



DEPARTMENT OF THE NAVY

COMMANDING OFFICER
TRAINING SQUADRON TWENTY-SEVEN (VT-27)
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CORPUS CHRISTI TX 78419-5245

VT-27INST 5360.1A
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TRAINING SQUADRON TWENTY-SEVEN INSTRUCTION 5360.1A

Subj: PROCEDURES IN CASE OF DEATH, SERIOUS INJURY, OR MISSING STATUS
OF MILITARY PERSONNEL

Ref: (a) MILPERSMAN 1770.160
(b) BUPERSINST 1770.3
(c) MCO P3040.4E

Encl: (1) VT-27 Casualty Checklist
(2) Time Limit For Required Reports
(3) Casualty Assistant Calls Officer (CACO) Telephone Directory

1. Purpose. To establish and coordinate the responsibilities of the various officers who must act promptly and efficiently in the event of death, serious injury, or missing status of personnel under the jurisdiction of this command. References (a) and (b) cover contingencies that may arise in these matters involving Navy and Marine Corps members; in addition, reference (c) also applies to Marine Corps members.

2. Cancellation. VT-27INST 5360.1

3. Discussion. A death or serious injury/illness status creates a situation of extreme sensitivity. Every effort should be made to provide a high degree of attention, courtesy, and respect to personnel involved and their Next-of-Kin (NOK). Every possible attempt should be made to assuage the grief and render aid to the family and friends of the deceased or seriously injured. Squadron personnel concerned for families involved must use utmost tact and leave appropriate functions to specifically designated individuals. The specific course of action to be taken requires a careful decision and is affected by the status of the remains, the location, jurisdiction, duty status at the time, place of accident/injury, and civilian involvement. The death or injury may also be a result of misconduct or not in the line of duty, which can only be determined through an official investigation. It would be ideal to publish a step-by-step book to follow in these matters. However, the multitude of circumstances that occur in each case makes this impractical. The procedures contained in this instruction can be modified to fit any circumstance. Inherent within this instruction is the idea of complementing good common sense with assistance from experts about unfamiliar matters. In order to expedite specific actions the following officers shall thoroughly familiarize themselves with references (a) through (c):

a. Administrative Officer (AO)

- b. Casualty Assistant Calls officer (CACO)
- c. Command Duty Officer (CDO)
- d. Squadron Duty Officer (SDO)

4. Action. The provisions of this instruction apply when personnel under the jurisdiction of the Commanding Officer are:

- a. Dead from injuries or natural causes.
- b. Missing under circumstances indicating doubt as to their safety (except ordinary unauthorized absence).
- c. Seriously injured or ill and unable to communicate the situation to their NOK.

5. Procedure

a. Any person receiving information concerning death, serious injury, or missing status of squadron personnel shall immediately report it by the most expeditious means to the CDO. Medical assistance shall be requested at the same time if required. The CDO shall immediately notify the following officers:

- (1) Commanding Officer (CO)
- (2) Executive Officer (XO)
- (3) AO
- (4) CACO Officer (for a death, serious injury or suicide attempt) Note: If the member is Navy, the Command CACO's will handle all CACO affairs. If other than a Navy member, contact Senior Marine. He will assign a Marine Corps CACO outside of the Command.
- (5) Safety Officer
- (6) Public Affairs Officer (PAO)
- (7) Legal Officer
- (8) Medical Officer of the Day, Naval Air Station Corpus Christi (NASCC)
- (9) Decedent Affairs Office, Naval Hospital (NAVHOSP), Corpus Christi (death or death imminent)

b. Upon receiving and verifying information of an occurrence of death or serious injury to personnel within this command the following action shall be taken:

(1) CDO/SDO send suitable personnel, the legal officer, and safety officer if possible, to the scene for preliminary investigation of the occurrences as soon as possible.

(2) Following collection of all pertinent facts, take the appropriate action and make all reports required by references (a) and (b) as necessary. The activity holding a member's service record will, upon being notified, immediately furnish the member's service record to the activity responsible for making the required reports.

6. Responsibilities

a. CDO/SDO

(1) Dispatch medical assistance, if required.

(2) Notify officers listed in paragraph 5(a).

(3) Log all information and relay amplifying data.

(4) Determined the preliminary line of duty status of injured/deceased at the time (leave, liberty, etc.).

(5) Refer all requests for information from the public or press to Commander Training Wing Four (CTW-4), extension 2945 or 2308.

(6) Initiate the Casualty Checklist (enclosure (1)).

(7) Be familiar with enclosures (1) through (3) and ensure enclosures are available in the squadron duty office.

b. AO

(1) Coordinate all necessary functions between designated individuals.

(2) Refer to enclosure (1) for casualty guidelines and checklists.

(3) Ensure all squadron personnel emergency data is current.

c. Squadron Personnel

(1) Shall not divulge any information concerning incident to the public. All queries shall be referred to the CTW-4 PAO, extension 3536.

