



UNITED STATES MARINE CORPS

MARINE CORPS LOGISTICS BASE
814 RADFORD BLVD STE 20312
ALBANY, GEORGIA 31704-0305

BO 3040.1J
CO4002
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BASE ORDER 3040.1J

From: Commanding Officer
To: Distribution List

Subj: CASUALTY ASSISTANCE CALLS OFFICER (CACO) PROCEDURES

Ref: (a) MCO P3040.4E

Encl: (1) Mass Casualty Annex

1. Situation. Marines take care of each other and the families of those with whom they serve. It is critical that Marines are there for each other when tragedy strikes and we lose a member of the Marine family. Mothers, fathers, spouses, sons and daughters in bereavement will form a lasting impression of the Marine Corps from how their casualty notification was conducted and the type of assistance provided during this extremely difficult period.

2. Cancellation. BO 3040.1H

3. Mission. The purpose of this order is to provide amplifying guidance to all parties involved in the procedures for submitting required reports and notification of required personnel in the event a casualty takes place within the command.

4. Execution

a. Commander's Intent. To ensure the personnel involved in the administration and execution of the Casualty Assistance Program are provided with adequate information in the performance of their duties and responsibilities.

b. Concept of Operations. This order should be used in conjunction with reference (a) and other current regulations to ensure compliance with policies and procedures established by HQMC in regards to individual and mass casualty CACO procedures.

c. Tasks

(1) CACOs

(a) Be familiar with the contents of this order and reference (a).

(b) Be prepared to make casualty assistance calls on short notice, in the proper uniform, and in a manner befitting a representative of the Commandant of the Marine Corps and this Command.

(2) Base Adjutant

(a) Prepare and send a personnel casualty report immediately per reference (a).

(b) Ensure CACOs receive appropriate reference material for carrying out their duties.

(c) Ensure CACOs are thoroughly briefed on their responsibility prior to making any notification of casualties.

(d) Maintain a personal file on each known casualty of the Command per reference (a).

(e) Issue temporary additional duty (TAD) orders and coordinate travel arrangements for escorts of the remains and representatives, based on submission of TAD requests from the Casualty Coordination Center (CCC).

(3) Comptroller. Provide a block of travel order numbers (TON) to the Base Adjutant, once a decision has been made by the Commanding Officer to provide a representative (exclusive of the escort of the remains) to attend the funerals. The number of TON's required will be estimated by the CCC based on the anticipated number of representatives required.

(4) Director, RMD. Be prepared to make liaison with MCIEAST disbursing to provide a 24-hour watch to issue death gratuity payments based on the submission of DD Form 397 authenticated by the CCC watch officer. The DD Form 397 will be delivered by the CACO and the death gratuity payment will be receipted for by the CACO. All death gratuity payment checks will be issued within 24 hours of delivery of the DD Form 397.

(5) Base Personnel Officer

(a) In the absence of the Base Adjutant, take all required actions to coordinate and implement this order.

(b) Provide the Base Adjutant with a briefing and a copy of action completed/pending as soon as practicable.

(6) Commanding Officer

(a) Take appropriate action to notify next of kin for casualties within the Command in coordination with the Base Adjutant.

(b) Provide a funeral detail per reference (b) if required.

(7) Officer of the Day/Supernumerary. Be familiar with the contents of this order.

(8) Chaplain

(a) Be prepared to perform functions in connection with the casualty assistance call procedures established in this order.

(b) The Chaplain will accompany the CACO for the initial notification to the next of kin in all casualties defined as dead, very seriously ill, attempted suicide, severe injury, or an incurable or terminal illness per reference (a).

(9) Director, Logistics Support Division. Ensure sufficient vehicles and drivers are available to transport CACOs and Chaplain to the required residence(s). The requirement will be based upon next of kin in the Albany area.

d. Coordinating Instructions

(1) Casualty Assistance Calls Procedures. Combat casualties and casualties from other commands require action that is different from casualties of this command. The following notification procedures apply:

(a) Combat Casualties and Casualties Outside This Command. Normally, information of a casualty notification requirement will be passed telephonically from the Marine Corps District Headquarters in which the casualty occurred or, for combat casualties, Headquarters, Sixth Marine Corps District (MCD) to the Inspector-Instructor (I&I) Staff aboard MCLB. The I&I are tasked as part of their primary duties to handle all casualty notifications for casualties from outside commands. If the Officer of the Day receives a call concerning casualty notification assistance after normal working hours he should put the caller in contact with the I&I Staff, Albany, at 639-5475/5476 or the I&I after working hours at 434-5684/5665.

