

# **Military Caregiver Survey Messaging Plan**

## **1. Survey Background**

The U.S. Army Public Health Center (APHC) is conducting a survey to better understand the unique needs and experiences of Military caregivers. The overall intent of the survey is to provide information for program managers to develop resources and support that will improve outcomes for wounded, injured, or ill Soldiers and their caregivers. Military caregivers' first-hand experiences are necessary to determine the needs of the Military Caregiver population. Without directly surveying Military Caregivers, it's impossible to understand the level of caregiver burden Military caregivers experience and the training and other assistance they would like to receive in the future. Understanding the current caregiver burden and Military caregiver needs helps to ensure that any future caregiver resources developed will be utilized and set up to be potentially effective.

## **2. Survey Target Audience**

All Military caregivers taking care of a Service Member at:

- 1) Fort Bragg
- 2) Fort Sill
- 3) Joint Base San Antonio (JBSA)
- 4) Joint Base Lewis-McChord (JBLM)

Military caregivers are defined as anyone who provides unpaid care and assistance (except for the receipt of Special Compensation for Assistance with Activities of Daily Living (SCAADL) benefits) for, or manage the care of, someone who is at least 18 years old and has an illness, injury, or condition for which they require outside support. Support may include help with tasks such as personal care, bathing, dressing, feeding, giving medicines or treatments, help with memory tasks for someone with brain injury, help coping with symptoms of Posttraumatic Stress Disorder (PTSD), transportation to doctors' appointments, or arranging for services, etc. A Military caregiver is not required to live with their care recipient. Care and assistance are considered unpaid if services are provided without receiving financial compensation.

## **3. Targets for Survey Promotion and Completion**

Survey administrators estimate a total of 83,320 Soldiers are assigned duty at the four survey sites (based on Sep 2016 projections). Using estimates from the RAND Military Caregiver study, 3% of Active Duty Soldiers have a Military caregiver and each care recipient has an estimated average of 2 Military caregivers. Therefore, the total number of potential Military caregivers on the four installations is estimated at 5,000. In order to

reach the survey response rate goal of 15%, or 750 respondents, attempts will be made to reach all potential respondents at the four installations.

#### **4. Survey Promotion**

Reaching the caregiver population has unique challenges. Caregivers may not be Army beneficiaries and may not live on the installation or routinely access the installation. Therefore, in order to maximize the reach of the survey link to all potential survey respondents, multiple messaging strategies and channels will need to be implemented.

##### **Coordination**

An APHC-designated Public Affairs Officer (PAO) will coordinate with installation PAOs and Medical Treatment Facility (MTF) PAOs 6-8 weeks prior to the release of the survey. Concurrently, coordination with the installation Health Promotion Officers will occur and be facilitated by the Military Caregiver Heart of Recovery (MCHR) program lead. Coordination will include a discussion and timeline regarding the messaging activities and strategies and messaging products identified below.

##### **Website**

A [MCHR website \(http://militarycaregiver.health.mil\)](http://militarycaregiver.health.mil) has been developed and is currently available to the public. The website supports survey efforts by providing potential survey respondents with information about caregiving, purpose and goals of the initiative, and a hotline number for caregivers who need assistance. A message about the survey and link to the survey will be posted on the website when the survey is approved and subsequently released. See Appendix A for website screen shot and website URL.

##### **Social Media Messaging**

Digital promotion of the survey can be used by local points of contact (POC) at each survey location to promote the survey. Local POCs who manage social media accounts should be identified and coordinated with in advance of the survey opening. Social media accounts at each survey location can be identified by searching on Facebook and Twitter. Public Affairs Officers at each survey location may be able to assist as well. The following is a list of different types of social media accounts that may be active at each location and could help to reach Military Health System (MHS) beneficiaries, Family Readiness Groups, Warrior Transition Unit, Military Treatment Facility (MTF), Army Wellness Center (AWC) and Morale, Welfare and Recreation (MWR), etc..

See Appendix B for draft social media messaging.

## **Brochures and Posters**

APHC will coordinate, print and ship brochures and posters to MTFs at the four installations to display or distribute. The posters and brochures provides potential survey respondents with similar information as the website to include information about caregiving, background information about the initiative to include purpose and goals, and hotline information. There will also be an insert provided with the brochure that discusses the survey in detail. See Appendix C for Military Caregiver Heart of Recovery Brochure and insert, and Appendix D for the MCHR Posters.