(2) Shall not divulge names of individuals involved until NOK has been notified and then only when specifically authorized to do so by the Commanding Officer.

d. CACO. The CO shall appoint a CACO. The CACO shall:

(1) Obtain training annually on base (a message vie message traffic will be released indicating when/where the training will occur). The NAS CACO can provide CACO material and/or guidance on additional material and scheduling training.

(2) Refer to reference (b) for CACO guidelines.

(3) Be familiar with enclosures (1) through (3).

(4) Make the personal notification of the casualty to the NOK using the CACO Handbook (NAVPERS 15607D).

(5) Inquire as to the family's needs and extend assistance.

(6) Act as the interface between the NOK and squadron to provide coordination and information for the tasks to be accomplished. The intent is to avoid unnecessary concern or frustration for the NOK because of numerous and sometimes unwarranted calls from multiple parties.

(7) Notify Navy Personnel Command (NPC), Casualty Assistance Branch (COMNAVPERSCOM, Millington, TN, Code 621; DSN: 942-4008/1536 or 1-904-542-4008/1536) via the regional program manager (Jacksonville) when the death gratuity is paid and whether immediate financial assistance is necessary for Navy members. For members other than Navy contact the appropriate branch of service (enclosure 3).

(8) Offer assistance in completion of official benefits forms and in obtaining or photocopying documents necessary to substantiate claims.

(9) Provide advice regarding the shipment or storage of household goods.

(10) Notify NPC or appropriate service in cases of irregularity or complaint.

(11) If requested, The CACO shall:

(a) Contact the Red Cross, Navy Relief Society, and other service organizations for assistance.

(b) Assist in funeral/memorial service arrangements.

(c) Assist in providing honors available in the area.

(d) Assist in providing a chaplain for pastoral care.

(e) Assist in transportation arrangements including provision for dependents' escort when required.

e. Legal Officer. When death or serious injury occurs under circumstances that appear to warrant a Judge Advocate General (JAG) investigation, the Commanding Officer shall be advised and a Board of Investigation appointed to conduct the investigation.

f. PAO

(1) The PAO shall release identification of the deceased, seriously injured, or missing personnel only after he has been authorized by the CO.

(2) The PAO, NAVHOSP, Corpus Christi, releases information regarding patients admitted and when deaths occur in the hospital.

(3) Request for information concerning aircraft accidents shall be referred to CTW-4 PAO.

7. Reports and Messages. Detailed instructions (including sample reports, telegrams, and letters) are contained in reference (a) through (c) and enclosure (1). In all cases of death, serious injury, and missing status the following reports and messages will be sent as appropriate:

a. Deceased and missing personnel:

(1) Casualty report as soon as possible after receipt of positive information confirming the casualty by PRIORITY message to

the Secretary of the Navy as outlined in references (a) and (b) and enclosures (1) and (2). Call NPC (Casualty Assistance Branch) at DSN 882-6672/4292 or 1-800-368-3202 with a preliminary phone call and provide:

Name, SSN, Rank/Rate and ask if they will assign CACO for out of area NOK or if direct contact with respective district is authorized.

For Marine Corps personnel: Notify SR Marine

(2) Initial notification of primary NOK by CACO as outlined in references (1) through (c). Follow up report in sequence as outlined in reference (a).

b. Seriously ill or injured: Notification of primary and secondary NOK with progress reports as outlined in reference (a) section 1770-170, and references (b) and (c).



K. R. GATZMEYER

VT-27 CASUALTY CHECK-LIST

Action will normally be accomplished in the sequential order indicated. Detailed logs and records of contacts and action will be maintained.

ACTION REQUIRED

RESPONSIBILITY

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| 1. Notify CDO upon receipt of information pertaining death/injury/illness hospitalization | Person of circumstances |
| 2. Maintain chronological record of all information received together with names and phone numbers of contacts. Any significant telephone conversation should be summarized in the form of a memorandum for the record and included in the file. | CDO |
| 3. Verify information pertaining to casualty (who, what, when, where, why). Obtain names and phone numbers of individual(s) providing information. | CDO |
| 4. Notify the following staff personnel using the squadron 1301 and Recall Roster. | CDO |

CO
XO
AO
Safety Officer
PAO
Medical Officer of the Day, NAS
Decedent Affairs Office NAVHOSP,
Corpus Christi

(During non-working hours, personnel shall be contacted at their quarters.)

NOTE: The AO will assume primary administrative responsibility at this point. If the AO is not available, the CDO will continue responsibility and comply with items 5 through 15.

