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OPERATION  
**READY**  
Resources for Educating About Deployment and You

GETTING PREPARED, STAYING PREPARED

# KEY CALLER Online Training

## \*New Updates 2015 OCT



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## Speaker

- Army Community Service
- Point of Contact:
  - Outreach Services, DFMWR, ACS
  - Phone: 785-239-4675
  - 7264 Normandy Drive, Fort Riley, Kansas 66442
  - [usarmy.riley.imcom.mbx.acs@mail.mil](mailto:usarmy.riley.imcom.mbx.acs@mail.mil)



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## Training & Quiz

- At the end of this training, you will be required to complete and pass an exam before receiving a Certificate of Completion.
- If you would like to complete the training in person (preferred method) please contact Army Community Service. No test is required for the in-person training



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## As A Key Caller You Need To:

- Register at ACS with the Installation Volunteer Coordinator
- Login VMIS for hours
- POC: Installation Volunteer Coordinator
  - 7264 Normandy Drive
  - 785-239-4593
  - [usarmy.riley.imcom.mbx.acs@mail.mil](mailto:usarmy.riley.imcom.mbx.acs@mail.mil)



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# Purpose of Phone Tree

- Phone tree is a Family Readiness Group (FRG) mission activity
- Primary purpose is to provide timely and accurate information from command to Families
- Phone tree also provides the FRG an opportunity to:
  - Introduce Families to the FRG
  - Welcome new Families to the unit
  - Notify and encourage Families to attend unit and FRG sponsored activities
  - Assist Families by providing referrals
  - Monitor unit Families' well-being
  - Maintain Families' connection to the FRG and unit



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## Setting Up the FRG Telephone Tree

- FRG member roster compiled from:
  - Unit roster
  - Completed Family Readiness Information forms
  - Requests to Soldiers and Families for Family contact information
- FRG leader (in conjunction with phone tree chair) develops the phone tree
- Each key caller to contact a small list of Families on ongoing basis (approximately 5 to 10)
- Keep in mind participation in FRG is voluntary



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## FRG Phone Tree Operations

- FRG Leader receives information from command
- Information passed to key callers via FRG leader or FRG Phone Tree Chair
- Key callers contact their assigned Families
- Key callers then notify either FRG leader or FRG Phone Tree Chair
- Specific guidance to be provided by FRG leader



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## Contact with Families

- Frequency of contact with Families will depend on:
  - Number of Families assigned
  - Phase of unit's deployment cycle
  - Activity level of FRG
  - Whether Families seek help from FRG



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## Key Caller Responsibilities

- Relay information from command accurately; in some cases, command will provide a script
- Make information calls in TIMELY manner
- Call periodically to check on Families, especially in deployment and post deployment phases of deployment cycle
- Address Families' questions, referring to others when appropriate
- Maintain Family privacy and confidentiality



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## Key Caller Responsibilities (continued)

- Perform administrative tasks per FRG leader's guidance
  - Register as statutory volunteer (DD Form 2793)
  - Submit volunteer hours into vMIS
  - Submit necessary forms for reimbursement of incidental expenses (i.e., make sure expenses are authorized within SOP)
  - Track all calls with Families
  - Provide updated Family contact information to FRG leader (including when Family members leave the area during deployment (to keep FRG roster up to date))



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## Key Caller Resources

- Operation READY Key Caller Handbook
- Personalized Key Caller Smart Book
- FRG Phone Chairperson, if assigned
- FRG Leader
- Other Key Callers



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## Tips to Handling Key Caller Role

- Understand the boundaries of your role
- Learn effective ways to handle different types of calls
- Maintain confidentiality
- Know when to notify FRG leader (or phone tree chair)
- Take care of yourself and learn effective ways to handle stress
- Develop and use your Smart Book and other resource material



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## Tip: Understanding Your Key Caller Role

- Key caller is responsible for providing referral and **not** for solving Family's problem
- Keep in mind you are not expected to know everything, but know where to look for answers to Families' questions
- Follow-up is not required (i.e., you are not responsible for checking to make sure Family contacted the referral agency)
- Seek help from FRG Leader or phone tree chair when:
  - Unable to answer question or provide referral
  - Have difficulty dealing with a Family



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# Tip: Learn How to Handle Different Types of Calls

## Calls by key caller to Family:

- Information
- Social/health and welfare

## Calls by key caller to Family:

- Information
- Problems
- Gossip and rumor
- Chronic
- Crisis



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## Tip: Keep FRG Leader Informed

- FRG leader to provide procedural guidance
- Situations when it is important to notify FRG leader:
  - Crisis situation
  - Issues experienced by many Families
  - Emerging issues being experienced by Families
  - Difficult issues Families are facing
  - Rumors Families are hearing
  - Questions that require command response



