



REPLY TO
ATTENTION OF:

DEPARTMENT OF THE ARMY
HEADQUARTERS, JOINT MUNITIONS COMMAND
1 ROCK ISLAND ARSENAL
ROCK ISLAND, IL 61299-6000

AMSJM-CS

26 March 2003

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Casualty Notification and Assistance Standing Operating Procedure

1. **PURPOSE/SCOPE:** The purpose of this standing operating procedure (SOP) is to familiarize Joint Munitions Command and Army Field Support Command personnel with the procedures for conducting casualty notification and assistance for a casualty's Next of Kin.

2. **POLICY:** It is the policy of HQ, JMC/HQ, AFSC to provide casualty notification and assistance in a timely, professional, dignified, and understanding manner on behalf of the Secretary of the Army.

3. **REFERENCES:**

- a. Army Regulation 600-8-1, Army Casualty Operations/Assistance/Insurance, 20 Oct 94.
- b. Army Message, DALO-PLS, subject: Army Contractor Personnel Accounting, 161410Z JAN 03
- c. Memorandum, HQ, Army Materiel Command, AMCPE-C, subject: Casualty Notification Procedures, 01 May 01.
- d. Fort Leonard Wood Casualty Area Command: Guide for the Notification Officer, 12 Mar 03
- e. Fort Leonard Wood Casualty Area Command: Guide for the Casualty Assistance Officer, 12 Mar 03
- f. Rock Island Arsenal Installation Casualty Operations/Notification Guidance Standing Operating Procedure, Mar 03
- g. Memorandum, HQ, Rock Island Arsenal, SOSRI-PC, subject: Civilian Casualty Notification Procedure, Mar 03

4. **PURPOSE:** This Standing Operating Procedure (SOP) prescribes policies, procedures and responsibilities for notification of appropriate command officials, and official notification of the Next of Kin (NOK) in the event an active duty soldier, retired military, reservist on active duty for training, civilian employee, or deployed contractor become a casualty. This SOP also contains procedures for non-HQ, JMC/HQ, AFSC employees, visitors, and contractors performing work

for HQ, JMC/HQ, AFSC.

5. DEFINITIONS:

a. Casualty. For purposes of this SOP a casualty means an employee, military, civilian, or deployed contractor, who has been declared dead, injured, or missing. Civilian casualties fall into the following categories:

(1) An employee paid from appropriated funds that become a casualty during travel status or temporary duty (TDY) within the 50 States and the District of Columbia or who becomes a casualty while assigned, deployed or TDY outside the 50 States and the District of Columbia.

(2) An employee paid from non-appropriated funds (NAF) that become a casualty while assigned to HQ, JMC/HQ, AFSC.

(3) A contractor employee who performs work for HQ, JMC/HQ, AFSC either on an installation/activity or who is deployed in support of HQ, JMC/HQ, AFSC operations.

(4) A visitor who is not employed by HQ, JMC/HQ, AFSC but who is visiting a HQ, JMC/HQ, AFSC installation/activity.

b. Active Duty Soldier. All soldiers, regardless of component, who are in an active duty status (i.e. Active component, USAR or ARNG on active duty for training, AGR, mobilized, etc.)

c. Casualty Area Command (CAC). The command assigned responsibility for the area in which the casualty occurs or the area in which the next of kin resides.

d. U.S. Army Total Army Personnel Command (PERSCOM) Casualty and Memorial Affairs Operations Center (CMAOC). The casualty program is an administrative function, which ensures that all reportable casualties are accountable, reported, and documented. This function is accomplished by CAC's located worldwide, which are under the technical supervision of the Casualty Operations Center (COC) of the CMAOC, PERSCOM.

e. Primary Next of Kin (PNOK). The person most closely related to the casualty for casualty notification and assistance purposes. This is normally the spouse of married persons and the parents of single individuals who have no children.

f. Secondary Next of Kin (SNOK). Any NOK not the PNOK.

g. In-Person Notification. The Secretary of the Army has directed in-person notification for all deceased and missing casualties (AR 600-8-1, paragraph 4-3a, b.) The type of notification to NOK of injured casualties is determined on a case-by-case basis. The FTLWMO CAC will provide appropriate guidance when relaying casualty information to the RIA EOC. IAW AR 600-8-1, NOK notification will be accomplished between the hours of 0600 and 2200, and within 4

hours of the DA CMAOC issuing the casualty message to the FTLWMO CAC.

