



DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON RHEINLAND-PFALZ
UNIT 23152
APO AE 09054-3152

IMRP-ZA

25 June 2014

MEMORANDUM FOR Tenant Units within the United States Army Garrison Rheinland-Pfalz (USAG RP) Area of Responsibility (AOR)

SUBJECT: USAG RP Command Policy Letter # 16, Casualty Notification Officer (CNO) and Casualty Assistance Officer (CAO) Tenant Unit Responsibilities

1. References:

- a. AER 600-8-1, Army in Europe Casualty Management, dated 15 October 2012.
- b. AR 600-8-1, Army Casualty Program, dated 30 April 2007.

2. Purpose: To establish tenant unit responsibilities for CNO and CAO duties within the USAG RP AOR.

3. Tenant units within the USAG RP AOR are responsible for CNO and CAO duties for Soldiers assigned to their organizations and retirees within the Garrison AOR. The USAG RP Casualty Management Office will task units to perform these duties, on a rotating monthly basis, and will prepare a duty roster IAW the Casualty Working Group. Two rosters will be maintained- one for the units located within the Kaiserslautern community and one for those units located within the Baumholder community.

4. The USAG RP Casualty Management Office oversees casualty actions in all cities and towns in the Garrison AOR. The IMCOM-Europe Casualty Assistance Center (CAC) is required to provide training to tenant unit CNOs and CAOs, and to assist local commanders/supervisors in understanding what benefits are available to the Primary Next of Kin (PNOK) of the deceased member/retiree.

5. Unit Responsibilities:

- a. Units will designate a primary and secondary CNO and CAO (CNOs cannot serve as CAOs at the same time). Soldiers will be on 24-hour notice and, when directed, will report in the Army Service Uniform (ASU) to the USAG RP Casualty Management Office (location will be provided when notified). The trained primary and secondary CNO and CAO must be available at all times. By regulation, Lieutenants may not be used as a CAO or a CNO, however promotable Lieutenants are eligible. The CNO and CAO must be of equivalent or senior rank to the deceased Soldier, but have a rank of at least a Sergeant First Class (SFC). Therefore, each tenant unit must

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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 honor detail anywhere within the USAG RP AOR. This is a standby mission but the detail should be organized, trained, resourced and prepared to execute on a very short notice. The USAG RP Casualty Management Office will notify the unit commander if the funeral honor 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 Soldier, dressed in the ASU, to operate the electronic bugle for TAPS. If requested by the family, full funeral honors will be performed, to include Soldiers in ASUs to act as pallbearers, and a rifle team to perform the gun salute.

c. Commanders will release Soldiers appointed as CNO/CAO's from conflicting duties immediately following assignment as a CNO/CAO so they can provide the next of kin (NOK) with meaningful assistance. CNO/CAO duties will take precedence over peacetime military duties, to include TDY, duty rosters, 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 and in the case of a multiple casualty event which requires more CNO/CAOs than the current detailed unit is able to provide, the secondary unit will be required to fill the additional requirements.

6. Casualty Notification Officer (CNO) Responsibilities:

a. Report to the CAC, building 151, room 223, Sembach, within two hours of being activated for CNO duty. The CAC will provide the necessary guidance to the CNO regarding their notification duties, i.e. 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 four hours of the CAC's initial notification of the death.

7. Casualty Assistance Officer (CAO) Responsibilities:

a. Report to the CAC, building 151, room 223, Sembach, within four hours of being activated for CAO duty. The CAC will provide the necessary guidance to the CAO regarding their duties.

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- 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. Provide 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 and attend the 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.
8. Duty schedule: The USAG RP Casualty Management Office will initiate and send the unit the roster of certified personnel available for casualty duty. The unit will determine and initiate a Casualty Duty Roster, for at least a 60-day period. The USAG-RP Directorate of Plans, Training, Mobilization, & Security (DPTMS) will also send a formal tasking to each unit to perform CNO/CAO duties. A master form will be maintained at the USAG RP Installation Operations Center (IOC). The USAG RP Casualty Management Office will notify the unit responsible to provide a CNO and/or CAO to the PNOK.
9. Point of contact for this policy is the USAG RP DHR at DSN 493-4165.



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Commanding