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## TIP: Take Care of Self

- Maintain health and well-being
- Manage demands and have the proper mindset for the job
- Take action “when stressed out”
- Find effective ways to relax



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## FRG Mission

- FRGs increase Family readiness by:
  - Providing official, accurate command information
  - Offering mutual support
  - Advocating use of available community resources
  - Helping Families solve problems



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## FRG's Communication Activities

- FRG leader and unit commander determine what activities FRG will provide and level of effort.
- Type and breadth of activities will depend on:
  - Commander's budget
  - Unit Soldier and Family needs
  - Command interest and emphasis
  - Number of FRG volunteers
  - Geographical dispersion of Family members
  - Unit's deployment schedule



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## Purpose of FRG E-Mail

- Relay information from command
- Publicize FRG events
- Disseminate FRG newsletter
- Serves as an alternative method of instant communication with Soldiers' "Family" members



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## Guidance on FRG E-Mail

- Requires having e-mail addresses
- FRG leader responsible for establishing procedures and recruiting FRG volunteer to perform this task (if not performed by FRG leader)
- Timeliness and accuracy important
- Unit commander or RDC approves FRG e-mails containing company or deployment-related information
- FRG leader approves e-mails about FRG meetings and social events



# Guidance on Personal Identifying Information (PII) and Operational Security (OPSEC)

## Regulations Required to Follow:

- AR 340-21 (reference Command and government #)
- AR 380-5, P4. (2) (reference directory and phone listings)
  - Also indicates in CAPS what needs at top and bottom of each page
- AR 54-11.r (52)
- AR 608-1, J-4
- 10 USC 1588
- OPREADY FRG Materials



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## Purpose of Virtual FRG Web Site

- Allow units to perform some FRG functions online
  - Send e-mails and update telephone and e-mail lists through secure communications with Families
  - Post FRG newsletter and information of interest to Families
- Provide information from command, especially forward deployed commander
- Provide secure communication between unit, Families and Soldiers
- Available at [www.armyfrg.org](http://www.armyfrg.org)



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## Guidance on vFRG Web Site

- Unit commander responsible for signing up and establishing unit's own web page on battalion's virtual FRG web site
- Unit commander authorizes users and approves all content; Commander responsible for having content posted on unit's web page and Facebook page.



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## Supporting a Diverse Membership

- The FRG will be challenged to support a wide array of groups that include:
  - Broader Soldier Family (immediate and extended Family members)
  - Families dispersed across a wide geographical area or different states
  - Deployed and non-deployed
  - Augmentees to unit
  - Guardians
  - Families of wounded Soldiers
  - Families of fallen Soldiers
  - New arrivals to unit



# Supporting a Diverse Membership (continued)

- To support families, will require:
  - Using a variety of communication methods
  - Providing different information and referral assistance to different groups
  - Offering support in different ways
- When providing support to Families, the FRG's intent is to support Families **where they live.**



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## Controlling Rumors

- Rumors frequently arise during a deployment. If not handled, rumors can run rampant and create panic.
- Controlling rumors is important. While this is the responsibility of unit leadership and FRG leader, FRG volunteers (especially key callers) can assist.
- Providing accurate information in timely manner to Families is critical to minimizing rumors.
- Everyone needs to know that official information comes from military leadership.
- The FRG can keep the Rear Detachment Commander (RDC) informed on Families' questions and issues. The RDC in turn will provide the FRG with the information to disseminate to Families and/or will speak to Families directly.



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## Things to Remember About FRG's Role

- FRG serves as an extension of the unit.
  - In this role, the FRG is responsible for providing Families with timely and accurate information **from command**.
  - Help maintain operational security.
- FRG responsible for providing referrals and educational information that help Families solve their problems.
  - FRG is NOT responsible for solving Families' problems.
- FRG needs to maintain communication with Families throughout deployment cycle.
  - By doing so, FRG can assist Families with each phase and in transitioning from one phase to another.



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## Types of Soldier and Family Crises

- Unexpected and unplanned events
- Life or developmental events
- Functional situations arising from chronic difficulty coping or experiencing significant individual or Family problem
- Caregiver “crisis”; Family Care Plan is no longer valid



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# What Creates a Crisis

## When an individual:

- Experiences a stressful event or an event perceived as significant and threatening
- Has been unable to resolve situation with usual coping or problem-solving skills
- Is unaware or unable to pursue alternatives then the individual may perceive the event as an unmanageable situation and becomes distressed and, in some cases, functionally impaired.