6. **TRAINING.** All Casualty Notification Officers (CNOs) and Casualty Assistance Officers (CAOs) will be trained to execute their duties, either in a classroom setting, or via FTLWMO training video. POC for this action is RIA Operations Officer, Commercial (309) 782-1444 or DSN 793-1444.

7. **INFORMATION FLOW.** It must be clearly understood that there are two communication processes; they are the official notification chain (paragraphs 8a and 9a), and the informational chain (paragraphs 8b, 9b, and 13). Personnel involved with these processes must ensure that nothing interferes with official notification and that it is handled expeditiously, professionally and with the utmost dignity to the families of the NOK.

8. **PROCESS FOR MILITARY CASUALTY NOK NOTIFICATION** (Refer to Encl 1):

a. The official notification process: The Rock Island Arsenal Emergency Operations Center (RIA EOC) serves as the Casualty Area Command (CAC) POC. Upon completion of receipt a military casualty notification message, the RIA EOC will phone the FTLWMO CAC to verify they originated the message. When JMC/AFSC is providing the CNO, the RIA EOC Casualty Operator will contact the on-call CNO (refer to Paragraph 10a below), and the command chaplain (309) 782-0911 or DSN 793-0911, and advise them to report to the JMC/AFSC EOC. The RIA EOC Casualty Operator will provide a copy of the "Notification Worksheet" (Encl 4), which FTLWMO uses to relay casualty information, to the JMC/AFSC EOC POC.

(1) It is extremely important that the JMC/AFSC EOC carefully document all information on the "Notification Worksheet" (Encl 4) as received from the RIA EOC Casualty Operator, and complete as much additional information as possible for the CNO. Refer to the Fort Leonard Wood Casualty Area Command: Guide for the Notification Officer, for specific instructions on how to prepare the notification officer for his/her duties. The JMC/AFSC EOC representative receiving the casualty report will read all information back to the caller to ensure correctness.

(2) After the CNO is briefed, receives the partially completed "Notification Worksheet" (Encl 4) from the EOC POC, phones the FTLWMO CAC for amplifying instructions, and conducts link-up with the chaplain, he/she will then make NOK notification. During the notification visit, it is imperative that the CNO confirm the NOK's mailing address and phone number, listed on the "Notification Worksheet" (Encl 4) is complete, accurate, and valid for the next 45 days.

(3) After returning from NOK notification, the CNO will immediately submit the completed "Notification Worksheet" (Encl 4) and "Record of Casualty Notification Actions" (Encl 5) to the JMC/AFSC EOC. The CNO will personally phone the FTLWMO CAC to report NOK notification completion and receive any additional instructions.

(4) The JMC/AFSC EOC will FAX copies of the completed "Notification Worksheet"

(Encl 4) and “Record of Casualty Notification Actions” (Encl 5) immediately to the FTLWMO CAC at (573) 596-0742 (DSN 581-0742), and report notification completion through RIA EOC to FTLWMO CAC after the notification officer’s return. Time is of the essence. Ensure the information is accurate.

b. The informational notification process: Once the official notification process has been initiated, for a HQ, JMC soldier, the JMC/AFSC Operations Center will immediately notify the HQ, JMC Chief of Staff, Commercial (309) 782-6511 or DSN 793-6511. For a HQ, AFSC soldier, the JMC/AFSC Operations Center will notify the HQ, AFSC Civilian Executive Officer, Commercial (309) 782-1283 or DSN 793-1283. The respective Command Groups will prepare and send a letter of sympathy, condolence, or concern to the PNOK (refer to AR 600-8-1 to determine which type letter is appropriate.)

c. AFTER confirmation of NOK Notification with DA CMAOC by the JMC G-1 (via the AMC G-1), the JMC/AFSC Operations Center will notify the following personnel:

(1) The appropriate G-Staff or Deputy Chief of Staff (for Special Staff Offices) in the office where the soldier is assigned.

(2) The HQ, JMC Office of Public Affairs, (309) 782-5421 or DSN 793-5421 or the HQ, AFSC Public Affairs Office, (309) 782-1193 or DSN 793-1193.

(3) The HQ, JMC/HQ, AFSC Force Protection Office, (309) 782-1529 or DSN 793-1529.

(4) The HQ, JMC/HQ, FSC Safety Office, (309) 782-2113 or DSN 793-2113.

(5) The HQ, JMC-G1, (309) 782-5327 or DSN 793-5327. If the casualty is an AFSC soldier, the JMC G-1 will contact the AFSC G-1, (309) 782-1020 or DSN 793-1020.

