**Initial Key Spouse Training**

**Talking Paper**

**Introductions:**

 **Name**

 **Squadron**

 **One Interesting Fact About Yourself**

**Historical Information:**

 **Quality of Life Initiative – Organized program of AF Spouses helping other spouses/families**

 **Established in 1997 and mirrored After Navy’s Ombudsman Program**

 **After feedback/assessments the program was restructured and standardized across the AF**

 **Every base on the same page**

 **Training is the same**

 **Leave one location and still perform duties at new location**

**Why Is KS program Important?**

 **KS helps create a unified community / culture**

 **KS promotes strong and stable families**

 **Equals Readiness and Retention (Pay It Forward)**

**Benefits: (Win/Win At Every Level)**

 **Increased awareness of Installation and Community Resources**

 **Identifies/Resolves Issues At the Lowest Level**

 **Prepared/Supported Families during separations**

 **Improved Quality of Life**

 **Enhanced Family Resiliency**

**Training Requirements:**

 **Initial Training *(1 time, then quick refresher at next base)***

 **Suicide Training *(annual)***

**Sexual Assault Training *(annual)***

 **Resources *(Spouse’s Welcome- quarterly)***

 **Monthly Training Topics *(optional-encouraged)***

**5 W’s of KS Program:**

 **Who’s on the Team?**

 **What is Your Role?**

 **When do you accomplish task?**

 **Where do you accomplish task?**

 **Why you are important to the mission?**

**The KS Team:**

 **Commander**

**KS is a commander program and the commander is the unit leader**

 **Selection process includes interview….appoints/replaces in writing**

 **Resource Support: Office space, supplies, etc**

 **First Sergeant**

 **1st Point of Contact (POC) for Key Spouses**

 **The “go to” POC for the Commander**

 **Helps with selection process**

 **Meets with KS/Mentors quarterly minimum**

 **Key Spouse Mentor**

 **Has strategic vs. tactical perspective of the program (brings experience)**

 **Mentors Junior Spouses**

 **Advocates Unit Concerns**

 **Attends training**

 **Encourages spouse/family interaction w/each other and the unit**

 **Recognizes KS contributions**

 **Not usually the “hands on” person, but assists where needed**

 **Airman & Family Readiness**

 **Provides Installation Oversight and Assistance**

 **Facilitates KS training**

 **Provides Continuing Education**

 **~ Monthly Training Held the 1st Monday each month (6 to 7)**

 **Provides Information and Referral Support**

 **~ Resource Information to On/Off base agencies**

 **Key Spouse**

 **FACE OF UNIT LEADERSHIP TO FAMILIES**

**Force Multiplier: Inform, Refer and Support family members as a peer which means the AD member does not have to engage….therefore you are multiplying the efforts of our AF assets**