## **Installation Newspaper Article**

The APHC PAO will develop a press release and coordinate with the four installation newspapers to support the development of a news article. The press release will be built using background information from the MCHR Information paper and include the survey link for potential respondents to access the survey. See Appendix E for MCHR Press Release and Article.

## **Emails**

APHC will distribute content of an email for distribution to email mailing lists of Family Readiness Groups to local PAOs or MTF PAOs for distribution. Additional groups that may contain caregiver populations may also be identified. Potential respondents will self-select after being reached by the email. See Appendix F for Sample email to potential respondents.

## **Local Cable Channel Public Service Advertising**

If funding is available, local cable channels that provide service to the four installations will be identified for the production and dissemination of the advertisements to the target population. The target audience will be identified and link to the MCHR website provided for survey completion. Advertisements will include similar information as identified in the Sample email located in Appendix F.


## Execution Matrix

TASK	PURPOSE	AUDIENCE	CHANNEL	TIMELINE	LEAD	Cost Estimate (pending funding availability)
Coordinate with MTF and installation PAOs 6-8 weeks prior to survey release	Coordination and synchronization with local installations	PAOs	TCON	6-8 weeks prior to survey release	APHC PAO or designee	In-kind labor
Coordinate with HPOs/CHPCs	Coordination and synchronization with local installations	HPOs/CHPCs	TCON	6-8 weeks prior to survey release	MCHR lead or designee	In-kind labor
Develop Press Release	For use by newspaper writer to develop article for local installation newspaper.	Caregivers	Local Newspaper article	3 weeks prior to survey release	APHC PAO	In-kind labor
Update website with survey information	Provide survey link on website	Caregivers	Website	1 day prior to survey release	Health Communication Specialists	In-kind labor
Develop social media content	Develop social media messages and coordinate graphics	Caregivers	Social Media	4-6 weeks prior to survey release	Health Communication Specialists	In-kind labor
Coordinate and execute social media content with local POCs	Identify social media accounts at each pilot site location that can help	Social media account managers	Social Media	4-6 weeks prior to survey release	Program lead and/or POC responsible for managing survey promotion and	In-kind labor

TASK	PURPOSE	AUDIENCE	CHANNEL	TIMELINE	LEAD	Cost Estimate (pending funding availability)
	promote the survey. Identify POCs for each social media account. Provide POCs with social media messages and files.				execution	
Distribute email draft to HPOs/PAOs/Other for further distribution to FRG groups	Access to FRG groups and other special installation groups that may contain caregivers	Caregivers via FRG groups	Email	2 weeks prior to survey release	PAO	0
Distribute MCHR brochure	Background information about the initiative for MTF waiting areas	Caregivers	Print	1) Order Print copies of brochure 10 weeks prior to release of survey and ship directly to MTF PAOs  2) PAOs distribute brochures in waiting areas.	Health Communication Specialist/ HIP e-catalog administrative assistant	Printing and shipping \$500.00
Develop cable advertisement/Pu	Cable may provide	Caregivers	Cable TV	120 days prior to		\$5000.00

TASK	PURPOSE	AUDIENCE	CHANNEL	TIMELINE	LEAD	Cost Estimate (pending funding availability)
Public Service Announcement (PSA)	additional reach to Military caregivers that may not access the installation			release of survey identify contracting or other requirement for cable advertising/ PSA. Air the advertisement during the time the survey is open.		

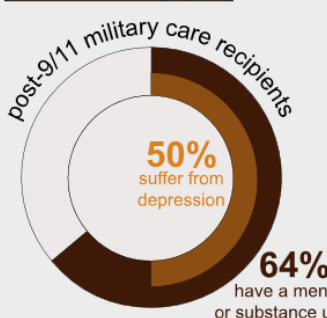
# Appendix A: MCHR Website Screenshot


HOTLINE    YOUR RESOURCES    OUR GOALS    ABOUT US    OUR MISSION

## The Heart of a Soldier's Recovery

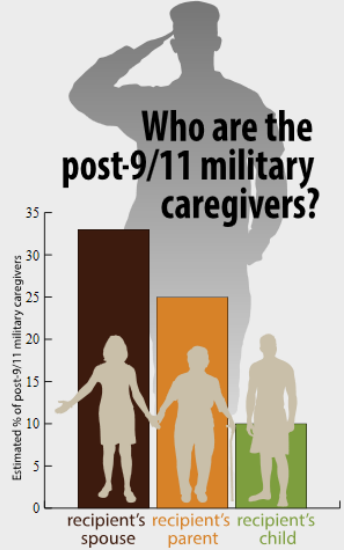
An Army caregiver is someone who provides **unpaid assistance to a Soldier** (or receives Special Compensation for Assistance with Activities (SCAADL)) with activities they once did on their own but are no longer able to do for themselves. This could include activities of daily living, like personal hygiene or providing supervision to ensure safety. In addition, many caregivers may help their Soldiers cope with emotional and behavioral challenges that may be related to Post-Traumatic Stress Disorder (PTSD) or other mental health conditions.

