



Buddy Support for Norwegian Veterans

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Guidelines for buddy support



- * The Norwegian Veterans' Association for International Operations (NVIO) have established a buddy support program in order to operate an across-the-country, 24-7 offer for veterans and their family and friends, who seeks contact with other veterans and share experiences about challenges related to service in international operations.
- * The support program is operated by volunteers. Buddy support is to be operated in compliance with the “Confidentiality and Loyalty Statement for buddy support contacts”.

Purpose



- * Be a supportive network for veterans and their family and friends
- * Be a low-threshold program for veterans that faces challenges, as well as their families and friends
- * Reach out to those who needs it
- * Provide information about civilian and military support services
- * Provide information to the local area about service in international operations and possible side effects

The program hosts the buddy support hotline and an online service, operated by educated and trained veterans. The service is organized in the following fashion:

Head of Buddy Support



The Head of Buddy Support (HBS) is an employee in the secretariat with the following responsibilities:

- * Professional responsibility for planning and implementing education and training of the Buddy Support Contacts (BSC)
- * Responsible for organizing the buddy support phone
- * Responsible for defining the requirements for authorization as well as perform authorization of BSC
- * Responsible for www.kameratstotte.no
- * Responsible for the BSC in the local associations
- * Responsible for contact with fellow support contacts in partner organizations in Norden.
- * **HBS** must be authorized BSC

Buddy Support Leaders



Local Buddy Support Leaders (BSL) are elected during the local association's annual meeting. S/he has the following responsibilities:

- * Responsible for recruiting fellow support contacts in their local associations
- * Lead the buddy support program in the local association
- * Responsible for duty plans for local association buddy hotline
- * Supervise buddy support contacts
- * Provide feedback to HBS if BSCs are not considered fit to perform the task
- * Provide feedback to HBS if BSCs wishes to withdraw from his/her role.
- * BSL must be an authorized BSC

Buddy Support Leaders



The local **BSLs** are professionally answerable to the **HBS**, and are obliged to abide to directives from the **HBS**.

BSLs are obliged to disclose information about buddy support activities that are not subject to secrecy under the confidentiality and loyalty declaration. As an example of information that is not subject to confidentiality, the following are mentioned :

- Statistical data
- Information about activity
- Documentation of expenses

Buddy Support Contacts



BSCs are members of a local association which have completed training and are authorized to perform the service as **BSC**. **BSCs** must have experience from international operations. Exceptions may be made for dependents and authorized health personnel.

The Buddy Support Group



- * **The Buddy Support Group (BSG)** consists of a local association's **BSC** and is chaired by **the BSL**. The **BSG** prepares an overview of the available support and treatment offered in the local community.

Authorization



Authorization may be granted after completing training for personnel who are willing and able to undertake the task as **BSC**. The authorization is granted for a period of 5 years. If during the 5-year period, one has not undertaken duties as buddy support contact, s/he is required to implement new training to be re-authorized.

Upon authorization the **BSC** receive an assigned and numbered **buddy support pin** and **the authorization certificate**. It is a condition of authorization to be a member of NVIO (and has paid the annual fee). **The buddy support pin** must be handed back to the **BSL** if the authorization expires (after 5 years).

Authorization



If **BSC** turns out to be unsuited to the task, the authorization will be withdrawn. The authorization will be revoked upon failure to pay membership fees.

Authorized **BSCs** can renounce authorization by a written declaration to the **HBS**. The buddy support pin should if possible be handed simultaneously.



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