**By “giving” them more time to focus on the mission.**

 **Key Spouse Roles:**

 **Works directly with First Sergeant**

 **Shares pertinent information with unit leadership (typically Chief/1st Sgt/Commander)**

 **Role model for family members**

 **KS must be taken seriously – represent the unit**

 **Establishes and Maintains Contact with**

 **~ All unit families**

 **~ Incoming Unit Family Members**

 **~ 100% of Deployed Members’ families**

 **Keep current rosters/database**

 **~ Inbound/Outbound (Get To Know Unit Personnel Coordinator)**

 **~ Deployment Questions/Information (Get To Know Unit Deployment Manager)**

 **Be visible at unit and A&FRC training/events**

**Key Spouses Are/Are Not:**

**ARE: ARE NOT:**

**Volunteers Counselors**

**Trained Babysitters**

**Active Taxi Drivers**

**Visible GOSSIPS, GOSSIPS, GOSSIPS**

**Available Fundraisers**

**Team Players To Assume Leadership Authority**

**Conduit of Information Working Alone**

**Official Unit Representative**

**Where To Accomplish Task?**

 **Meetings/Events (Official / Unofficial)**

 **Scheduled / Unscheduled**

 **Formal / Informal**

 **Home Office**

 **Unit Office**

 **ANYWHERE (Commissary, BX, Park, Playground)**

 **\*\*\*Important to Wear Key Spouse Badges\*\*\***

**Mission Impact**

 **Family Separations, Frequent Moves, Employment/Job Stress, Operations Tempo, Financial Challenges,**

 **Changing Schools, Personal/Family Issues and Child Care all impact this mission**

 **KS will provide communication network to keep families linked to the mission by establishing a sense of**

**Community. The result of your hard work is a self-sufficient family ready to enhance mission readiness.**

**Team Communication**

 **Leadership Down to the Families and from Families Back Up To Leadership**

**RESPONDING TO CALLS:**

**Commander Directed Calls:**

 **Write Messages Verbatim**

 **\*\*Original Message becomes distorted and less clear with each addition\*\***

 **Do not add your perspective, opinion or additional comments**

 **Call Everyone Before Answering Questions**

 **Follow-Up**

**Rumor Control:**

 **Key Spouses MUST stop rumors and contact leadership for help dispelling**

 **~ Correct Info when you can**

 **~ Urge spouses to question reliability of the source**

 **~ Discourage spouses from passing on rumors**

 **~ Pass “official” information only**

**Recording Information:**

 **Record Information Immediately**

 **Helps Establish Trends**

 **How often contacted?**

 **Family Issues**

 **Previous Referrals**

 **Ensure Accuracy of Dates/Times, and Means of Communication**

 **Allows for consistent follow-up**

**PRIVACY ACT:** (Rosters, Phone Numbers, Addresses)

 **Limited access to personal information**

 **Must be used to accomplish Key Spouse Duties**

 **For Official Use Only (Not for Mary Kay, Pampered Chef, Baby Showers)**

 **Not Coffee Table Material – Secure Information**

 **Don’t Share! If contacted for information – Refer immediately to commander or first sergeant**

 **Must have permission from Airmen and/or Family to give information to third party**

**Steps in Handling Calls:**

 **Greeting**

 **Record Keeping**

 **Nature of Call**

 **Recommended Course of Action**

 **Develop an action plan “together”**

 **Close the call**

 **Follow-up**

 **Record Keeping**

**Types of Calls: Develop plan with commander on how to hand each type.**

 **Information**

 **Complaint/grievance**

 **Recurring**

 **Be firm….but kind**

 **Communicate Time Limit**

 **Request for Assistance**

 **Suicide**

 **Crisis / Emergency (Plane Crash, Mass Casualty or Natural Disaster)**

**CALLS THAT REQUIRE MANDATORY REPORTING:**

 **Child Abuse**

 **Illegal Drug Abuse**

 **Suicidal Ideations**

 **Homicidal Tendencies**

 **OPSEC Violations**

 **FACEBOOK! FACEBOOK! FACEBOOK!**

**Emergency Family Assistance Center (E-FAC)**

**Consolidated staging area where military and families members obtain assistance/support, leadership information, contingency services.**

**24/7 activation during significant catastrophic event (Natural or Man-Made).**

**A&FRC coordinates EFAC activities**

**Deployments:**

 **Stages of Deployment (Pre-deployment, Deployment/Sustainment, Reunion/Reintegration)**

 **100% contact with families of deployed required**

 **~ Family Contact Sheets Provided By A&FRC**

 **Encourage spouse participation in unit/A&FRC families of deployed events**

 **Encourage Pre-deployment / Reintegration Briefings**

 **Pre-deployment (Wednesdays @ 1000 at A&FRC/virtually)**

 **Reintegration (Mon & Thurs @ 1000 at A&FRC)**

 **Both can be scheduled for “spouses” only and date/time requested by KS**

**Getting Started:**

 **Complete Training**

 **Review KS Guide from AFPC website.**

**Prepare/Update Continuity Binder (Electronic or Hard Copy)**

 **Gather rosters, information sheets and any continuity left from previous Key Spouse**

 **Maintain copy of appointment letter from unit / provide to A&FRC**

 **Schedule Appointment with unit leadership team (commander/first sergeant)**

 **Define Goals / Processes**

 **Schedule Appointment with A&FRC Community Readiness Consultant**

 **Prepare Newcomer’s Letter (if not done)**

**Log Volunteer Hours**

 **Quarterly / Annual Award Eligible**

 **Regularly attend A&FRC Key Spouse training/meetings**

 **TAKE CARE OF YOURSELF! Keep Balance In Your Life**

**Begin With An End In Mind:**

 **Resignation Letters**

 **Return Sensitive Information to Leadership to Pass to Incoming KS**

 **Ask for Letters of Recommendation**

 **Update Resume with A&FRC**

 **Request Key Spouse Training Certificate from A&FRC**

**Other Items:**

 **Update Key Spouse Roster**

 **Tour of Facility**

[**www.5thforcesupport.com**](http://www.5thforcesupport.com)

 **Facebook: Minot Airman and Family**

 **Team Minot Key Spouses**

 **Pins, KS cards, and Goodies (available at A&FRC)**