We recognize the value of caregivers and the sacrifices they make every day contributing to our Soldier's recovery. AARP estimates nationally that caregiver's unpaid contributions in 2013 had an economic value of 470 billion dollars (*2015 AARP Report Caregiving in the U.S.*). Army caregivers not only improve the lives of Soldiers and speed recovery and rehabilitation, but save society millions of dollars providing care and preventing institutionalization. Caregivers provide a selfless service to our Nation and often gain a great sense of satisfaction from the support they provide. However, sometimes caregiving can exact a toll on caregivers. There are an estimated 5.5 million military caregivers in the United States. Approximately 20 percent (1.1 million) are caring for persons who served post-9/11. Reports show that post 9/11 military caregivers experience worse health outcomes, greater relationship strain and more workplace problems than civilian or pre 9/11 caregivers. (RAND Hidden Heroes Report, 2014)




An estimated **64 percent** of post-9/11 military care recipients have a mental health or substance use disorder; and an estimated **nearly 50 percent** of all post- 9/11 military care recipients have depression, twice as many as their civilian and pre-9/11 military counterparts. (RAND Hidden Heroes Report, 2014)

### Who are the post-9/11 military caregivers?





**33 percent** of all post-9/11 military caregivers are spouses of the care recipient, **25 percent** are the care recipients' parents; and fewer than **10 percent** are care recipient's children.





The **Heart of Recovery Project** seeks to identify these courageous caregivers of active duty service members and address their non-medical and medical needs. (RAND Hidden Heroes Report, 2014)


<http://militarycaregiver.health.mil>



## Appendix B: Draft Social Media Messaging

#	Picture	Purpose	Facebook	Twitter	Instagram
1.		Promote the Military Caregiver Heart of Recovery Program	<p>You are the Heart of a Soldier's Recovery!</p> <p>To find out more about #MilitaryCaregivers visit:  <a href="https://usaphcapps.amedd.army.mil/cfc/">https://usaphcapps.amedd.army.mil/cfc/</a></p>	<p>#MilitaryCaregivers are the Heart of a #Soldiers Recovery!  <a href="https://usaphcapps.amedd.army.mil/cfc/">https://usaphcapps.amedd.army.mil/cfc/</a></p>	<p>You are the Heart of a Soldiers Recovery!</p> <p>To find out more about #MilitaryCaregivers visit:  <a href="https://usaphcapps.amedd.army.mil/cfc/">https://usaphcapps.amedd.army.mil/cfc/</a></p>
2.		Increase awareness and understanding of who is considered a caregiver.	<p>#MilitaryCaregivers provide non-professional assistance to Soldiers. These family members or friends help with activities Soldiers once did on their own but are no longer able to do for themselves.</p> <p><a href="http://militarycaregiver.health.mil/">http://militarycaregiver.health.mil/</a></p>	<p>#MilitaryCaregivers provide non-professional assistance to #Soldiers with activities they once did on their own:  <a href="http://militarycaregiver.health.mil/">http://militarycaregiver.health.mil/</a></p>	<p>#MilitaryCaregivers provide non-professional assistance to Soldiers. These family members or friends help with activities Soldiers once did on their own but are no longer able to do for themselves.</p> <p><a href="http://militarycaregiver.health.mil/">http://militarycaregiver.health.mil/</a></p>
3.		Promote survey. Right click the graphic to save to your computer.	<p>The Heart of Recovery Project was established to help take care of #MilitaryCaregivers. By taking this survey you will help us understand the challenges caregivers face and resources that would be helpful.</p> <p>To take the survey visit:</p>	<p>Take this survey to help us understand the challenges #MilitaryCaregivers face:  <a href="http://militarycaregiver.health.mil/survey">http://militarycaregiver.health.mil/survey</a></p>	<p>No Instagram post will be planned in advance to advertise the survey.</p> <p>A typical Instagram post cannot include a clickable link.</p>



