Maxwell-Gunter Air Force Base

Airman and Family Readiness

Service Delivery Statement of Understanding

If you've never been to the Airman & Family Readiness Center (A&FRC) before, you may be unsure of what to expect. The following information is offered for you to consider and, if you wish, to discuss with a staff member.

The A&FRC is here to assist you in a variety of ways. We can help customers prioritize their concerns and needs and assist them in understanding what resources may enable them to cope with personal and work related situations. Many people have learned that talking with a qualified, objective, third party is very helpful when confronting a new or stressful situation. The A&FRC offers classes and workshops and a resource room with books, videos, and computers that you may find very helpful.

You can expect the A&FRC staff to respect your right to privacy. You should know, however, that A&FRC staff members do not have complete privileged communication. If your supervisor/commander/first sergeant make the appointment for you to come to the A&FRC, we will provide general feedback to that person but will not ordinarily go into specific detail about your situation. The squadron commander will be notified of situations, which may directly impact on personal health, safety or mission accomplishment. As in civilian life, A&FRC staff members are required by law, with or without your consent, to contact proper authorities: (1) If they believe you intend harm to yourself or others, (2) If family member maltreatment, molestation, child neglect, or drug use is suspected.

You will be asked to provide demographic information, which is electronically stored (and secured). The record contains demographic information, a brief description of your visit(s), and your service plan. Records are maintained for the sole purpose of assisting you the customer.

Joe Missildine
Flight Chief, A&FRC

_____ _____
Customer Signature Date

_____ _____
Print Name Date

_____ _____
A&FRC Staff Member Signature Date