5. Refer to Special Incident Reporting (SITREP) procedures and VT-27 mishap action plan, if applicable (Located in duty office). CDO/AO
6. Obtain the individual's Emergency Data from from the VT-27 AO. Verify NOK data against local records located at the PSD Corpus Christi (Navy) 961-3841 CDO/AO
7. Notify NPC, Casualty Assistance Branch. Advise that the Personnel Casualty Report message will follow notification of NOK. NOTE: If member involved is Air Force call HQ AFPC/Casualty Services Branch (enclosure (3)). CDO/AO
8. Appoint and prepare letter designating an Inventory Officer. Have Inventory Officer contact the CACO for a copy of the Inventory Board Casualty Checklist. As soon as possible, have the officer secure and inventory the deceased's possessions in the squadron spaces. AO
9. Notify or designate a CACO to make the initial visit to the NOK when desired by the CO. This visit does not relieve the squadron of the responsibility to send required confirmation telegrams or letters. CDO/AO
10. If NOK resides outside of the CDO/ADMIN Corpus Christi area, relay required information by telephone to the Cognizant Area Coordinator and request CACO assignment. Phone number is located in enclosure (3). CO
11. Phone designated CACO and relay details and report of notification of death. Request personal notification and report of notification. CDO/AO

12. Notify NAVHOSP that the VT-27 AO or CACO will be Liaison Officer (if using NAVHOSP Corpus Christi facilities). CDO/AO

NOTE: See CACO for all message/letter formats.

13. Following confirmation of personal notification, prepare a confirmation message to the NOK as set forth in reference (a), (NAVMILPERSMAN 1770-170, Exhibit 3). CDO/AO

NOTE: This message and the following message cannot be sent to a civilian/home of record address. The must be done by other means, (e.g. Federal Express, U.S. Mail delivery, Western Union etc.)

14. If personal notification cannot be accomplished within 24 hours from receipt of the casualty information, prepare an initial NOK message as set forth in reference (a), (NAVMILPERSMAN 1770-170, Exhibit 1). CDO/AO

15. In case of death only, prepare the second NOK message as set forth in reference (a) (NAVMILPERSMAN 1770-170, Exhibit 2). The second NOK message will not be released until the first NOK message is considered received. CDO/AO

16. In the case of casualties involving serious/very serious illness/injury prepare NOK message as set forth in reference (a), (NAVMILPERSMAN 1770-170) CDO/AO

17. Prepare a letter of condolence to the NOK for CO signature in accordance with reference (a), (NAVMILPERSMAN 1770-170). AO

18. Approve basic information to be given to the PAO for release. CO/XO

19. Prepare letter appointing Investigation Officer in accordance with JAG Manual. LEGAL

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| 20. Prepare follow-up letter of circumstances to NOK (reference (a)). | AO |
| 21. Coordinate escort assignment IAW NAVMILPERSMAN 1770-210 & 5360 if NOK desires. Notify NAVHOSP Corpus Christi of the name of the designated escort and arrange details. For the escort, NAVHOSP will cut cost orders and brief escort. | CACO/AO |
| 22. Promulgate information regarding memorial services. | CO |
| 23. Order flowers to be delivered to funeral home (request voluntary contributions from personnel). | CACO/AO |
| 24. Conduct inventory of personal effects and make necessary arrangements for delivery to NOK. | CACO/INVENTORY OFFICER |
| 25. Conduct Casualty Assistance Calls Program. | CACO |
| 26. Notify Post Office of status and change of address of dependents. | CACO |

NOTE: Enclosure (2) provides a basic time guide and checklist to ensure completeness of required reports.

TIME LIME OF REQUIRED REPORTS

<u>REPORT</u>	<u>TIME LIMIT</u>	<u>RESPONSIBILITY</u>
Notification of NOK	Immediately (Between 0600-2400 normally)	CO/ADMIN
Initial MSG Report of Casualty	Within 4 hours	CDO/ADMIN
Secondary MSG to NOK	Upon Receipt of of notification of PNOK	CO/ADMIN
Payment of Gratuity	Within 24 hours when required	CO/ADMIN/PSD
Supplemental MSG Reports	As required	ADMIN
Letter of Condolence	48 hours	CO/AO
Inventory Board Report	3 days	INTENVORY OFFICER
Casualty Investigation Report	When Required	LEGAL OFFICER
Claim Investigation Report	When Required	LEGAL OFFICER
CACO	45 days when Required	CACO/AO
Decedent Affairs Death Report	ASAP	AO
Investigation Officer	5 days	SAFTEY OFFICER

VT-27INST 5360.1A
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Investigation
Report Motor
Vehicle Accident

5 days

SAFETY OFFICER

CACO TELEPHONE DIRECTORY

COMMAND

TELEPHONE

Navy

[COMNAVPERSCOM, Millington, TN, Code 621]

NAVY PERSONNEL COMMAND, CASUALTY

ASSISTANCE BRANCH

(Mrs. Sandy Dubois)

DSN: 942-4008/1536
COMM: 1-904-542-4008/1536
24 hrs: 1-800-368-3202

Marine

CMC

24 hrs: 1-800-847-1897

NAS Corpus Christi is in the Jacksonville Southeast region:

POC is Mr. E. J. Blanchard

Mr. Gus Villarini

COMM 904-542-5807

COMM 904-542-1536

Duty Office COMM 904-542-3118

DSN 942-3118