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## What Creates a Crisis (continued)

- The temporary upset or disequilibrium is generally short lived (i.e., 4-6 weeks)
- A crisis may be different from a problem or emergency:
  - Problem: Can be resolved by Family or with the aid of a referral
  - Emergency: requires immediate attention by professionals to respond to life-threatening event
  - Crisis: by definition is time limited; situation can wait 24 to 72 hours for a response without placing individual in jeopardy



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## Characteristics of Individual in Crisis

- Will be feeling vulnerable and overwhelmed
- Can exhibit any of the following:
  - Disorganized thinking
  - Preoccupation with insignificant activities
  - Hostility or emotional distancing
  - Impulsiveness
  - Dependence on the individual offering help
  - Arrogance or withdrawal
- Are generally receptive to getting information or help



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## Goals of Crisis Intervention

- To provide timely and skillful support that will help the individual to:
  - Cope with the situation
  - End distress or crisis
  - Restore independent functioning. (\*Second order intervention)
- To prevent or mitigate negative impact from event.
- To encourage individuals to seek help as sign of strength.



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## Goal of Intervention by RDC and FRGs

- Act at the most opportune time
- Refer Soldiers and Families to professionals who can provide skilled support and, if necessary, crisis therapy
- Provide psychological first aid
- Be involved for minutes to hours
- Be available

**Note:** this is first order intervention

**Keep in mind the goal is NOT to “solve” the Family’s problem nor to “rescue” the Family.**



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## Guidelines on Making Referrals

- When a situation is outside of your responsibility, refer Family to agency best suited to handle situation.
- Whenever possible, give Family a point of contact at agency.
- In some instances, you may need to assist the Family by scheduling an appointment with the agency. (RDC responsibility only.)
- If Family is hesitant to go to the agency alone, then find someone to accompany the Family. (RDC responsibility, FRG can offer if they choose.)



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## KEY CALLER ALTERNATIVE

- Will take time to create (if not in system)
- Will be more effective and secure
- Easy to update once established
- Follows OPSEC and PII needs

[https://www.armyfrg.org/skins/frg/display.aspx?action=display\\_page&mode=User&ModuleID=8cde2e88-3052-448c-893d-d0b4b14b31c4&ObjectID=cf6faa79-629d-44aa-96a9-82d03e3883c2](https://www.armyfrg.org/skins/frg/display.aspx?action=display_page&mode=User&ModuleID=8cde2e88-3052-448c-893d-d0b4b14b31c4&ObjectID=cf6faa79-629d-44aa-96a9-82d03e3883c2)



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# KEY CALLER ALTERNATIVE

Home | Login | Register | Contact Us

 **ARMY FRG**  
Family Readiness Group

Subscribe Support  
Create an FRG Contact Us

Home Get Started Resources Featured Links Site Tools

### eArmy Family Messaging



# ARMY FRG

## E-ARMY FAMILY MESSAGING SYSTEM

The E-Army Family Messaging System is a secure web-based Commander tool that enhances communications with Soldiers and Family Members by using the latest advancements in communication technology. This tool allows Commanders to reach unit Soldiers and Family Members that are geographically dispersed.

The E-Army Family Messaging System allows unit staff members to broadcast messages from any computer to their unit by phone calls, emails, text messages (SMS), and pager messages. The E-Army Family Messaging System delivers the messages to multiple devices simultaneously in real time.

The E-Army Family Messaging System also offers Commanders and unit staff members reporting results for all messages sent to the unit.

### Application Process

On December 1, 2014, Army Family Programs began accepting applications for new access to the eArmy Family Messaging System (eAFMS) tool to approved Units through the Army FRG site. Please note: If you are already on eAFMS, there is no need to apply again. This expansion is for new Units who have not used eAFMS before.

To apply, go to the **Site Tools** menu and click on **Apply for eAFMS**. Full instructions on the application process can be found here:

[Applying for eAFMS](#)

Full details regarding the business rules to apply and maintain a site on eAFMS can be found here:

[eAFMS Business Rules](#)

If you have any questions or concerns regarding eAFMS and the new application process, please use [Contact Us](#).

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# KEY CALLER ALTERNATIVE

## Customer Impact

eArmy Family Messaging System serves the Commanders, Message Admins, Soldiers, and their Family members within a unit. There are currently over 2,700 unit-specific sites that have been created for Army FRG. The site has over 366,000 registered users.

### ***Commanders***

- Control information distributed within unit
- Communicate directly with Family members

### ***Message Admins***

- Staff members that work with Commander to dispense information
- Better organize FRG
- Increase FRG participation

### ***Soldiers***

- Invite Family members to join ArmyFRG System to receive unit updates

### ***Family Members***

- Stay in touch with Soldiers during deployment
- Stayed informed before, during and after deployment



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# KEY CALLER ALTERNATIVE

## Training Schedule

**Please note:** Due to contract change over, the live online trainings for Army FRG are going to be postponed until October 16, 2015. Please take advantage of the User Guides and Online Trainings.

**Please note:** The trainings around the Veterans Day and Thanksgiving Day holidays have been moved to accommodate those days.