			militarycaregiver.health.mil/survey		
4.		Promote survey. Right click the graphic to save to your computer.	Being a #MilitaryCaregiver can be physically and emotionally challenging. A survey is currently being conducted to determine the needs of military caregivers.  To take the survey visit: militarycaregiver.health.mil/survey	A survey is currently being conducted to determine the needs of #MilitaryCaregivers : militarycaregiver.health.mil/survey	A typical Instagram post cannot include a clickable link.  No Instagram post will be planned in advance to advertise the survey.
5.		Promote survey. Right click the graphic to save to your computer.	A #MilitaryCaregiver supports the health, well-being, and resiliency of Soldiers. However caregivers' health and well-being are equally important to the success of families and the military.  Take this survey to let us know what support you need: militarycaregiver.health.mil/survey	A #MilitaryCaregiver supports the health, well-being, and resiliency of Soldiers. Take this survey to let us know what support you need: militarycaregiver.health.mil/survey	A typical Instagram post cannot include a clickable link.  No Instagram post will be planned in advance to advertise the survey.
6.	Caregiver Video	Promote the survey.  The file can be sent to POCs at each pilot site using the Safe Access File Exchange.  The video file can be found at: P:\shared\VI_Temp\	Do you provide unpaid assistance for a wounded, injured, or ill Soldier?  Take our anonymous survey to help us better support you and your Soldier!  militarycaregiver.health.mil/survey	Do you provide unpaid assistance for a wounded, injured, or ill Soldier? Take this survey: militarycaregiver.health.mil/survey	

		Graham\Social Media\FY18 Graphics\October Graphics\Family Caregiver Month\Caregiver Survey	alth.mil/survey  #MilitaryCaregivers		
7.		Increase awareness on what it means to be a caregiver and the hotline resource.	<p>Many family members and friends help Soldiers complete tasks on a daily basis. Helping a Soldier is rewarding but can be challenging.</p> <p>The Army Medicine Hotline can connect you to resources and support.</p> <p>Call: 1-800-984-8523</p>	<p>Taking care of a #Soldier can be stressful. Call the hotline to get connected to resources and support: 1-800-984-8523</p>	<p>Many family members and friends help Soldiers complete tasks on a daily basis. Helping a Soldier is rewarding but can be challenging.</p> <p>The Army Medicine Hotline can connect you to resources and support.</p> <p>Call: 1-800-984-8523</p> <p>*The graphic used on Instagram will have less information. Instagram requires a square image and text does not come across as well.</p>

8.		Promote asking for help and the hotline resource.	Caring for a Soldier can be physically and emotionally draining.  Help is Just a Call Away! 1-800-984-8523	Caring for a Soldier can be physically and emotionally draining. Call: 1-800-984-8523	Caring for a Soldier can be physically and emotionally draining.  Help is Just a Call Away! 1-800-984-8523  *The graphic used on Instagram will have less information. Instagram requires a square image and text does not come across as well.
9.		Promote asking for help and the hotline resource.	Being a #MilitaryCaregiver is tough. Help is just a call away.  1-800-984-8523	Being a #MilitaryCaregiver is tough. Help is just a call away.  1-800-984-8523	Being a #MilitaryCaregiver is tough. Help is just a call away.  1-800-984-8523  *The graphic used on Instagram will have less information. Instagram requires a square image and text does not come across as well.

# Appendix C: Draft MCHR Brochure

### Who is a Military Caregiver?

A Military Caregiver is someone who provides assistance to a service member with activities they once did on their own but are no longer able to do for themselves. Some Military Caregivers may not think of themselves as caregivers. The caregiver may be unpaid or receives special compensation for assistance with activities of daily living (SCAADL). Caregivers can be family members, friends, or acquaintances of Service members.

You may be a Military Caregiver if you provide or experience the following:

- Assist a service member with day-to-day activities such as eating, dressing, toileting, showering, etc.
- Provide a service member with emotional support.
- Advocate for new and better treatment for a Service member.
- Oversee legal or financial responsibilities for a Service member, due to a wound, illness or injury.
- Coordinate care (make doctor appointments or arrange for transportation to appointments, etc.) for a Service member.
- Miss work or change schedule to care for a Service member.
- Sometimes feel overwhelmed caring for a Service member.

(adopted from Operation Family Caregiver website)

### The Value of Caregivers

We recognize the value of Military Caregivers and the sacrifices they make every day contributing to a service member's recovery.

Value to the service member:

- Improves quality of life
- May speed rehabilitation and recovery
- May prevent institutionalization

Value to society

Post-9/11/01 Military Caregiver duties can be estimated as worth close to \$3 billion (in 2011 dollars). The costs of lost productivity among post-9/11/01 Caregivers are \$9 billion (in 2011 dollars).

