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## Handout #1 – FRG Volunteer Code of Ethics

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### FRG Volunteer Code of Ethics

As an FRG volunteer, I am a professional. I realize that I am subject to the same Code of Ethics that binds all professionals in the positions of trust we hold. I accept these responsibilities and respect matters of confidentiality.

I understand as an FRG volunteer, I have agreed to work without monetary compensation. Having accepted this position, I will do my work according to the same standard operating procedures as paid staff are expected to do their work.

I believe that all work should be carefully planned and carried out in a professional manner. I will work with my leader to ensure that I am assigned to a job I can enjoy and want to perform. I will investigate how I can best serve the FRG during my volunteer hours in order to give as much as I can. I have an obligation to my work and will carry out my share of the work that I volunteered to do.

I promise to maintain an open mind and train diligently for my job. I will share my skills with other volunteers, and together we will strive to enrich all our work for the benefit of our service members and families.

Being eager to contribute all that I can do to help enhance the quality of life within the FRG, I accept this Volunteer Code of Ethics and will follow it carefully and cheerfully.

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Volunteer's Signature and Date

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Supervisor's Signature and Date

Adapted from "Operation READY, The Army FRG Leader's Handbook"

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## Handout #2 – Media Tips

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Would you be comfortable doing a media speech? Here are some pointers to handle the media adapted from the “Operation READY Army Leader’s Handbook.”

1. Think about what you are going to say. We all want to say what we are thinking and that is our right as an American Citizen, however you do not want to put the service member in danger by giving away the wrong or too much information. Remember that in today’s society, everyone has access to everything in the media.
2. Know with whom you are talking. The media is there for a story, and what you say can be construed by editing or cutting your intention. If you have enough time, record it for your records. Everything that is said is on the record. They may say that it is off the record; however, it is always on the record.
3. Stick to the subject and be positive about the situation. Above all, be yourself.
4. If you are approached by the media, give them the Public Affairs phone number to contact, if they would like to do a personal story, only do it if you are comfortable with it. Speak with the commander and find out the information that they would like to be given out.
5. If you don’t have the answer, don’t guess or say, “I think”.
6. Don’t use acronyms because it confuses people.
7. Don’t say, “No comment”. It will be assumed that you are hiding something.
8. Above all, don’t get into an argument. If the reporter becomes aggressive, end the interview and walk away.

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## Handout #3 – Dressing for Success

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Adapted from Operation Ready

### Men:

- **Shirt** - A crisp white or appropriate color-coordinating shirt is always required
- **Shoes** – Color appropriate
- **Socks** – Must be worn with shoes
- **Accessories** - No exposed body piercing or earrings
- **Grooming** - All hair, moustaches and beards must be neatly groomed
- **Cologne** – keep it light

### Female:

- **Skirt, Suit or Pant Suit** – Depending on what you are going to, in some places khaki's or jeans are appropriate
- **Blouse** - A crisp white blouse or appropriate color coordinated/ no see through or tight clothes.
- **Shoes** – Need to be comfortable to you, but nice looking and appropriate
- **Jewelry** – Conservative is best
- **Cosmetics** – Do not over do it
- **Grooming** - All hair must be neatly groomed.
- **Perfume** – Keep it light

### Inappropriate Attire

- Clothes that are wrinkled/stained
- Jogging suits
- Sweat shirts
- Not wearing socks or hosiery
- Please do not have anything in your mouth while speaking (i.e. Candy, gum or tobacco)
- Clothes that are too tight or too revealing
- Clothing that has a "statement or inappropriate phrase"

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## **Activity 1 – Scenarios for Confidentiality**

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### **Scenario 1**

Phone tree personnel: Hello, this is Pam from the FRG and I am calling to see how you are doing this week.

Ralph: We're doing fine.

Pam: Great, I am so glad to hear that.

Ralph: Hey, do you have Mrs. Smith's phone number so I can call her to get her son's address to mail him a letter?

Pam: Ralph, I am not able to give that information out, but I can call Mrs. Smith, ask her to give you a call and then she can give the information to you. I hope you understand we are not allowed to give out other people's information due to confidentiality.

Ralph: Oh, I understand, I just forgot! Yes, please give my information to Mrs. Smith so she can call me with George's information. Thank you for calling to check on us.

Pam: I look forward to calling and talking to you again in two weeks and please feel free to give me a call if you have any issues or news you would like to talk about. Have a great night.

Ralph: Talk to you soon. Good-bye.

### **Scenario 2**

News Reporter: Hello, may I speak with Mary?

Mary: This is Mary. Who is this?

Reporter: I am Tom Smith from Channel 8 news. We heard your husband has been deployed and we would like to do a story on you.

Mary: May I ask where you received this information?

Reporter: Betty Jones from the FRG gave me your name because you are the FRG leader. Now, we heard your husband has gone to Iraq and he won't be home for 18 months. Is that correct? Where exactly are they going and what is your husband's mission over there?

Mary: Well, I would like to give you the Public Affairs phone number and they can give you the information you are requesting.

Reporter: May we come out and interview you? Do you have any children and could I have permission to speak with them?

Mary: As for my child, no I do not give you permission to speak with him. If you would like to do the personal side of the story, I will need to call my husband's commander and speak with him regarding what type of information I am allowed to give out. May I call you back in a couple of hours?

Reporter: That would be great. We would like to do this story for the 11 o'clock broadcast tonight.

Mary: Thank you. I will call you by 4:30 this afternoon to let you know what information I have and if I will do the interview.

Reporter: Thank you, that timeline will work. Good bye.