



UNITED STATES MARINE CORPS
MARINE AIRCRAFT GROUP 14
2D MARINE AIRCRAFT WING
POSTAL SERVICE CENTER BOX 8051
CHERRY POINT, NC 28533-0051

1700
ADJ

POLICY LETTER 2-11

From: Commanding Officer
To: Distribution List

Subj: FAMILY READINESS CRISIS COMMUNICATIONS

Ref: (a) MCO 1754.9

1. Purpose. My intent is to provide timely and accurate communication to the Marines, spouses, and family members. The FRO should proactively seek guidance from myself or my designated representative before sending any communication during or following a crisis situation.
2. Cancellation. This letter will remain in effect until revision or when indicated by the appropriate authority.
3. Information. Reference (a), the Unit, Personal and Family Readiness Program (UPFRP), directs the establishment of policy at the unit level by which information is disseminated to the Marines, Marine spouses and designated parents/extended family members in the event of a crisis. Examples of a crisis or perceived crisis for the UPFRP purpose include an entire unit family being killed in a car accident, a base closure due to an impending hurricane or other weather phenomena, or a helicopter crash in the country/vicinity of a deployed unit.
 - a. Information disseminated by Marine Aircraft Group Personnel will not interfere with or precede the Marine Corps policy for casualty notification. The Family Readiness Officer (FRO) has no role in the casualty notification process; therefore, any unsolicited communication from the FRO, deemed necessary by the commander, shall be passed through the Casualty Assistance Calls Officer.
 - b. Each crisis occurrence will dictate the method of communication and will not necessarily be the same. I, or my representative, will advise the FRO on which part of the Organizational Communication System to use and I will normally

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personally approve the content of the communication. Options available include one or a combination of the methods listed below:

- a. Marine Online
- b. Unit Website
- c. Newsletter
- d. Email
- e. Toll Free Marine Corps Hotline
- f. Word of mouth



A. G. SHORTER

Distribution List:
List I