(source: RAND Hidden Heroes Report, 2014)

### Impact on Military Caregivers

Caregivers provide a selfless service to their service members and Nation and often gain a great sense of satisfaction from the support they provide. However, caregiving can sometimes cause physical and emotional stress.

### Extent of the problem

- 5.5 million (8th estimated number of Military Caregivers in the U.S.)
- 1.1 million (20%) is the estimated number of Military Caregivers helping those who served post-9/11/01.

(source: RAND Hidden Heroes Report, 2014)

### Characteristics of post-9/11/01 Military Caregivers compared to civilian and pre-9/11/01 caregivers

- Poorer health outcomes
- Greater strain on relationships
- More workplace challenges
- 33% do not have health care coverage, compared to 12% of pre-9/11/01 Military Caregivers.

(source: RAND Hidden Heroes Report, 2014)

### About The Heart Of Recovery

#### The Heart of Recovery Project

The Heart of Recovery Project seeks to identify the courageous caregivers of active duty Service members and address their medical and non-medical needs.

#### About Us

The Heart of Recovery project seeks to link caregivers with medical, financial, legal, career, spiritual, and other support services. The Heart of Recovery project is a collaborative effort housed under the U.S. Army Medical Command and includes key partners such as Installation Management Command, Army Chief of Staff, Soldier for Life, United Service Organizations, Readiness and Resilience Campaign, Military Service Organizations and Veterans Service Organizations.

#### Mission

Empower, educate and support Military Caregivers to improve their health and well-being and mitigate the risks associated with caregiving.

#### Goals

- Achieve healthy, fully-supported, and well-trained Military Caregiver population
- Better health outcomes for Military Caregivers
- Better health outcomes for the wounded, injured, or ill Service members

This project aims to empower, educate, and support caregivers to improve their health and well-being and to reduce the risks associated with caregiving.



#### Post-9/11/01 Military Caregivers

- 33% are spouses of the Service member
- 25% are parents of the Service member
- 10% are children of the Service member
- 27% are 30 or younger
- 41% are between the ages of 31-55

#### Post-9/11/01 Military Caregivers Receiving Caregiver Support

Sixty-four percent of post-9/11/01 service members receiving caregiver support had at least one of these mental health or substance use disorders:

- 52% PTSD
- 44% Major Depressive Disorder
- 18% or Substance Use Disorder

(source: RAND Hidden Heroes Report, 2014. Percentages are estimates only.)





### Caregiver Resources

#### Taking care of yourself

Caring for a service member can be overwhelming and negatively impact your health and well-being. Research shows that post-9/11/01 Military Caregivers experience worse health outcomes, greater relationship strain and more workplace challenges than other caregivers (source: RAND Hidden Heroes Report, 2014). It is not unusual to feel overwhelmed by your new role, isolated, tired, unable to talk to the person you're caring for or even family and friends about what you are going through and the military health care system can seem daunting to navigate.

Every caregiving situation is unique, but they all involve strong emotions and concerns. It is okay to admit that you never expected to be in this role as a caregiver. Acknowledging the impact of caregiving on your life and your feelings only reinforces that you are human and that you have needs and concerns too. Caregiving is challenging, but there is hope and you don't have to go it alone! For some, asking for help can be difficult, but it can be the best way to stay healthy and continue giving care.

## Military Caregiver

### the Heart of Recovery

**Caregiver Hotlines and Crisis Lines**  
Help is just a call away! If you are a Military Caregiver and you need help, please use the following phone numbers which are staffed 24 hours a day, 7 days a week.

**IMPORTANT:** Do not use the following phone numbers and contacts to report medical/clinical information or real-time medical emergencies. If you are having an emergency medical situation, please call 911 or contact your local hospital right away. Do not submit personally identifying information beyond your name and phone number or email address. If additional personal information is required to assist you, we will request it after you initially contact us.

**Caregiver Hotlines (H3)**

**ARMY WOUNDED SOLDIER AND FAMILY HOTLINE:**  
1-800-984-8523  
Statewide OSN: 411-3700  
Overseas OSN: 312-421-3700  
E-mail: [mailto:usarmy\\_bsa.medcom.mbc.medcomwfsupport@mail.mil](mailto:mailto:usarmy_bsa.medcom.mbc.medcomwfsupport@mail.mil)

**NAVY SAFE HARBOR SEVERELY INJURED SUPPORT:**  
877-746-8563

**General Assistance and Crisis Lines**

Deployment Health Clinical Center: 800-796-9699  
Military One Source: 800-342-8647  
Air Force Wounded Warriors (AFW2): 800-581-9437  
National Suicide Prevention Hotline: 800-SUICIDE (784-2433)  
Veterans Suicide Prevention Hotline: 800-273-TALK (8255)