9. PROCESS FOR CIVILIAN CASUALTY NOK NOTIFICATION (Refer to Encl 1):

a. The official notification process: The Rock Island Arsenal Emergency Operations Center (EOC) serves as the Casualty Area Command (CAC) POC. When they receive notification of a civilian casualty, they will immediately call back the reporting organization to verify the report. This is a precaution to ensure no misunderstanding or misinformation occurs. The RIA EOC Casualty Operator will then contact an on-call RIA representative to determine the organization to which the casualty belongs.

b. If the casualty is a JMC/AFSC employee, the RIA EOC Casualty Operator will contact the JMC/AFSC EOC and advise them of the casualty and to which organization the individual(s) belongs. The JMC/AFSC EOC will carefully document all information on the “Notification Worksheet” (Encl 4) as received from the RIA EOC, and will complete as much information as possible for the CNO on the enclosed. Refer to the Fort Leonard Wood Casualty Area Command: Guide for the Notification Officer, for specific instructions on how to prepare the notification

officer for his/her duties. The JMC/AFSC EOC representative receiving the casualty report will read all information back to the caller to ensure correctness.

c. The JMC/AFSC EOC will then contact the respective senior military/civilian supervisor (CNO). The CNO will immediately contact the JMC/AFSC EOC Desk in the Operations Center, Commercial (309) 782-4815 or DSN 793-4815 for further instructions and the JMC Chaplain. During the visit, the CNO must confirm with the NOK that their mailing address (on the "Notification Worksheet" at Enclosure 4) is complete, accurate, and valid for the next 45 days. The CNO will have the Chaplain accompany them on this mission and will comply with the following guidelines upon their return:

(1) After returning from NOK notification, the CNO will immediately submit the completed "Notification Worksheet" (Encl 4) and "Record of Casualty Notification Actions" (Encl 5) to the JMC/AFSC EOC. The CNO will personally phone the FTLWMO CAC to report NOK notification completion and receive any additional instructions.

(2) The JMC/AFSC EOC will FAX copies of the completed "Notification Worksheet" (Encl 4) and "Record of Casualty Notification Actions" (Encl 5) immediately to the FTLWMO CAC at (573) 596-0742 (DSN 581-0742), and report notification completion through RIA EOC to FTLWMO CAC after the notification officer's return. Time is of the essence. Ensure the information is accurate.

d. If the casualty is not an RIA employee, but their NOK reside(s) in the local area, the RIA CPAC will effect Casualty Notification and Assistance. They will comply with Paragraph 9a(1) and (2) above.

e. The informational notification process: Once NOK notification process has been initiated, for HQ, JMC employee(s), the JMC/AFSC Operations Center will immediately notify the HQ, JMC Chief of Staff, Commercial (309) 782-6511 or DSN 793-6511. For a HQ, AFSC employee, the JMC/AFSC Operations Center will notify the HQ, AFSC Civilian Executive Officer, Commercial (309) 782-1283 or DSN 793-1283. The respective Command Groups will prepare and send a letter of sympathy, condolence, or concern to the PNOK (refer to AR 600-8-1 to determine which type letter is appropriate.)

f. AFTER confirmation of NOK Notification with DA CMAOC by the JMC G-1 (via the AMC G-1), the JMC/AFSC Operations Center will notify the following personnel:

(1) The appropriate G-Staff or Deputy Chief of Staff (for Special Staff Offices) in the office where the employee is assigned. A representative from the appropriate office will have already provided the notification to the NOK but that information is treated as CLOSE HOLD until that mission has been completed.

(2) The HQ, JMC Office of Public Affairs, (309) 782-5421 or DSN 793-5421 or the HQ, AFSC Public Affairs Office, (309) 782-1193 or DSN 793-1193.

(3) The HQ, JMC/HQ, AFSC Force Protection Office, (309) 782-1529 or DSN 793-1529.

(4) The HQ, JMC/HQ, AFSC Safety Office, (309) 782-2113 or DSN 793-2113.

(5) The HQ, JMC-G1, (309) 782-5327 or DSN 793-5327. If the casualty is an AFSC employee, the JMC G-1 will contact the AFSC G-1, (309) 782-1020 or DSN 793-1020. The G-1 will also inform the RIA CPAC, (309) 782-1339/1251 or DSN 793-1339/1251.

(6) The HQ, JMC Command Chaplain, (309) 782-0911 or DSN 793-0911.