(b) Casualties Within the Command. Persons having knowledge of a casualty in this command shall notify the Base Adjutant 639-5105 during normal working hours or the Officer of the Day 639-5206 after working hours. The Officer of the Day or the Base Adjutant will then notify the officers listed below in the order indicated. The order of notification may be interrupted or stopped by the Commanding Officer, Marine Corps Logistics Base, Albany. The order of notification is as follows:

- 1 Base Adjutant.
- 2 Base Executive Officer.
- 3 Commanding Officer, Marine Corps Logistics
Base, Albany.
- 4 Director/Company Commander.
- 5 Chaplain.
- 6 Commanding General, MCIEAST

(c) For casualty assistance calls for members of the Command whose next of kin reside within a reasonable distance from the unit, the command will send the individual's officer in charge (OIC) and the Chaplain.

(2) Conduct of Casualty Assistance Calls

(a) Unless otherwise directed by competent authority, casualty calls will be made between the hours 0600-2200 by an officer, in the appropriate service "A" uniform, who has been selected and briefed for the duty by the Base Adjutant. Casualty assistance calls will be conducted per reference (a).

(b) Officers make casualty assistance calls as representatives of the Commandant of the Marine Corps and, as such, should express the Commandant's condolence and offer all practical assistance to the next of kin.

(c) Results of all casualty assistance calls will be reported to the Base Adjutant immediately after notification is made.

(d) Should difficulty be encountered in locating the next of kin, a call should be made immediately to the Commandant of the Marine Corps (MHP-10) DSN 224-1787 or COM (703) 614-1787/88, stating the problem. After working hours call the

Marine Corps Command Center DSN 225-7366 and ask for the duty casualty officer. The Base Adjutant will also be informed and will render whatever assistance is possible.

(e) The CACO will be prepared to offer any required assistance and provide information to the next of kin of deceased Marines on rights and benefits that may accrue to them from the deceased Marine's military service. The CACO will also render all assistance feasible in procuring these benefits as set forth in reference (a).

(3) Death of Dependents of Active Duty Military Personnel

(a) Dependents who become casualties essentially require the same treatment as that of active duty personnel.

(b) Condolences on the part of the Commandant of the Marine Corps and of the Command will to be expressed.

(c) Benefits are limited in the case of dependent casualties, but do include transportation of the remains at government expense to the designated place of interment.

(4) Death of Retired Marines

(a) If notification is received concerning the death of a retired Marine, the I&I Staff will be notified as indicated in paragraph 6a above. The I&I Staff has the responsibility to prepare the Personnel Casualty Report for submission to the Commandant of the Marine Corps.

(b) All requests for funeral support for retired (deceased) Marines will be referred to the Sixth Marine Corps District. The Sixth Marine Corps District is assigned responsibility to establish which command will be tasked with providing funeral support. The point of contact aboard MCLB is the Battalion Operations Chief at 639-5130. Request for funeral support can be referred to the POC who will in turn provide notification to the Sixth Marine Corps District. Reference (b) provides guidance for providing memorial services.

5. Administration and Logistics

a. Administration. Any SNCO and above may be assigned as a CACO.

b. Logistics. None.

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6. Command and Signal

a. Command. This order is applicable to all personnel assigned to Headquarters Battalion, MCLB, Albany.

b. Signal. This order is effective the date signed.


C. N. HALIDAY

DISTRIBUTION: Distro List

1. Mass Casualties. A mass casualty situation will occur when two or more casualties are sustained. Upon notification mass casualties exist, the Base Adjutant will implement the instructions in this order. A mass casualty situation will require a large pool of personnel to facilitate casualty assistance calls, the escort of remains, and attendance of funerals. Personnel selected must be of the highest caliber. The Commanding Officer will make sure personnel nominated are capable of handling the assignment without reservation. Time constraints encountered during a mass casualty situation preclude detailed screening of personnel by the Casualty Coordination Center (CCC) and unless obvious deficiencies are noted, the person nominated for an assignment will be dispatched rapidly once briefed by CCC personnel. Persons assigned duty will be returned to their work sections only upon the completion of their duties and release by the Base Adjutant.

2. Task

a. Commanding Officer. In the event of mass casualties, when the implementing directive is issued, the Commanding Officer will submit three separate personnel lists (grade, name, SSN/MOS, duty telephone number, and home telephone number) of personnel nominated to perform as (1) CACOs, (2) escorts for the remains of deceased personnel, and (3) representatives at funerals.

b. Base Adjutant. The CCC will be activated under the supervision of the Base Adjutant. The CCC will be made up of three company grade officers (any MOS), one Administrative Chief (0193) five clerks (0151s) to work in the CCC.

c. Chaplain. The Chaplain will provide/coordinate for religious personnel to accompany CACOs on casualty assistance calls.

d. Public Affairs Officer

(a) If directed, request the local media (TV and radio) broadcast special telephone numbers to be used by the next of kin to contact the CCC.

(b) If directed, request the local media broadcast/publish a public service message indicating that the next of kin of any Marine Corps casualty will be notified in person by a Marine Corps representative, emphasizing notification will not be made telephonically.

Enclosure (1)