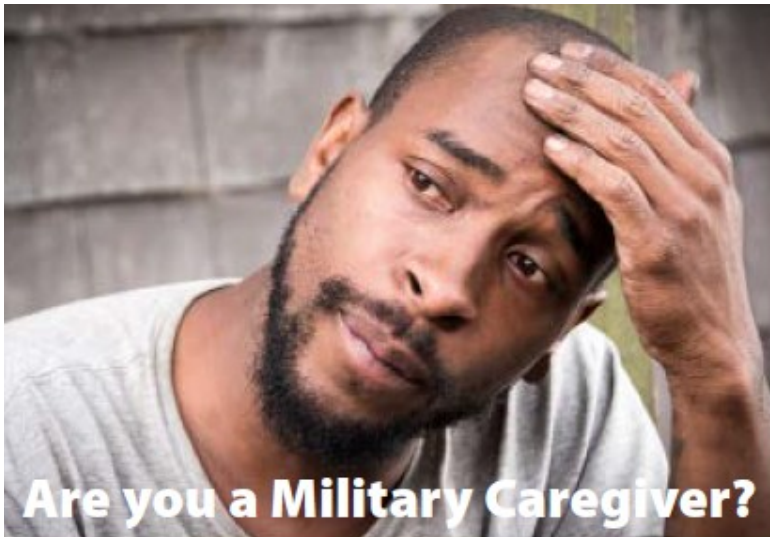


**RESOURCES**









## Are you a Military Caregiver?

Are you a Family Member or Soldier  
providing unpaid assistance\*  
for a wounded, injured or ill  
Service Member?

**Please take our survey**  
to help us to better support **you** and your soldier.



Scan this QR code to access our survey  
OR go to

<https://military.caregiver.health.mil/survey>

Your information will be anonymous and participation is voluntary

**THANK YOU**

Questions or concerns  
[usarmy.aphc@mail.mil](mailto:usarmy.aphc@mail.mil)

\*Caregivers of SCAADL recipients or  
Military Caregivers are eligible to take  
the survey



## Appendix D: MCHR Posters

# Are you a **Military Caregiver?**

Are you a Family member or friend  
caring for a wounded, ill, or injured  
Service member?

Please take our survey to help us better support you  
and your Service member.

Scan our QR code to access our survey or go to  
<http://militarycaregiver.health.mil/survey>

**SURVEY OPEN THROUGH 2018**

Your information will be anonymous and participation  
is voluntary.



Military Caregiver  
**Heart of Recovery**

Questions or concerns  
[usarmy.aphc@mail.mil](mailto:usarmy.aphc@mail.mil)

13-425-2819  
Approved for public release; distribution unlimited

# Are you a **Military Caregiver?**

Are you a Family member or friend caring for a wounded, ill, or injured Service member?

Please take our survey to help us better support you and your Service member.



Scan this QR code to access our survey or go to <http://militarycaregiver.health.mil/survey>

**SURVEY OPEN THROUGH 2018**

Your information will be anonymous and participation is voluntary.



Questions or concerns  
[usarmy.aphc@mail.mil](mailto:usarmy.aphc@mail.mil)

TA-424-0418  
Approved for public release, distribution unlimited



# Are you a Military Caregiver?

Are you a Family member or friend  
caring for a wounded, ill, or injured  
Service member?

Please take our survey to help us better  
support you and your Service member.

Scan this QR code to access this survey or go to  
<http://militarycaregiver.health.mil/survey>

**SURVEY OPEN THROUGH 2018**

Your information will be anonymous  
and participation is voluntary.



Questions or concerns  
[usarmy.aphc@mail.mil](mailto:usarmy.aphc@mail.mil)

TM-022-0419  
Approved for public release; distribution unlimited



## **Appendix E: Article and Press Release**

### **Military Caregiver survey opens at Ft. Bragg, NC, Ft. Sill, OK, Joint Base San Antonio, TX and Joint Base Lewis McChord, WA**

More than 44 million Americans care for a family member, friend, or neighbor who is wounded, ill, or injured.

Within this population of caregivers is a group who needs to be identified for additional support—Military Caregivers. A Military Caregiver is someone who provides unpaid assistance to a wounded, ill, or injured Service member with activities they once did on their own, but are no longer able to do for themselves.