10. CASUALTY ASSISTANCE OFFICER ASSIGNMENT:

a. Military casualties. The RIA Operations Officer maintains a DA Form 6 of eligible CAOs in the rank of SFC and above, based upon input from each RIA tenant unit. CAOs are subject for detail to a case, by the RIA Operations Officer, during a predetermined (usually week-long) window, which they rotate through IAW the DA Form 6. The cases are assigned to RIA by the FTLWMO CAC for RIA and non-RIA stationed soldiers.

b. Civilian casualties. The appropriate G-Staff or Deputy Chief of Staff (for Special Staff Offices) in the office where the employee is assigned will assign a CAO from their directorate/office to the PNOK IAW AR 600-8-1, and the Fort Leonard Wood Casualty Area Command Guide for the Casualty Assistance Officer. The CAO will, with the assistance of the RIA CPAC, assist the PNOK with processing all survivor benefits forms with the Army Benefits Center, etc.

11. NOTIFICATION PROCEDURES FOR NON-DEPLOYED CONTRACTORS AND VISITORS: Notification procedures for casualties involving contractors performing work for HQ, JMC/HQ, AFSC or for visitors will vary depending on the specific circumstances of each situation. However, the notification process will be initiated either by the organization being visited or by the organization for which the contractor is performing work. The organization will:

(a) Notify the local Provost Marshal/Security Officer. The Provost Marshal/Security Officer will determine if a Serious Incident Report (SIR) should be prepared and submitted.

(b) Notify the HQ, JMC/HQ, AFSC Command's Operations Center, (309) 782-4815 or DSN 793-4815 and determine other levels of appropriate notification (e.g. local commander, MACOM). The appropriate level of notification may be different depending on the specific status of the deceased contractor or visitor.

(c) Determine whether further action may be required. This might include the preparation of a letter of condolence for signature by an appropriate official (e.g., local commander, senior official of the organization).

12. PROCESS FOR DEPLOYED CONTRACTOR CASUALTY NOK NOTIFICATION

(Refer to Encl 1):

(a) Casualty notification procedures for deployed JMC/AFSC contractors will be handled IAW the DA Message at reference 2b, as depicted in Enclosure 1.

(b) The DA CMAOC will notify the Cognizant Contracting Officer (CCO), who will in turn notify the contracting firm. The contracting firm will effect NOK notification, then advise the CCO who will subsequently advise the CMAOC and JMC/AFSC of NOK notification.

(c) The JMC/AFSC Contracting office can be reached at (309) 782-7255/3611, DSN 793-7255/3611.

13. UNIT (CLOSE-HOLD) CASUALTY INFORMATION FLOW (Refer to Encl 2): This type information can arrive at HQ, JMC or HQ, AFSC from a variety of sources. It is essential that information received outside the official notification channel (from DA PERSCOM CMAOC) be reported immediately to the JMC/AFSC EOC for reporting/confirmation through FTLWMO CAC to DA PERSCOM CMAOC. UNDER NO CIRCUMSTANCE WILL ANY NOK BE CONTACTED BY A MEMBER OF THIS COMMAND PRIOR TO OFFICIAL NOTIFICATION BY THE CASUALTY NOTIFICATION OFFICER.

14. Points of contact for this SOP are MAJ Kim Chaney, Chief, Military Personnel Division, (309) 782-4122, DSN 793-4122, email JMC-OFC-HRM@osc.army.mil, and Mr. Mike Prock, Chief, Civilian Personnel Division, (309) 782-5449, DSN 793-5449, email JMC-OFC-HRC@osc.army.mil.

