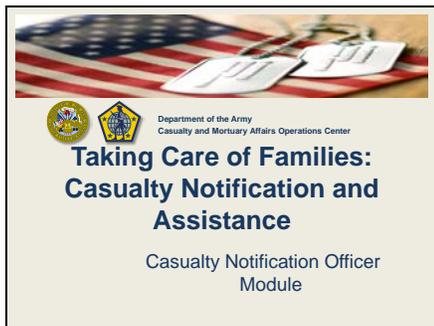
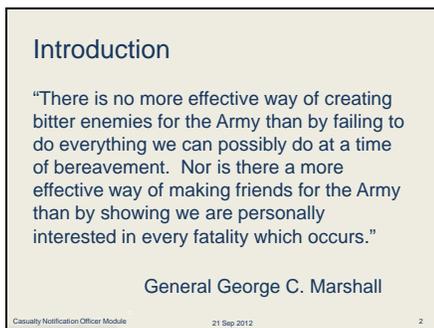


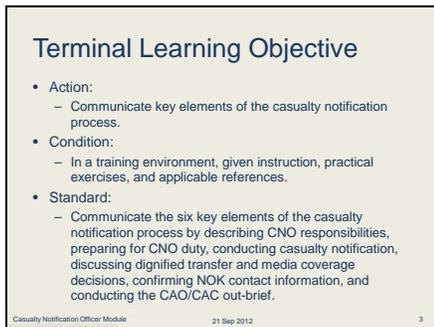
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Slide 2



Slide 3



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Casualty Notification History

- 1940s through early 1960s: Telegrams and letters of condolence
- 1967: Julia Compton Moore's efforts and public outrage during the Vietnam War prompted the Army to set up Survivor support networks
- 1969: Casualty notification teams consisting of uniformed officers
- 2007- Present: Standardized training and dramatically improved Survivor satisfaction

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Taking Care of Families

- As the Casualty Notification Officer you will be the first Soldier to come in contact with the Family after the death of their Soldier. You will have only one chance to "do it right." Your actions as Casualty Notification Officer will influence their opinion of the Army for the rest of their lives.



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Acronyms

CAC	Casualty Assistance Center
CAO	Casualty Assistance Officer
CMAB	Casualty and Mortuary Affairs Branch
CMAOC	Casualty and Mortuary Affairs Operations Center
CNO	Casualty Notification Officer
DT	Dignified Transfer
FOIA	Freedom of Information Act
PNOK	Primary Next of Kin
SNOK	Secondary Next of Kin
T&TS	Travel and Transportation Section

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CMAOC Responsibilities

- Determines NOK
- Provides policy guidance and operational control over the Army Casualty (AR 600-8-1) and Mortuary Affairs (AR 638-2) programs
- Oversees the recovery, identification, and repatriation of all service members from prior wars
- Serves as the point of contact for all Army POW/MIA matters

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Casualty and Mortuary Affairs Branch (CMAB)

- Operations Section:
 - Notification Cell:
 - Coordinates notification actions for Army reportable casualties world-wide
 - Operates 24/7
 - T&TS:
 - Coordinates Family member travel
 - Publishes Family travel orders

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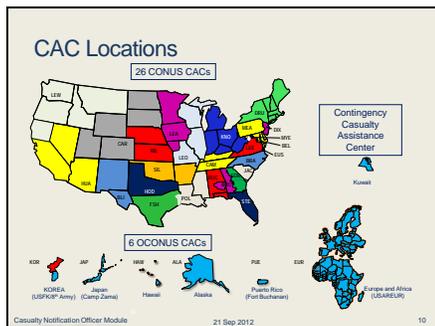
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CAC Responsibilities

- Provides casualty, mortuary affairs, memorial affairs, and benefit entitlements support in their area of responsibility
- Accounts for, reports, and documents all reportable casualties within their area of responsibility
- Coordinates Casualty Notification Officer/Teams, Casualty Assistance Officers, Summary Courts-Martial Officers (SCMOs), and line of duty investigating officers
- Coordinates Military Funeral Honors
- Coordinates ongoing casualty notification and assistance actions with CMAOC

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- ### CNO Responsibilities
- Represents the Secretary of the Army
 - Conducts notification
 - Reads PNOK/SNOK script
 - Obtains DT/Media access decisions
 - Determines when to depart the residence
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- ### Chaplain Responsibilities
- Teamed with CNO who:
 - Supports the notification officer
 - Provides solace to the Next of Kin
 - Assists in determining when to depart the residence
 - Will not make the notification
 - In the absence of a Chaplain, a CNO-trained Sergeant First Class or above, coordinated by the CAC, will serve as the second team member.
- 
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Check on Learning 1

- Name two CMAOC responsibilities.
- Name two CAC responsibilities.
- Name two CNO responsibilities.
- Name two Chaplain responsibilities.