#### **Impact of Caregiving**

The effort caregivers provide is heroic and often unrecognized. Caregiver support helps speed recovery rehabilitation and reintegration. Unfortunately, this devotion often comes at a cost. According to the 2014-RAND Hidden Heroes Report, for example, post-9/11 military caregivers experience worse health outcomes, greater relationship strain and more workplace problems than pre-9/11 or civilian caregivers.

Nearly 40 percent of post-9/11 caregivers met criteria for depression, which is nearly four times higher than non-caregivers, and twice as high as pre 9/11 and civilian caregivers. The impact of caregiving affects more than just the caregiver. 44% of post 9/11 caregivers report that they spend less “quality” time with their children because they are busy caring for the care recipient.

The personal toll of providing this caregiving assistance is high; the impact of caregiving can often lead to reduced or lost income and high emotional stress. Especially important is the effect caregiving has on the health of the military caregiver over time.

#### **Military Caregiver: Heart of Recovery Initiative**

The Heart of Recovery Initiative, led by the Army Public Health Center (APHC) seeks to identify, empower, educate, and support the caregivers of active duty and

Reserve Service members to improve their health and well-being and to reduce the risks associated with caregiving. The team's goals include helping to achieve a healthy, fully supported, and well-trained Military Caregiver population and to provide a warm hand-off to either the VA Caregiver Program or support organizations in their local communities.

**We need your help – Please take our survey if you are a Military Caregiver!**

To understand the needs of caregivers, an anonymous survey will open April 16. ***The survey will be open to any Army Medical Health System beneficiary (for example, an Army spouse, adult child, or fellow Soldier) over the age of 18 who provides care to a wounded, ill, or injured Soldier at Fort Bragg, NC, Fort Sill, OK, Joint Base Lewis McChord, WA, and Joint Base San Antonio, TX.*** The Soldier receiving caregiver support may be in a Warrior Transition Battalion, or going through the Disability Evaluation System, or may be suffering from invisible wounds and not seeking care at all.

***If you are a Caregiver living in or around one of these installations, we want to hear from you!*** Your participation in this anonymous survey is critical because it will help leaders understand how to standardize support and link caregivers with training, and medical, financial, legal, career, spiritual, and other services. **You can find the survey at:** <http://militarycaregiver.health.mil/survey>.

**Where to Reach Out**

Caregivers perform a difficult job, often with few resources, and deserve support for what they do. They have resilient spirits and do not need to go it alone. The Ombudsman serve as a local resource, facilitator, and problem solver for Service members and their Families, and can help our Caregivers get the resources that they need. For those Caregivers that aren't near an installation with an Ombudsman, each branch of Service has a hotline number (listed below) to provide assistance.

The Secretary of Defense Warrior Care Office offers virtual and face-to-face PEER forums and a Caregiver Resource Directory at <http://warriorcare.dodlive.mil/> .

Warrior Care and Transition provides support and training to WTU Caregivers and a link to Caregiver resources <http://www.wct.army.mil/>

For Soldiers enrolled in the Disability Evaluation System, The Soldier Family Assistance Center coordinates services for Soldiers and their Family members. <https://www.armymwr.com/programs-and-services/personal-assistance/solderfamily-assistance-centers>

The Heart of Recovery website includes useful resources, and you can find the anonymous Caregiver Survey on the site: <http://militarycaregiver.health.mil/> The Community Resource Guide is a one-stop shop that helps community members quickly access resources at fifty installations worldwide to meet their particular needs. <https://crg.amedd.army.mil/> .

The following phone numbers are available for military caregivers. Note: If you are experiencing a medical emergency, call 911 or contact your local hospital or Military Treatment Facility right away.

If you call the numbers below, do not provide personally identifying information other than your name and phone number or email address. If additional personal information is required to assist you, the hotline will request it after your initial contact.

ARMY WOUNDED SOLDIER AND FAMILY HOTLINE: **1-800-984-8523**: Stateside  
DSN: **421-3700** | Overseas DSN: **312-421-3700**

E-mail: <mailto:usarmy.jbsa.medcom.mbx.medcom-wsf-support@mail.mil>

NAVY SAFE HARBOR-SEVERELY INJURED SUPPORT  
**877-746-8563**

AIR FORCE WOUNDED WARRIORS (AFW2)  
**800-581-9437**

## GENERAL ASSISTANCE AND CRISIS LINES

Deployment Health Clinical Center: **800-796-9699**

Military One Source: **800-342-9647**

National Suicide Prevention Hotline: **800-SUICIDE (784-2433)**

Veterans Suicide Prevention Hotline: **800-273-TALK (8255)**

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## MILITARY FAMILY CAREGIVER SURVEY OPENS AT FORT BRAGG, NC, FORT SILL, OK, JOINT BASE LEWIS MCCORD AND JOINT BASE SAN ANTONIO TO SEEK INPUT FROM THOSE CARING FOR A WOUNDED, ILL OR INJURED SOLDIER

