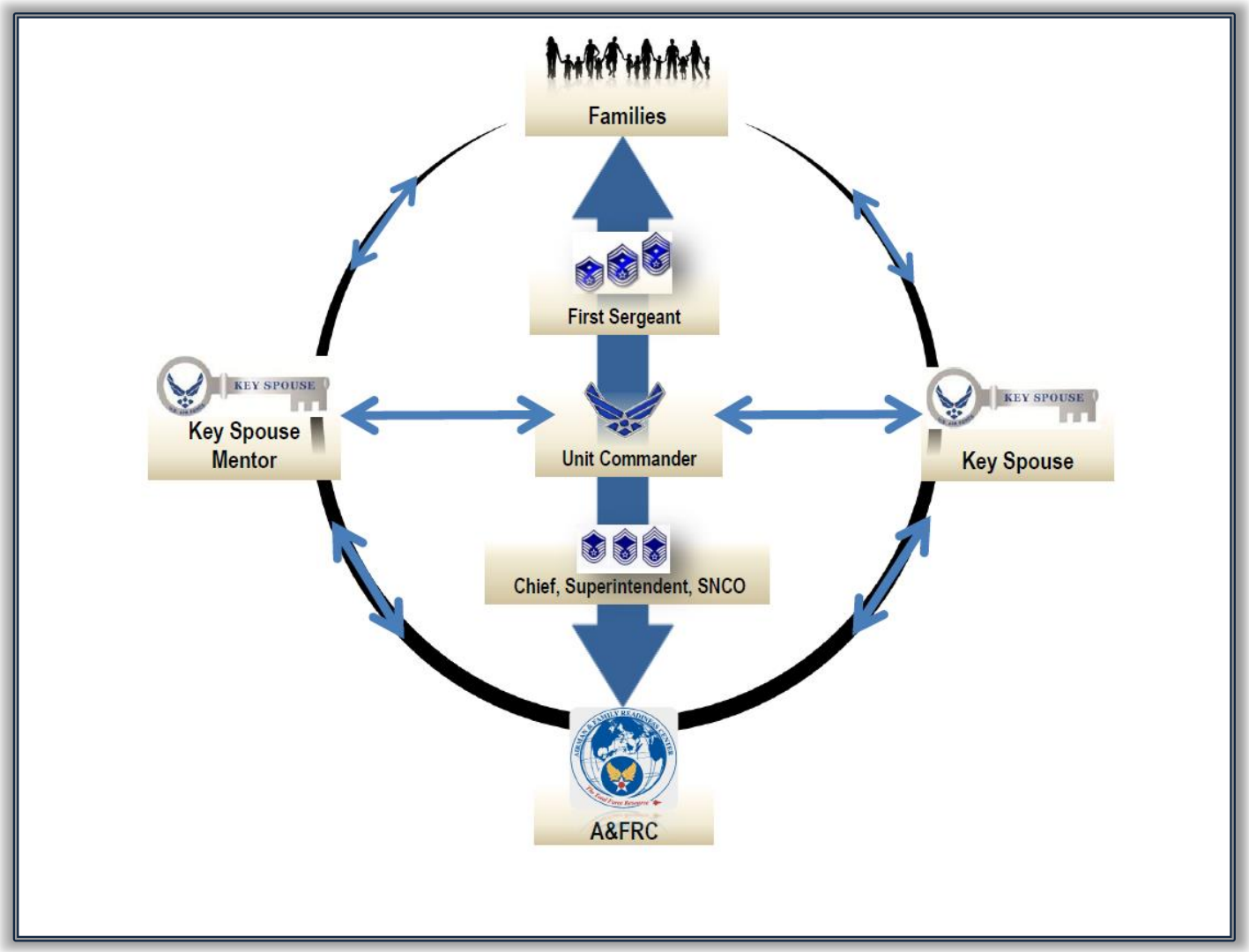
- Installation and community resources
- Heart Link
- Additional Resilience training
- AFRC and ANG 101 (where applicable)
- Suicide Awareness (annual requirement)
- Sexual Assault Prevention and Response (annual requirement)

ESTABLISH COMMUNICATION PROCESS

Communication is the key to program success. The CC, in concert with the unit KS team, will establish expectations for communication to leadership and to the unit families. Communication considerations include:

- Meeting frequency (suggest at least quarterly)
- Unit communications plan/expectations
- Information flow, up/down chain
- Family notification procedures
- Logistic support required (typically KSs work from home)
- Meeting space
- Use of telephone/computer if needed/required
- Crisis/disaster communication plan
- Grounds/procedures for dismissal or replacing KS volunteer(s)

DIAGRAM 1: TEAM COMMUNICATION



COMMUNICATION FLOW

The success of the Key Spouse Program is dependent upon the concise flow of information. Quarterly meetings are recommended to establish expectations and monitor unit needs.

The flow of information is reciprocal between leadership and the KS. The KS in turn provides information to unit spouses via email, text, phone, newsletters, meetings, social media and other applicable forms of communication. The KS should take note of recurring requests or needs from unit spouses and relay trends or concerns back to unit leadership.

Additionally, to enhance communication across the installation, recommend unit key spouse teams meet to share information.

EXCEPTIONS TO THE FOLLOWING CHAIN OF COMMAND

Sexual Assault – KS should refer a victim of sexual assault to the installation Sexual Assault Prevention and Response Coordinator (SAPR). Assistance is also available 24/7 via the SEXUAL ASSAULT HELPLINE number (877-995-5247) and website at www.safehelpline.org. (Appendix E). The KS should not report the sexual assault to the unit leadership team as doing so may remove the victim's option to file a Restricted Report.

Suicidal Ideations – Call 911, stay with the individual until help arrives. (Appendix F). Notify the unit CC after help is sought.

Child Abuse/Neglect – If emergent call 911, if the victim is not at risk of imminent harm, contact your installation Family Advocacy Program (FAP) to report concerns. The KS/KSM are not considered mandatory reporters of child abuse/neglect however, in their trusted positions they should report all suspicions of child abuse/neglect to FAP and CC.

Partner/Spouse Abuse – If emergent call 911, if the victim is not at risk of imminent harm, in order to preserve an adult victim's right to the restricted reporting option for domestic abuse; KS/KSM should strongly encourage the victim to speak to a domestic abuse victim advocate (DAVA), a FAP provider, medical provider, or a military one source (MOS) provider.

Medical providers (including MOS) are required to refer the victim to FAP but the option for a restricted report is preserved.

Direct reporting of domestic abuse to law enforcement, CC, unit leadership team or FAP by the KS/KSM could jeopardize the victim's restricted reporting option.

SUMMARY

The KSP enhances mission and personal readiness by providing an avenue for two-way communication between unit leadership and families. The KSP has demonstrated success in strengthening units while building a sense of belonging, resiliency and community.

APPENDIX A – KEY SPOUSE POSITION DESCRIPTION

The Key Spouse is a volunteer, selected and appointed in writing by the unit commander, to act as an official unit representative. The KS serves as a trusted agent between unit leadership and families. The KS works with unit leadership and the KSM to plan, coordinate, and execute the unit KS program through two-way communication and community information and referral.

In an official capacity, the KS collaborates with unit leadership to build or maintain contact roster information to facilitate contact with spouses. The KS safeguards personal identifying information (PII). KS volunteers are, IAW 10 USC 1588, considered to be employees of the Federal Government for purposes of the Privacy Act (see 10 USC 1588(d) (C)). As a result, giving them access to Privacy Act information (rosters) is not a prohibited disclosure so long as the disclosure is in connection with the performance of their volunteer services as Key Spouse.

The KS serves as the focal point for communication with spouses and actively markets the program through visibility at unit commander's calls, unit or base events, and by deliberate communication through phone, email or social networks. Through leadership and community connections, the KS effectively communicates unit information and community resources to families.

The KS is an advocate for families. Through two-way communication and a direct connection to unit leadership via deliberate and regular meetings and interactions, the KS advocates for unit needs and concerns, and assists the commander in identifying strengths and successes.