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CNO Qualifications

- CNO rank requirements:
 - Commissioned Officer – CPT or higher
 - Warrant Officer – CW2 or higher
 - Noncommissioned Officer – SFC or higher
- Equal or higher in rank to the casualty and/or PNOK (if military)
- Trained and certified

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CNO Assignment

- How is CNO eligibility determined?
 - DD Form 93
 - SGLV Form 8286
- Who is eligible?
 - PNOK
 - PADD
 - SNOK
 - Benefit Recipients

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CNO Character Traits

- Care
 - Serious attention to Family's needs
- Compassion
 - Sympathy
- Commitment
 - Pledge or promise to serve Family in their time of need
- Concern
 - Engaged and interested

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Preparing for CNO Duty

- Have ACUs and ASU/Class A uniforms ready
 - Be prepared to travel to Dover
- Review CNO training handouts
- Review the CMAOC website to re-familiarize yourself with CNO responsibilities
- View Apparent Self-Inflicted Death Primer
- Review CNO Procedures in AR 600-8-1 (Chapter 5)
- Review the Privacy Act of 1974



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Check on Learning 2

- Name one form that impacts CNO assignments.
- Name two persons who are assigned a CNO.
- What can you do to remain prepared for CNO duty?
- Why must the CNO be ready to travel to Dover AFB?



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CNO Considerations

- Privacy Act of 1974
- Responding to questions
- CNO "Don'ts"

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Privacy Act of 1974

- Notification Teams are required to adhere to the Privacy Act of 1974 and:
 - Protect the privacy of individuals from unwarranted intrusion
 - Collect only the personal information legally authorized and necessary
 - Disclose this information only as authorized by the Privacy Act
 - Safeguard personal information to prevent unauthorized use, access, disclosure, alteration, or destruction

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Responding to Questions

- Answer honestly
 - With confirmed information
 - Never speculate, guess or assume
 - assure the Family they will receive additional information as soon as it becomes available.
- It's okay to say "I don't know"
- Note questions and follow up with the CAC



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CNO "Don'ts"

- Do **NOT**:
 - Touch the NOK in a manner that may be misunderstood
 - Rush through the notification
 - Provide opinions, personal experiences, embarrassing/gory details, or speculate on anything
 - Discuss benefits and/or entitlements
 - Discuss disposition of remains

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Check on Learning 3

- How would you fix these comments made by Family members?
 - "Mother was prompted (by CNO) to answer difficult questions only a few minutes after the notification."
 - "Wife stated the Chaplain was very nice but the other person was cold and insensitive."
 - "CNO was reading the notice from the script."

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Notification Requirements

- CNO duty takes precedence over all other military responsibilities.
- Report to the CAC or designated location within one hour of receiving the call.
- Notification is:
 - Conducted in ASU/Class A's
 - Completed within four hours of the CAC receiving the initial casualty report
 - Conducted between 0500-2400; exceptions must be approved by CMAOC

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Notification Team Briefing (1 of 3)

- CAC briefing will occur either:
 - At the CAC,
 - At a location accessible by both the CNO and Chaplain, or
 - By telephone using information supplied by email/fax.
- Briefing will include:
 - Casualty Report
 - DD Form 93
 - Notification Script
 - Record of Notification Actions Form
 - Local procedures unique to CAC's area of responsibility

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Notification Team Briefing (2 of 3)

- For apparent Self-Inflicted Death cases, the briefing will also include:
 - Reminder to set aside personal feelings
 - Reminder to use "apparent self-inflicted death"
 - Other pertinent information



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Notification Team Briefing (3 of 3)

- The CAC may provide the CNO with the following additional items:
 - PNOK/SNOK Script (Dover Media Access Script)
 - A map to help the notification team locate the NOK's residence
 - Emergency response numbers

