

## MILPERSMAN 1754-020

### FAMILY CONTACTS AND ASSISTANCE DURING DEPLOYMENT

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1. **Commanding Officers (COs)**. Prior to each deployment, COs will demonstrate visible evidence of interest and concern for families of assigned Sailors, both officer and enlisted, by writing letters to spouses of married personnel and parents of single personnel. The letter shall include

- a. length of deployment;
- b. name, address, and telephone number of the designated home port contact officer; and
- c. complete telegraph address for the command.

2. **Fleet and Family Support Center (FFSC)**. The CO shall utilize the local FFSC to assist in providing deployment information and support for command and family members. The FFSC has an extensive menu of pre-deployment briefings for single Sailors, couples, and children that cover both practical and emotional preparation for deployment. They offer mid-deployment support services for command family support groups, preparation for return, and assist with homecoming preparations. The CO may request shipboard Return and Reunion briefings by an embarked FFSC deployment support team during the return transit. Return and Reunion briefings are designed to prepare the returning personnel for reintegration into home and family life with special programs for new or expectant parents, care-buying and consumer awareness, combat stress, and reestablishing relationships. The team is also available for individual consultation as well as briefing. Use of these programs has been reported by those who have used them, resulting in fewer personal and family problems following the return.

3. **Contact Officer**

- a. Chief of Naval Operations (CNO) has directed fleet commanders to ensure the type commander designates an officer to

be the point of contact (POC) for spouses and families at the home port of deployed members. The home port contact officer shall promulgate information at regular intervals to designated family representatives, normally ombudsmen and the command Family Support Group, of each deployed unit. Information may include

- (1) accomplishments of the unit,
- (2) unclassified port visits, and
- (3) scheduled return and welcoming plans.

b. The home port contact officer will assist families of deployed members in times of emergency and provide advice or referral as required.

#### 4. Communication between Family and Deployed Members

a. Rapid communication between family members and deployed Sailors is essential to resolve personal problems of immediate concern. COs will ensure that Sailors know how to swiftly contact family members. Home port contact officers will familiarize family members with available communications methods in the home port area and associated costs, as applicable. Examples of available communication methods include

- (1) commercial telephone service,
- (2) class "E" messages, and
- (3) Military Amateur Radio Services.

b. Other communication methods, if available and authorized by the CO, include

- (1) Internet access,
- (2) the Defense Switched Network (DSN),
- (3) International Maritime Satellite calls, and
- (4) "Plain Old Telephone System" satellite calls.

c. Messages transmitted via official communications means will be directed to the home port contact officer or CO of the installation nearest the residence of the family member.