KEY SPOUSE DUTIES AND RESPONSIBILITIES:

- Provides peer-to-peer support to unit families
- Protects personal information
- Serves as communication link between unit leadership and families
- Offers information/referral to families on community agencies and resources
- Welcomes new families to the unit and cultivates relationships within the unit
- Actively participates in unit and installation functions
- Records volunteer hours and tracks information disseminated

Desired Qualities: Effective oral and written communication skills; ability to adhere to privacy and confidentiality guidelines; willingness and ability to complete required training; a positive outlook on the military lifestyle; willingness to support new and seasoned military spouses; is empathetic and caring and has keen organizational skills and attention to detail.

Required Training: Completion of initial training and quarterly continuing education provided by A&FRC. A one hour refresher course is mandatory for KS/KSM upon relocation/PCS or as directed by the Commander.

APPENDIX B - OPERATIONS SECURITY (OPSEC)

Operational Security Guidance for Family Members

As a family member of the military community, you are a vital player in our success and we could not do our job without your support. You may not know it, but you also play a crucial role in ensuring your loved ones' safety just by what you know of the military's day-to-day operations. You can protect your loved ones by protecting the information that you know. This is known in the military as, "Operations Security", or OPSEC.

What is OPSEC? OPSEC is keeping potential adversaries from discovering critical Department of Defense information. As the name suggests it protects US operations – planned, in-progress, and completed. Success depends on secrecy and surprise so the military can accomplish the mission more quickly and with less risk. Enemies of freedom want this information, and they are not just after the military member to get it. They want you, the family member.

Unofficial Websites: The posting of pictures and information that is pertinent to your loved one's military unit to personal or family websites has the potential to jeopardize their safety and that of the entire unit. The bottom line is to use common sense and keep your loved ones safe on the front lines.

There are many countries and organizations that would like to harm Americans and degrade US influence in the world. It is possible and not unprecedented for spouses and family members of US military personnel to be targeted for intelligence collection.

- **Be Alert**. Foreign Governments and organizations can collect significant amounts of useful information by using spies. A foreign agent may use a variety of approaches to befriend someone and get sensitive information. This sensitive information can be critical to the success of a terrorist or spy, and consequently deadly to Americans.

- **Be Careful**. There may be times when your spouse cannot talk about the specifics for his or her job. It is very important to conceal and protect certain information such as flight schedules, ship movements, temporary duty locations and installation activities, just to name a few. Something as simple as a phone discussion concerning where your spouse is going on temporary duty or deploying can be very useful to US adversaries.

- **Protecting Critical Information**. Even though this information may not be secret, it is what the Department of Defense calls "critical information." Critical information deals with specific facts about military intentions, capabilities, operations or activities. If an adversary knew this detailed information, US mission accomplishment and personnel safety could be jeopardized. It must be protected to ensure an adversary doesn't gain a significant advantage. By being a member of the military family, you will often know some bits of critical information. Do not discuss them outside of your immediate family and especially not over the telephone.

APPENDIX C - SUPPORTING FAMILIES DURING DEPLOYMENT

The Air Force lifestyle is punctuated by separations due to deployments, mobilizations, TDYs, remotes or crisis situations. Whether family separations are planned or unexpected, the Key Spouse assists families by keeping the lines of communication open and providing assistance in finding resource information.

STAGE 1: PRE-DEPLOYMENT

- Typically 4 to 6 weeks before the member deploys
- Both military member and spouse may fear separation
- Remaining spouse may feel resentment and frustration
- The member and spouse may experience physical and mental exhaustion
- May experience depression or physical problems
- Spouse may become distant and withdraw
- Feelings of disorganization and sadness are common
- Children may react by withdrawing or misbehaving

STAGE 2: DEPLOYMENT

- Once a routine is established there is relative calmness
- It is common for a sense of emptiness to set in during separation
- Old routines are gone and are replaced with new ones
- Spouses may begin to feel confident with success in handling everything
- Setbacks may occur due to additional stressors

STAGE 3: RE-DEPLOYMENT (PREPARATION FOR RETURN TO HOME STATION)

- The transition from the deployed environment (30 days prior to reintegration) to family and workplace
- Member will receive opportunities to prepare for return at deployed location (reintegration education and information)
- Family members receive opportunities for education & information on reintegration through base helping agencies
- Getting the house and family ready for the member's return may be exhausting
- Members and spouses will have expectation about the return and both will have expectations (roles & responsibilities, parenting, rest/relaxation, intimacy)