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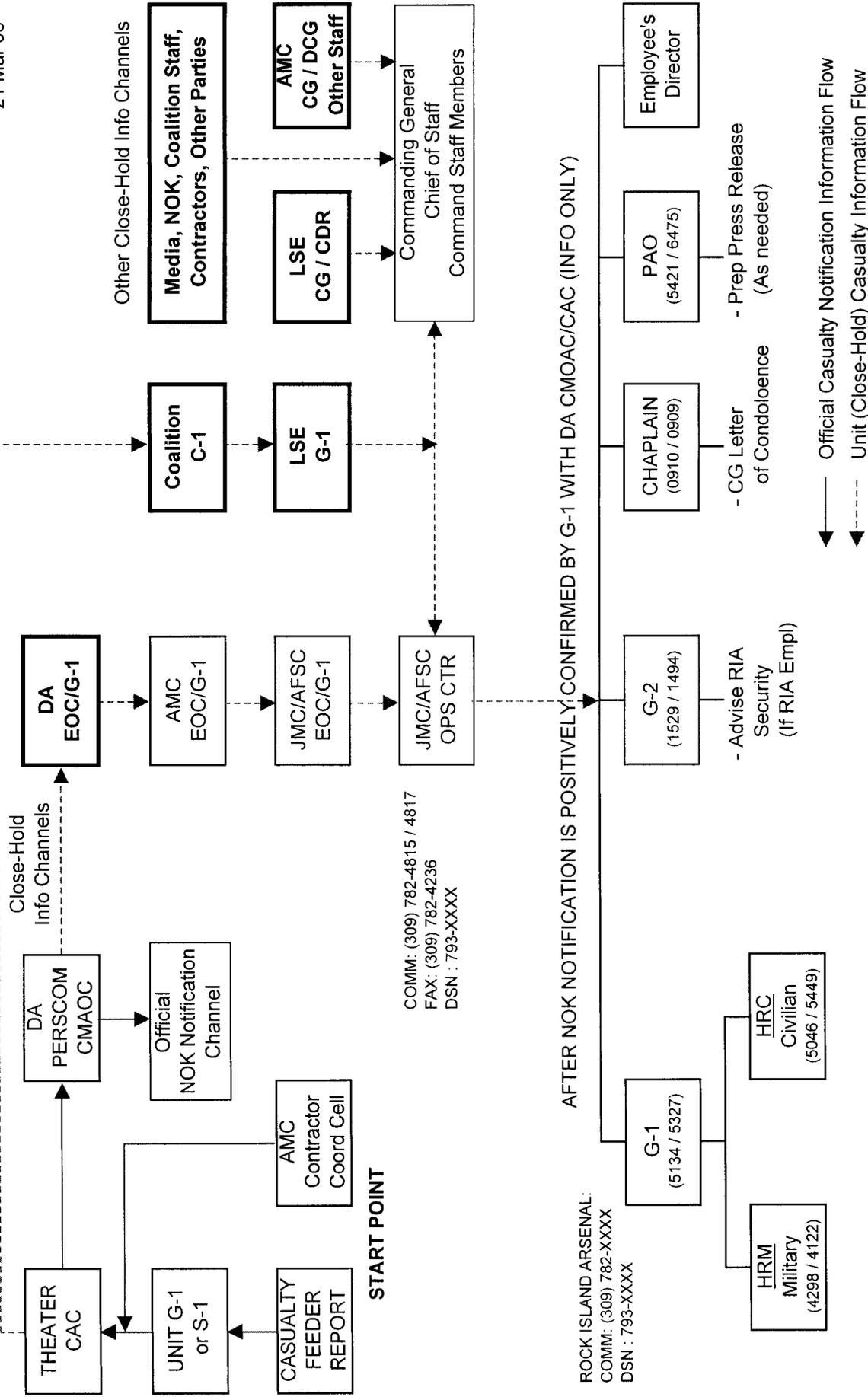


GENE E. KING
Colonel, GS
Chief of Staff

DISTRIBUTION:
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Unit (Close Hold) Casualty Information Flow (Where RIA does not have NOK Notification/Casualty Assistance Mission)

21 Mar 03



IT IS IMPERATIVE THAT **NO ONE** CONTACT OR COMMUNICATE CASUALTY INFO TO THE NEXT OF KIN OTHER THAN THE OFFICIAL CASUALTY NOTIFICATION OFFICER

POTENTIAL SOURCES OF INFORMATION FOR NOTIFICATION OF OWNING UNIT HQ ARE NUMEROUS. THE OPTIMUM SOLUTION IS FOR INFO TO FLOW THROUGH OPERATIONS CHANNELS.

PERSONNEL LEARNING OF CASUALTY INFORMATION MUST REPORT IT TO THE JMC/AFSC OPS CENTER ASAP IN ORDER TO EFFECT CONFIRMATION WITH OFFICIAL CASUALTY NOTIFICATION CHANNELS AND INFORM THE CHAIN OF COMMAND.

