



## COMMAND OMBUDSMAN

Greetings NEMTI Families,

Having been offered the opportunity to serve our NEMTI community as the newly appointed Command Ombudsman, it is my desire to assure you all of my availability and commitment to assist every family with any needs or concerns that may arise in the coming seasons. As the Navy Family Ombudsman Program is focused on improving family readiness and resilience, my role is specifically to support each of you as you encounter and navigate the challenges that often accompany our military lives.

As a wife and a mother, my primary experience is rooted in family integrity, realizing that our military heroes are strongest when their families are comfortable, peaceful, and secure. The U.S. Navy Ombudsman was introduced in 1970 with the intent to ensure the welfare of command families, offering a specific avenue for inquiry and feedback. *Therefore, the purpose of the Command Ombudsman is to provide resources, referrals, command communication, and most importantly, a direct line of contact in the event of any disruptions, worries, or confusions that may upset the unity and security of your family.*

Within the Ombudsman directives, there is an exacting code of ethics which demands confidentiality and mutual respect. In this role, it is my responsibility and commitment to guarantee that, while working within the requested chain of command and supporting the command mission, I maintain the strictest confidence regarding all matters and requests from, and for, your families. Within the NEMTI detachment, there is an incredibly limited network of individuals designated by the Commanding Officer with permission to be consulted, as necessary to meet your needs, to provide all our families with this protection of privacy.

While you will not regularly receive communications from me, please rest in knowing that I am ready and waiting to serve you and your loved ones at any moment, whether it seem major or minor. I have experienced great kindness and support in my life, often coming from unexpected sources; I believe, firmly, that the difference between situational despair and resilient hope is often found in the unassuming intervention of one small person in one small moment. If the need for such a moment ever arises as you continue to support your family, please allow me to be another small person to encourage and support you, the heart of our mission.

Many blessings and gratitude for the great work you do, every day, to strengthen our NEMTI community and our nation by supporting your military member.

The best way to contact me is by phone at (830) 929-5159 or by e-mail at [shannon.lange.sigcre@gmail.com](mailto:shannon.lange.sigcre@gmail.com).

Thank you for giving me this opportunity to serve you.

Sincerely,  
Mrs. Shannon Lange, Ombudsman  
NMOTC DET NEMTI  
Camp Pendleton, CA