STAGE 4: REUNION/REINTEGRATION (POST-DEPLOYMENT)

- This stage can be the most difficult
- Members may be exhausted from their deployment
- Members and spouses may experiences differences between homecoming expectations and homecoming realities (responsibilities, parenting, relaxation, intimacy)
- Communication is the key to reintegration
- Much work will need to be done to reestablish the expectations
- It is common for spouses to gain a greater sense of independence during deployment
- There may be tension when reestablishing roles and expectations

DEPLOYMENT CYCLE FOR NATIONAL GUARD AND RESERVE

The deployment cycle for National Guard and Reserve service members is similar to that of active duty service members, with slight differences at the beginning and end of the cycle. It is important to know that Individual Augmentee (IA) deployment happens when the service member deploys individually or with a small group from a different unit. These members usually have shorter notification times, lack specific information concerning their deployment, and are often deployed to areas that present communication challenges. This can cause additional stressors to the ones listed above. The Key Spouse training will address this.

STAGE 1: PRE-DEPLOYMENT (Same as AD)

STAGE 2: DEPLOYMENT (Same as AD)

STAGE 3: POST DEPLOYMENT (Preparation for return to home station for emotional or physical issues as a result of the deployment)

STAGE 4: DEMOBILIZATION (Preparation for return to home station for personnel and equipment in preparation for return to non-active duty status)

STAGE 5: REINTEGRATION (Same as AD)

HELPFUL TIPS BEFORE TDY/DEPLOYMENT

- Organize documents
- Utilize a deployment checklist
- Obtain a Power of Attorney
- Update wills and benefits (Service Member’s Group Life Insurance – SGLI)
- Review/update Family Care Plan

- Outline family and household responsibilities
- Plan vehicle/household maintenance
- Discuss finances
- Determine child/family member/pet care
- Notify the school
- Determine a communication plan (Skype, phone, text, email frequency)
- Plan for special occasions (birthdays, holidays, graduations, etc.)

HELPFUL TIPS FOR PARENTING DURING DEPLOYMENT

- Keep children informed
- Maintain a stable environment
- Establish a routine/be consistent
- Foster a sense of security
- Engage children in family reintegration activities
- Maintain virtual connection to the deployed parent
- Include deployed parent in special events

HELPFUL TIPS FOR REUNION/REINTEGRATION

- Be flexible and adapt to changes in plans
- Involve everyone in planning the reunion
- Take it slow

APPENDIX D - NATURAL AND MANMADE DISASTER

A significant catastrophic event, either natural or man-made, has the potential to damage or destroy an Air Force installation and surrounding communities and impact military members and their families. A catastrophic event could produce mass casualties and displace members and their families from their homes, schools, and places of employment. Community services normally available could be disrupted or rendered incapable of supporting recovery. The A&FRC is a focal point for helping the installation community address, prepare for, and respond to crisis situations.

A Wing Commander may activate the Emergency Family Assistance Center (EFAC) in situations where the anticipated needs are beyond the capability of the agencies primarily tasked to provide immediate crisis intervention. The EFAC operates 24/7 and is staffed by (but not limited to) the A&FRC, Medical Group, Mental Health, Chaplain, Finance, and volunteers.

Upon activation the EFAC activities are coordinated by the A&FRC. The EFAC is a consolidated staging area where members and their families can obtain disaster relief and support, to include: information and referral related to medical, housing, financial assistance, counseling, spiritual support and crisis information updates. The KS Team should discuss and formulate a unit plan of action. The KS may be inundated with calls from unit spouses searching for information. It is essential that rumors on injuries, fatalities or damages are not confirmed by the Key Spouse. The installation Public Affairs office will coordinate with Wing leadership on the release of official information and statements.

APPENDIX E - SEXUAL ASSAULT PREVENTION AND RESPONSE PROGRAM

If an individual discloses that he/she has been sexually assaulted to a KS, the KS should refer the victim to the installation Sexual Assault Prevention and Response (SAPR) Coordinator, provide the 24/7 SEXUAL ASSAULT HELPLINE number (877-995-5247) and website: www.safehelpline.org.

