



**DEPARTMENT OF THE ARMY**  
UNITED STATES ARMY GARRISON-STUTTGART  
Unit 30401  
APO AE 09107-0401

06 AUG 2012

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MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Policy Letter #20, Casualty Notification Officer (CNO) and Casualty Assistance Officer (CAO) Tenant Unit Responsibilities

1. GENERAL. Tenant units in the Stuttgart area are responsible for Casualty Assistance Officer (CAO) and Casualty Notification Officer (CNOs) duties for Soldiers assigned to their organizations. However, it is necessary for USAG Stuttgart to task units to perform these duties on an area basis to cover deceased personnel (for example, retirees) who don't belong to a unit. USAG Stuttgart will task tenant units to perform CNO/CAO duties on a rotating monthly basis using a duty roster (see Enclosure 1).

2. The USAG Stuttgart Casualty Assistance Coordinator (CAC) oversees casualty actions in all cities and towns in the garrison area of responsibility (AOR) (see Enclosure 2). The CAC is required to provide training to tenant unit Casualty Assistance Officers (CAOs) and Casualty Notification Officers (CNOs), and to assist local commanders/ supervisors in understanding what benefits are available to the Primary Next of Kin (PNOK) of the deceased member IAW Army Regulation (AR) 600-8-1, Army Casualty Program, and Army in Europe Regulation (AER) 600-8-1, Army Casualty Management.

3. UNIT RESPONSIBILITIES.

a. Units will designate a primary and secondary Casualty Assistance Officer (CAO) and a primary and secondary Casualty Notification Officer (CNO). (CNOs cannot serve as CAOs at the same time.) These Soldiers will be on 24-hour notice and, when directed, report in Class A Uniform to Panzer Kaserne, Building 2915, Room 309. The trained primary and secondary CNOs and CAOs must be available at all times. By regulation, Lieutenants may not be used as CAO's or CNO's. The CNO and CAO must be the same rank as the deceased Soldier, but have a rank of at least a Sergeant First Class (SFC). Therefore, each tenant unit must have a trained E-7 or above, O-3 or above, and CW2 or above, to handle all possible situations.

b. Tasked units will also be prepared to execute a Funeral Honors Detail anywhere in the USAG Stuttgart AOR (Enclosure 2). This is a standby mission but the detail should be organized, trained, resourced and prepared to execute on a very short notice. The Casualty Office will notify the unit Commander if the Funeral Honors Detail is required. Military honors will be performed at the gravesite by the CAO who will present the U.S. Flag and one lower enlisted Army Soldier in Class A Uniform to operate the electronic bugle for TAPS. If requested by the family, a full Funeral Honors will be performed, to include soldiers in Class A uniform as Pallbearers, and a rifle team to perform the gun salute.

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c. Commanders will release Soldiers appointed as CNO/CAO's from conflicting duties immediately so that they can give the NOK meaningful assistance. The CNO/CAO duties will take precedence over peacetime military duties, to include TDY, duty roster, detail assignments, ordinary leaves, passes and field exercise requirements d. Units are advised that their rotation on the duty roster may be moved should another unit be identified for deployment. The unit following the current duty unit is considered the secondary duty unit. In the case of a multiple casualty event which requires more CNO/CAO's than the current unit is able to provide; the secondary unit will fill the additional requirements.

#### 4. CASUALTY NOTIFICATION OFFICER (CNO) RESPONSIBILITIES.

a. Report to the CAC within two hours of being activated for CNO duty. The CAC will provide the necessary guidance to the CNO regarding their notification duties, e.g., notify the PNOK of the death, give the official condolence from the Secretary of the Army, and inform the PNOK that a CAO will make contact with them within the next 24 hours.

b. Travel to the residence of the PNOK within 4 hours of the CAC initial notification of the death.

#### 5. CASUALTY ASSISTANCE OFFICER (CAO) RESPONSIBILITIES.

a. Report to the CAC within four hours of being activated for CAO duty. The CAC will provide the necessary guidance to the CAO regarding their duties.

b. Make initial telephonic contact with the PNOK normally within 24 hours of initial death notification.

c. Assist the CAC to obtain information from the PNOK to fill out the initial Serious Incident Report (SIR).

d. Provided all necessary paperwork needed to assist the family.

e. Assist the PNOK in filling out all required benefit forms.

f. Assist the PNOK in determining the disposition of remains. Attend funeral ceremony to render the official condolence and to present the U.S. Flag to the PNOK, if applicable.

g. Provide a situation report daily to the CAC.

6. DUTY ROSTER. The CAC will initiate and send a unit Casualty Duty Roster to all applicable tenant units annually. The USAG Stuttgart Directorate of Plans, Training,

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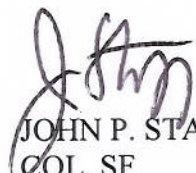
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Mobilization, & Security (DPTMS) will also send a formal tasking to each unit to perform CAO and CNO duties. A master form will be maintained at the USAG-Stuttgart Installation Operations Center (IOC). The IOC will notify the unit responsible to provide a CAO and/or a CNO to the PNOK.

7. POC for this policy is the USAG-Stuttgart Casualty Program Manager, Ms. Teresa Quinn at DSN 431-2886.

ENCLS

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