Date	Time	Details/Attend
October 22, 2015	0900 - 1030 ET	<a href="#">Click here</a>
October 29, 2015	0900 - 1030 ET	<a href="#">Click here</a>
November 5, 2015	1500 - 1630 ET	<a href="#">Click here</a>
November 12, 2015	1500 - 1630 ET	<a href="#">Click here</a>
November 19, 2015	1800 - 1930 ET	<a href="#">Click here</a>
November 25, 2015	1800 - 1930 ET	<a href="#">Click here</a>



# EXTRA TRAINING



The next four slides is additional training that is now required for our students taking Family Readiness Group courses.



# SUICIDE PREVENTION



**In addition to volunteering in your Family Readiness Group position, you may also be part of your Care Team or other position to where this brief Suicide Training will be helpful.**

**Please always keep in mind that you may be the one person to help someone else from committing suicide.**

**Class participants this is to use in your everyday life.**

**If the individual denies having suicidal/homicidal feelings it is still a good idea to alert someone in your or their support system.**

**Let them know that the individual seems to need some support at this time.**

**Know the “Warning Signs,” & “How to Respond.”**



# SUICIDE



Know & Understand

What you can do to help.

# Suicide Warning Signs

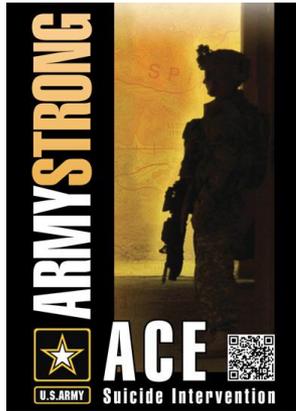


- Appearing depressed or sad most of the time.  
(Untreated depression is the number one cause for suicide.)
- Talking or writing about death or suicide.
- Withdrawing from family and friends. Feeling strong anger or rage.
- Feeling trapped -- like there is no way out of a situation.
- Experiencing dramatic mood changes. Exhibiting a change in personality.  
Experiencing a change in sleeping habits.
- Experiencing a change in eating habits. Performing poorly at work or in school.
- Giving away prized possessions.
- Writing a will. Acting recklessly.
- Feeling hopeless.
- Losing interest in most activities.
- Losing interest in most activities.
- Feeling helpless.
- Abusing drugs or alcohol.
- Acting impulsively.
- Feeling excessive guilt or shame.

About 75% of those who die by suicide exhibit some suicide warning signs.

We need to be aware of what the suicide warning signs are and try to spot them in people. If we see someone exhibiting suicide warning signs, we need to do everything that we can to help them.

# How To Respond



## Ask your buddy

- Have the courage to ask the question, but stay calm
- Ask the question directly: Are you thinking of killing yourself?

## Care for your buddy

- Calmly control the situation; do not use force; be safe
- Actively listen to show understanding and produce relief
- Remove any means that could be used for self-injury

## Escort your buddy

- Never leave your buddy alone
- Escort to chain of command, Chaplain, behavioral health professional, or primary care provider
- Call the National Suicide Prevention Lifeline

TA - 095 - 0510

USAPHC <http://fhcamedd.army.mil/>



## In person:

**Ask.** If a person appears at risk for self-harm (or harming others), ask them if they are considering suicide/homicide. If they are considering suicide/ homicide proceed to the next step.

**Care** for them first and foremost by staying with and supporting the individual. Determine the Soldier or Sponsor's unit or call 911. See if there is anyone close that can assist. Calmly control the situation through active listening. **Under no circumstances leave the individual alone.**

**Escort** the individual to Behavioral Health or the Emergency Room (or via 911). In every case, the patient must feel comfortable and not intimidated by the escort.

## On telephone:

If you get a call from an individual who seems severely depressed or suicidal/homicidal, follow the A.C.E. procedures as mentioned above.

**Ask** if they are considering suicide/homicide; ask for their location and phone number.

**Care** for them by staying on the phone with them and be an active listener.

**Escort** them by staying on the line. Alert another staff member to bring an MFLC to the phone.

You may have to go to where they are or use another means of alerting someone else to call emergency services to their location— but it is vital to not leave the individual alone.

**DO NOT LEAVE THE INDIVIDUAL ALONE AT ANY TIME!**

**SAFETY FIRST!**

**Don't hesitate to call 911 for assistance at any point in this process.**



## Closing

- Please make sure the:
  - ACS Training Contact Intake Form Is Complete
  - Training Quiz is done
  - ICE Evaluation Form Is Filled Out
    - [https://ice.disa.mil/index.cfm?fa=card&sp=111780&s=17&dep=\\*DoD&sc=6](https://ice.disa.mil/index.cfm?fa=card&sp=111780&s=17&dep=*DoD&sc=6)
  - Both Forms turned in before you leave today
- Certificates will be emailed to you.
- Provide certificate to your FRGL/FRSA/FRL
- Any questions?