The Installation Sexual Assault Prevention and Response (SAPR) Coordinator serves as the installation's point of contact for integrating and coordinating sexual assault victim care services. Services may begin at the initial report of sexual assault and continue through disposition and resolution of issues related to the victim's health and well-being. The SAPR Coordinator ensures victims of sexual assault receive the appropriate responsive care.

A victim has two options to report sexual assault; reporting Options: Restricted / Unrestricted Reporting.

Restricted Reporting: This option is for victims of sexual assault who wish to confidentially disclose the crime to specifically identified individuals and receive medical treatment and services without triggering the official investigative process. Service members or dependents who are sexually assaulted and desire restricted reporting under this policy must report the assault to a SAPR Coordinator, Sexual Assault Prevention and Response Victim Advocate (SAPR VA), Volunteer Victim Advocate (VVA) or healthcare personnel. At the victim's discretion/request, appropriately trained healthcare personnel shall conduct a sexual assault forensic examination (SAFE), which may include the collection of evidence. In the absence of a DoD provider, the service member will be referred to an appropriate civilian facility for the SAFE.

Unrestricted Reporting: Allows an eligible person who is sexually assaulted to access medical treatment and counseling and request an official investigation of the allegation using existing reporting channels (e.g. chain of command, law enforcement, health care personnel, the SAPR Coordinator). When a sexual assault is reported through Unrestricted Reporting, a SAPR Coordinator shall be notified as soon as possible, respond, assign a SAPR VA, and offer the victim medical care and a SAFE.

Resource for help, support and survivor support:
To find help near your base or installation: The DoD Safe Helpline is 24/7, secure, worldwide and confidential. Call 877-995-5247 or visit: https://safehelpline.org/search.cfm.

APPENDIX F - SUICIDE PREVENTION AWARENESS

A person at acute risk for suicidal behavior most often will show warning signs, such as: threatening or talking of wanting to hurt or kill him/herself; looking for ways to kill him/herself by seeking access to firearms, pills, or other means; and/or talking or writing about death, dying or suicide. **If at risk behaviors are observed, seek help as soon as possible by contacting a mental health professional or calling 1-800-273-TALK (8255) for a referral.**

Additional Warning Signs include:

- Increased substance (alcohol or drug) use
- Dramatic mood changes
- No reason to live
- No sense of purpose in life
- Anxiety/agitation/hopelessness
- Unable to sleep or sleeping all the time,
- Feeling trapped (like there is no way out)
- Withdrawing from friends, family and society
- Rage, uncontrolled anger, seeking revenge acting reckless or engaging in risky activities, seemingly without thinking

A Key Spouse has an obligation to take immediate action to inform the appropriate authority if someone exhibits or discloses suicidal ideation. If a Key Spouse receives a crisis call, it is vital to:

- Remain calm and focused
- Get the person's name, location, and phone number
- Keep the caller on the phone while someone else calls the police
- Call or have someone else call 9-1-1
- Reassure the victim that assistance is on the way
- Stay on the phone until help arrives
- Contact the commander/unit leadership
- Always take the threat of suicide seriously

APPENDIX G - KEY SPOUSE APPOINTMENT LETTER

Organizational Letterhead

MEMORANDUM FOR (Name of Key Spouse)

FROM: (___/CC) Rank and Name

SUBJECT: Key Spouse (KS) Appointment

1. You have been appointed as a KS for the (name of the unit).

2. As a KS representing our unit, you will be required to complete 8 modules of training (approximately 6 hours) and quarterly continuing education offered by the Airman and Family Readiness Center (A&FRC).

(Commander's signature block)

1st Ind,

I, _____, accept appointment as (name of unit) Key Spouse volunteer. The above named KS agrees to protect Personal Identifying Information (PII).

_____ _____
Key Spouse Signature Date

Cc: CCF/Chief/Superintendent

The above named KS completed Initial Key Spouse training.

_____ _____
A&FRC Staff Signature Date

APPENDIX H - SAMPLE LETTER OF RESIGNATION

DD MMM YY

MEMORANDUM FOR [Insert unit CC name]

FROM: [Insert Key Spouse name]

SUBJECT: Key Spouse Resignation Letter

1. I hereby resign my appointment as Key Spouse for (insert unit name), effective (DD MMM YY).

2. Please accept my heartfelt thanks for the opportunity to volunteer in this capacity and serve the men and women of the (insert unit name).

[Key Spouse signature block]

cc:
CCF

APPENDIX I – RESOURCES

Air Force Aid Society (AFAS)
The official charity of the Air Force provides educational and financial assistance, including emergency loans and grants to Air Force members. www.afas.org/

Air Force Fit Family
A Resource for Ways to Keep Your Family Fit: Air Force families are encouraged to build healthy habits early and eat nutritious meals. www.usaffitfamily.com/home

Air Force Personal Accountability and Assessment System (AFPAAS)
Manages and monitors the recovery process for personnel and their families affected and/or scattered by a wide-spread catastrophic event. https://afpaas.af.mil/

Air Force Wingman Online-Suicide Prevention
Offers videos, helping resources, discussion starters and leadership tools to recognize individuals in need of help. http://www.wingmanonline.org/Home

American Red Cross (ARC)
The ARC provides services to military members and their families including emergency communications, financial assistance and disaster preparedness. www.redcross.org

DoD Safe Helpline
A crisis support service for the DoD community affected by sexual assault. The service is confidential, anonymous, secure, and available 24/7. Telephone Helpline 877-995-5247
https://safehelpline.org/

Exceptional Family Member Program (EFMP)
EFMP works with military families with special needs to address their unique medical and educational needs through the AF's integrated three component process. EFMP-Medical, EFMP-Assignments and EFMP-Family Support work as a team toward a common goal of providing comprehensive and coordinated support to families.
http://www.militaryonesource.mil/efmp

Federal Emergency Management Agency (FEMA)
FEMA provides the most current and up-to-date disaster preparedness information available. http://www.fema.gov/

Macho Spouse
Online resource and informational hub for male military spouses; a positive, pro-active project designed to help guys deal with current military life issues through the use of video, online networking and communication. www.malemilspouse.com

Military OneSource (MOS)
A confidential DoD funded program providing comprehensive information on every aspect of

military life at no cost to active duty, National Guard, and Reserve members, and their families. www.militaryonesource.mil

Military Spouse Employment Partnership (MSEP)
DoD's Spouse Education and Career Opportunities (SECO) initiative, which seeks to strengthen the education and career opportunities of military spouses by providing career exploration opportunities to help them understand their skills, interests, and goals. https://msepjobs.militaryonesource.mil/

National Alliance on Mental Illness (NAMI)
NAMI is a non-profit, self-help, support and advocacy organization of individuals with mental disorders and their families. www.nami.org

National Military Family Association (NMFA)
Information and resources, including articles and links for military families. www.militaryfamily.org

National Suicide Prevention Lifeline
This hotline is available 24 hours a day. Calls are free and confidential, 24 hours a day, 7 days a week. 1-800-273-TALK (8255)

S.A.F.E. Alternatives
This website provides information about self-injury and treatment information. S.A.F.E. information line: 1-800-DON'T CUT (366-8288) www.selfinjury.com

Suicide Prevention
Military Crisis Line 1-800-273-8255 http://www.suicideoutreach.org/

Tragedy Assistance Program for Survivors (TAPS)
An organization that is dedicated to supporting anyone and everyone who has ever been affected by a service member's death that occurred on active duty. TAPS provides, at no cost to the survivor, a national peer support network, grief-counseling referral service, crisis intervention (24 hours a day) and case worker assistance. You may call 1-800-368-TAPS (8277) to speak with a TAPS counselor. They also publish a quarterly newsletter. http://www.taps.org/

The Defense Center of Excellence (DCoE)
Provides personalized consultation 24/7 to help service members, veterans, families, caregivers and health care providers access psychological health and information and resources. http://t2health.dcoe.mil/

The Military Crisis Line (MCL)
The MCL is staffed by caring, qualified responders from the VA who relate to service members and their loved ones' experiences and challenges. http://www.veteranscrisisline.net/ActiveDuty.aspx

Wingman Toolkit
As a wingman, Key Spouses can help ensure Airmen and their families know where to go to find information on Comprehensive Airman Fitness (CAF) and resilience tools to maintain a balanced lifestyle. www.wingmantoolkit.org