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En Route to the Residence

- Use this time to:
 - Prepare yourself (mentally and emotionally) for the notification
 - Internalize notification script
 - Speak to the Chaplain about his/her past experiences
- Just prior to notification:
 - Call the CAC
 - Call T&TS

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At the Residence

- Leave casualty report in the vehicle
- Place cell phone on silent or "airplane mode"
- Stay calm, speak slowly, and be natural in your delivery
- Disclose information approved by the CAC
- Use words that the NOK can understand
 - No acronyms
- Speak with children at their physical and age appropriate level



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The Notification Visit

- Identify yourself:
 - "I am SFC Davis from Fort Campbell and this is Chaplain Barrett."
- Ensure you are speaking to the correct person:
 - "Are you Mrs. Carrie Clark, the spouse of CPL Scott Clark?"
- Request permission to enter the residence:
 - "May we come in please?"

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What if...

- The NOK is not at home:
 - Move your vehicle from NOK's residence
 - Do not leave the area
 - Contact the CAC for guidance
 - The CAC may direct you to visit neighbors, law enforcement agencies, or the PNOK's place of employment
- NOK answers and does not understand English:
 - Contact the CAC for guidance

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NOK Reactions (1 of 2)

- Possible reactions:
 - No Emotion
 - Shock
 - Disbelief and/or Denial
 - Anger
 - Extreme Grief
 - Hostility
 - Avoidance
 - Medical Emergency



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NOK Reactions (2 of 2)

- If the NOK becomes violent or you believe a threat is imminent, remove yourself and Chaplain from the situation and call the CAC.
- Notifications of apparent self-inflicted death may invoke thoughts of:
 - Why loved one chose death.
 - Real or perceived social stigma.



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Practical Exercise 1 - Notifications

- Role-play scenario(s) delivering casualty notification.

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PNOK/SNOK Script

- Discuss DT and Media Access
- Provided by your CAC
- CNO reads verbatim to PNOK
 - Engage Family (empathy and eye contact) while reading PNOK script
- Chaplain may assist in determining appropriate time to read script
- PNOK decision will influence SNOK script

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Dignified Transfer (DT)

- Does the PNOK desire to observe DT?
 - If "Yes", place the PNOK in direct contact with T&TS.
 - If "No", does the PNOK want to designate anyone to travel to observe the DT?
- PNOK + two
- CNO prepared to travel to Dover

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Media Access

- The PNOK has the following three options for Media Access of the Dignified Transfer:

Option	Extent of Media Access
Media: yes and DVD: yes	Full media access and DVD
Media: no and DVD: yes	No media access, DVD provided (External media and general public may request copies of DT under FOIA)
Media: no and DVD: no	No coverage or recording

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Practical Exercise 2 – PNOK Script

- Role-play scenario(s) reading the PNOK script.

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When to Leave

- CNO determines appropriate time to leave
 - Chaplain may assist in determination
- Do not leave the PNOK alone
- Inform the PNOK that their CAO will contact them
- Leave the CAC's telephone number and points of contact



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Prior to Leaving

- Complete Record of Casualty Notification Actions Form:
 - Time of notification
 - 45-day address
 - NOK telephone contact number
 - NOK professional title or rank, if applicable
 - NOK not accounted for on DD Form 93

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Practical Exercise 3 – Departing

- Role-play scenario(s) focused on the notification team's departure

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Duties After Notification

- Return to the CAC or designated location.
 - Turn in the Record of Casualty Notification Actions Form
 - Debrief the CAC Staff and the CAO on:
 - Language requirements
 - Feelings toward the Army
 - Illness of any Next of Kin
 - Grief reactions
 - Family dynamics
 - Other issues



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Practical Exercise 4 – Debrief

- Role-play scenario(s) focused on debriefing the CAC Staff and the CAO.

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Check on Learning 4

- Burke video
 - What was done right?
 - What might you have done differently?
 - What grief reactions did you see?
 - Were they handled appropriately?
 - What would you have done?



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Summary of Learning Objectives

- Describe CNO responsibilities
- Prepare for CNO duty
- Conduct casualty notification
- Discuss Dignified Transfer and media coverage decisions
- Confirm NOK contact information
- Conduct CAC/CAO out-brief



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