The US Army Medical Command, Army Public Health Center announced today the launch of a survey for Military Caregivers, those Army Medical Health System beneficiaries who provide assistance to a wounded, ill, or injured Soldier. The first phase of the survey will be open to ANY Active Duty Soldier, spouse, or child over the age of 18 who provides care to a wounded, ill, or injured Soldier. The Soldier receiving caregiver support may be in a Warrior Transition Battalion or going through the Disability Evaluation System or may be suffering invisible wounds and not seeking care at all. The survey will open to Army beneficiaries on \_\_ at Fort Bragg, NC, Fort Sill, OK, Joint Base Lewis McChord (JBLM), WA, and Joint Base San Antonio (JBSA), TX and will remain open until \_\_\_\_ . Pending the Office of Management and Budget approval, a second phase of the survey will open to all Military Caregivers, regardless of their beneficiary status or the care recipient's branch of service.

According to a 2014-RAND report on Military Caregiving, "Hidden Heroes", spouses are the most likely group of caregivers followed by parents and friends. This second phase will allow the Army Public Health Center to collect information on other major Caregiver groups outside of the beneficiary population and caregivers providing care to Sailors, Airmen, and Marines.

"We know that our Military Caregivers have health concerns and needs of their own and while caregiving can be rewarding, it can also cause additional stress. We are excited to host this survey to learn more about our Military Caregivers and determine ways to best serve them," said Mr. John Resta, the Deputy Chief of Staff for Public Health and Director of US Army Public Health Center. Our Military Caregivers improve the lives of our Soldiers and help speed recovery, rehabilitation, and reintegration. Unfortunately, their tremendous devotion often comes at a cost. Post 9/11 Caregivers suffer worse

health outcomes, greater relationship strain and more workplace problems than pre 9/11 or civilian caregivers according to a recent RAND study. The 30 minute survey aims to supplement what was learned in the RAND report to understand the social, economic and health impact of caregiving and identify gaps in services. The Army Public Health Center urges Active Duty or Family member Caregivers at Fort Bragg, Fort Sill, JBLM, and JBSA to help us help you by completing the survey at: <http://militarycaregiver.health.mil/survey>. Thank you for taking valuable time out of your day to help us understand the needs of Military Caregivers and to provide information back to the Army to support Military Caregivers and the Soldiers for whom they are providing care.

## Appendix F: Sample Email Content to Family Readiness Groups

To: Army Family Readiness Group Member

Subject: Are you a Military caregiver? We want to hear from you!

If you are a Caregiver, we need your input! The U.S. Army Public Health Center (APHC) is currently conducting a survey to better understand the unique needs and experiences of Military caregivers. Your input is needed so that we can identify resources and other assistance you would like to receive in future.

**TAKE CAREGIVER SURVEY HERE!** (provide link to survey)

A Military caregiver is someone who provides unpaid assistance to a Service member with activities they once did on their own but are no longer able to do for themselves. Some military caregivers may not think of themselves as caregivers. You may be a military caregiver if you provide or experience the following:

- Assist a Service member with day-to-day activities such as eating, dressing, toileting, showering, etc.
- Provide a Service member with emotional support
- Advocate for new and better treatment for a Service member
- Oversee legal or financial responsibilities for a Service member, due to a wound, illness or injury
- Coordinate care (make doctor's appointments or arrange for transportation to appointments, etc.) for a Service member
- Miss work or change schedule to care for a Service member
- Sometimes feel overwhelmed caring for a Service member

Help is just a call away! If you are a military caregiver and you need help, please use the following phone numbers which are staffed 24 hours a day, 7 days a week.

**IMPORTANT:** Do not use the following phone numbers and contacts to report medical/clinical information or real-time medical emergencies. If you are having an emergency medical situation, please call 911 and/or contact your local hospital

**Army Wounded Soldier and Family Hotline:** 1-800-984-8523; Stateside DSN: 421-3700; Overseas DSN: 312-421-3700; E-mail: <mailto:usarmy.jbsa.medcom.mbx.medcom-wsf-support@mail.mil>

**Navy Safe Harbor-Severely Injured Support:** 877-746-8563

[For more information about Military Caregiver Heart of Recovery Program.](#)