Yellow Ribbon Reintegration Program
Deployment cycle information, resources, programs, services, and referrals offered to the Air National Guard and Air Force Reserve Service members and their families.
http://www.yellowribbon.mil/yrrp/

APPENDIX J – KS SPOUSE CHECKLIST

Prior To KS Appointment	**Completion Date**		
Meet with CC/CCF to discuss KS Program			
Review the KS Desktop Reference Guide			
Inform CC or CCF of interest to become a KS			
Request an official interview with the CC or designee			
Acquire references and inform them they may be contacted			
Complete required paperwork/forms			
KS Required Training	**Due**	**Completed**	**Notes**
Attend Required/Designated Trainings:			
KS Overview			
Communication			
Generational Diversity			
Social Media/Operational Security			
Deployment			
Disaster Preparedness			
Personal Identifying Information			
Resilience			
KS Continuing Education	**Due**	**Completed**	**Notes**
Installation and Community Resources			
Heart Link			
Additional Resilience Training			
Suicide Awareness			
Sexual Assault Prevention Response			
AFRC and ANG 101 (where applicable)			
Additional training as required			
Obtain Unit Recall Rosters			
Action Items	**Due**	**Completed**	**Notes**
Tour of the building (where permitted) with the Commander or First Sergeant, so that introductions can be made as well as a gen feel for the section.			
Meet with outgoing KS for turn-over of information/folders, etc.			
As new KS, send out introduction e-mail to unit spouses, helping verify accurate contact information AND schedule initial meeting v all unit spouses. Key Spouse business card or make POC information available.			
Prior to deployments,, schedule meeting with spouses of deployed members, to know their plans during deployment			
Establish rapport with CSS Personnel			
Attend Commanders Calls and meetings as required			
Consult with Mentor Spouse and meet with other unit KS's/KSM's regularly			
***Learn unit Battle Rhythm (Exercises, deployments, trainings)**			
Develop personal KS goals			
*****As Needed/Per Commander's Approval***			

APPENDIX K - MFLC INFORMATION

Military and Family Life Counselor
Program Information

BACKGROUND: The Military Family Life Counselor program provides confidential, non-medical, short term, situational, problem-solving counseling services to service members and the families of the active duty, National Guard and Reserve regardless of activation status, Coast Guard and their families when activated for the Navy, and members of the Civilian Expeditionary Workforce and their families. The non-medical counseling approach is psycho-educational, which helps participants learn to anticipate and resolve challenges associated with the military lifestyle. Support is aimed at preventing the development or exacerbation of mental health conditions that may detract from military and family readiness.

Military and Family Life Counselors, MFLC: The MFLC assists service members and their families with circumstances occurring across the military life cycle and aims to enhance operational and family readiness. They provide support to individuals, couples, families and groups for a range of issues including, but not limited to: deployment stress, reintegration, relocation adjustment, separation, anger management, conflict resolution, parenting, parent/child communication, relationship/family issues, coping skills, homesickness, and grief and loss.

Child and Youth Behavioral Military and Family Life Counselors, CYB-MFLC: CYB-MFLCs support and augment Child and Youth Programs, Department of Defense Education Activity schools, local education agencies, National Military Family Association, Operation Purple Camps and Family Retreats, National Guard and reserve camps, and Operation Military Kids camps and Special Operations Command. The CYB-MFLCs provide non-medical support to eligible faculty, staff, parents and children for issues including, but not limited to, school adjustment, deployment and reunion adjustments, and parent-child communications. **All work is conducted within staff or parent line of sight.**

Personal Financial Counselor, PFC: Service members and their families can contact a PFC for assistance with personal financial readiness, money management, financial counseling and financial planning. In cases of extreme financial hardship, PFCs ensure that service members and their families are referred to the appropriate military resources such as relief societies; installation banks and credit unions; chaplains; state, federal, local and veterans' organizations; and other resources as applicable.

Eligible participants may receive up to 12 sessions per issue of non-medical counseling from MFLCs and CYB-MFLCs.

APPENDIX L – PRIVACY ACT COVER SHEET

PRIVACY ACT COVER SHEET

PRIVACY

ACT

INFORMATION

THIS INFORMATION IS SUBJECT TO THE PRIVACY ACT OF 1974

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