CASUALTY FEEDER/WITNESS REPORT

- ITEM 1 CASUALTY REPORT TYPE:** _____
(INIT) Initial: First report submitted on a person involved in a single casualty incident
(STACH) Status Change: Definite change in person's status from wounded, injured, ill
deceased; or missing to deceased.
(SUPP) Supplemental: Provide additional or corrected information to an INIT report.
(PROG) Progress: Report medical progress of hospitalized wounded, injured, or ill
personnel.
- ITEM 2 TYPE OF CASUALTY:** _____
(HOSTILE) Person who is the victim of a terrorist activity or becomes a casualty in
action.
(NONHOSTILE) Person who becomes a casualty due to circumstances not directly
attributable to hostile or terrorist activity.
- ITEM 3 CASUALTY STATUS:** _____
(DECEASED)
(MIA) Missing in Action
(NSI) Not seriously injured or ill
(SI) Seriously injured, wounded or ill
(VSI) Very seriously injured, wounded or ill
- ITEM 7 CATEGORY OF INDIVIDUAL:** _____
(CIVILIAN)
(DEPENDENT)
(FAMILY MEMBER)
(FGN NATL)
(MILITARY)
(RETIRED)
(RETIRED DEPENDENT)
(CONTRACTOR)
- ITEM 8 SOCIAL SECURITY NUMBER (SSN):** _____
- ITEM 9 NAME:** (LAST/FIRST/MIDDLE/SUFFIX (JR,SR, III, etc))
- ITEM 12 RANK:** (MILITARY RANK OR CIVILIAN RANK)
- ITEM 14 UNIT OF ASSIGNMENT:** _____
Organization name w/UIC, installation name, state, zip code
- ITEM 36 DATE:** _____
(YYYYMMDD/HHMM)
- ITEM 39 CIRCUMSTANCES:** _____
Report facts, and report as much information as possible
- ITEM 40 INFLECTING FORCE:** _____
(AMIGO) Allied Force
(BUDDY) U.S. Forces
(ENEMY) Enemy Force
(UNK) Unknown

NOTIFICATION WORKSHEET

Date and Time of Notification _____
(Date) (Time)

Place of Notification _____
(Street) (City) (State) (Zip Code)

Name of Deceased _____
(Last) (First) (MI)

Grade and Social Security Number (SSN) of Deceased _____
(Grade) (SSN)

Organization and Station of Deceased _____
(Unit Designation)

(Station) (City) (State) (Zip Code)

Date of Birth _____ Place of Birth _____
(Y/M/D) (City) (State) (Country)

Date of Death _____ Place of Death _____
(Y/M/D) (City) (State) (Country)

Circumstances

INFORMATION PERTAINING TO PRIMARY NEXT OF KIN (PNOK)

Name and SSN of PNOK _____
(Last) (First) (MI) (SSN)

Relationship of NOK _____ Date of Birth _____ Telephone _____
(Y/M/D)

If parent--Date of marriage _____ Date of divorce _____

Confirm 45-Day Address _____
(Street) (City) (State) (Zip Code)

INFORMATION PERTAINING TO SECONDARY NEXT OF KIN (SNOK)

Name and SSN of SNOK _____
(Last) (First) (MI) (SSN)

Relationship of NOK _____ Date of Birth _____ Telephone _____
(Y/M/D)

Confirm 45-Day Address _____
(Street) (City) (State) (Zip Code)

INFORMATION PERTAINING TO CHILDREN

Name(s) and *date* of birth of children (List full name--last, first, middle)

(Last Name)	(First Name)	(Middle Name)	(Date of Birth)
(Last Name)	(First Name)	(Middle Name)	(Date of Birth)
(Last Name)	(First Name)	(Middle Name)	(Date of Birth)
(Last Name)	(First Name)	(Middle Name)	(Date of Birth)
(Last Name)	(First Name)	(Middle Name)	(Date of Birth)
(Last Name)	(First Name)	(Middle Name)	(Date of Birth)

NOTE: If children are residing with other than the PNOK, note in-care-of, with the full name and address of the NOK.

Divorce Involved: YES or NO

Divorce Concerns: _____

The Casualty Assistance Officer (CAO) will collect the necessary information.

List any questions the next of kin may have (give this information to the Casualty Operations Office and CAO)

Ensure you relay the following information to the PNOK prior to departure:

- a. A mailgram will be sent to verify the information you have just provided them.
- b. A CAO will contact them within 24 hours and arrange for a personal visit at the convenience (PNOK Only).

After departure from the residence:

a. Immediately call the CAC Casualty Operations Office (800) 350-7746 or commercial (573) 596-0134/0138 to relay that notification is complete. Advise the Casualty Operations Office of any problems of if NOK of kin cannot be contacted with 4 hours after you were assigned notification duty.

b. Immediately provide worksheet information to the Casualty Operations Office upon return to your station.

NOTES:

1. Were any health problems noted with the PNOK or SNOK? YES or NO. If Yes, provide brief description of problems.

2. Were there any language barriers with the NOK? YES or NO. Principle language:

3. Other comments:
