**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)**