



DEPARTMENT OF THE NAVY

NAVAL AIR STATION OCEANA
1750 TOMCAT BOULEVARD
VIRGINIA BEACH, VIRGINIA 23460-2191

IN REPLY REFER TO:
NASOCEANAINST 1770.1D

11

20 MAY 2002

NAS OCEANA INSTRUCTION 1770.1D

Subj: CASUALTY ASSISTANCE CALLS PROGRAM

Ref: (a) BUPERSINST 1770.3
(b) MILPERSMAN 1770
(c) NAVPERS 15607D, Casualty Assistance Calls Officer Handbook

Encl: (1) Sample CAC/FHS Message
(2) Sample Personnel Casualty Report
(3) Sample Letter of Condolence
(4) Notification of Death Gratuity Payment Message
(5) Sample Notification of PNOK Message Sample

1. Purpose. To promulgate policies and procedures for casualty assistance to next of kin (NOK) and notification of proper naval authorities. This instruction applies to personnel assigned to Naval Air Station (NAS) Oceana, including Dam Neck Annex, Naval Auxiliary Landing Field (NALF) Fentress and Air Detachment Norfolk.

2. Cancellation. NASOCEANAINST 1770.1C. Because of numerous revisions paragraph markings have been omitted.

3. Background. Reference (a) requires a qualified Casualty Assistance Calls Officer (CACO) be assigned CACO duties in the event a servicemember dies, or is reported missing or unaccounted for--duty status--whereabouts unknown (DUSTWUN). When Commander, Navy Region, Mid-Atlantic (COMNAVREG MIDLANT) requests CACO assistance for casualties involving personnel not attached to NAS Oceana, but whose NOK reside in Virginia Beach, a CACO will be assigned by the NAS Oceana Installation Casualty Assistance Calls Program (CACP). In the event a servicemember sustains a serious injury or if death is imminent, a CACO will be assigned on a stand-by basis per reference (a). For the purpose of this instruction, the word "casualty" will pertain to DUSTWUN, death and serious illnesses.

4. Action

a. Tenant commands shall

(1) Determine and implement their policies and procedures for the CACP as directed by higher authority.

(2) Provide a current copy of their CACO watchbill or duty phone numbers, as applicable, to the NAS Oceana Quarterdeck, Command Duty Officer (CDO) notebook and NAS Oceana

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Installation CACP to expedite notification in the event NAS Oceana is the first to receive word on a casualty for a tenant command.

b. NAS Oceana Departments/Storefronts shall

(1) Designate a minimum of two personnel to attend the basic CACO course of instruction offered by COMNAVREG MIDLANT. Contact the Casualty Assistance Calls Program Manager (CACPM) Office at 322-2817 for information on quotas and dates for the course.

(2) Assign at least one commissioned officer, with no less than two years active duty, not of the Chaplain Corps and one senior enlisted (E-7 and above) as their department CACOs. All departments with more than 100 personnel will assign one percent of their personnel as collateral duty CACOs. Each department/storefront shall assign one CACPM for administrative purposes. CACPM may be one of the command CACOs. Program Managers are responsible for ensuring an adequate number of CACOs are trained by the Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Program Coordinator prior to initial contact with the NOK. Qualifications and responsibilities of the CACO are detailed in chapter 1, sections 1-3, of reference (a).

(3) Submit and distribute a watchbill to the CACOs, CDO notebook, NAS Oceana Quarterdeck and NAS Oceana Installation CACP.

(4) Storefronts are responsible for updating and sending CAC/FHS message (see enclosure (1)). NAS Oceana departments, including Air Operations Program departments, shall provide updates for the CAC/FHS message for submission by the Installation CACP.

c. Coordination

(1) Notification

(a) The first person to receive information on the casualty of a servicemember attached to NAS Oceana shall contact the Installation CACP. If the Installation CACP can not be reached, notify the CDO.

(b) The Installation CACP shall notify the affected command, department or storefront CACPM and ensure they assign a CACO. Tenant commands follow their own procedures at this point.

(c) Department/Storefront CACPM shall

(1) Assign a CACO for casualties suffered by their personnel.

(2) Notify CDO, Duty Chaplain, Commanding Officer and Installation CACP (if not already notified).

(d) CDO shall

(1) Assume overall coordination until a CACO is assigned by the CACPM.

(2) If not already completed, ensure notification to NAS Oceana Installation CACP, the affected department/storefront CACPM, Duty Chaplain and Commanding Officer.

(3) Obtain service record from Personnel Support Activity Detachment (PSD) to verify NOK.

(4) Initiate an IMMEDIATE precedence Personnel Casualty Report to addressees listed in chapter two of reference (a), (see enclosure (2)). Specific guidance is available to the CDO in the CACP notebook on the Quarterdeck.

(5) Personal notification is not required in the death of a deserter, regardless of the length of time in that status. If it is apparent that the family is unaware of the death, the naval command that learns of the death should, at a minimum, notify the NOK by telephone or send a courtesy CACO for a one-time notification visit. No follow-on assistance is required. The CDO shall verify the name against the muster report/unauthorized absentee list (if the casualty occurs after working hours) and brief the Commanding Officer to determine what action to take.

(e) The CACO shall

(1) Obtain service record from CDO to verify NOK.

(2) Once casualty report is drafted or transmitted, keep copy on hand (see enclosure (2)).

(3) Liaison with Duty Chaplain or other Navy representatives, as appropriate per reference (a), and coordinate initial visit. Proceed in government vehicle with chaplain (uniform for notification visit is Service Dress Blue or Summer White).

(4) Make contact with NOK (personal notification occurs 0600 to 2400 under most circumstances). Advise NOK of all factual details regarding the casualty. Restrict the information to what has been received. Assure the family that more details will follow and offer the Navy's condolences/concerns (death - personal notification; hospitalization/illness - telephone call notification only).

(5) Inform NOK of current location and condition of remains.

(6) Inform NOK that letter of condolence is forthcoming from the Commanding Officer (see enclosure (3)).

(7) Determine if emergency financial assistance is needed. Contact PSD for arranging payment of death gratuity to PNOK per service record (see enclosure 4).

(8) Advise NOK of any investigation. (item PAPA of the Personnel Casualty Report states JAG, NCIS, A/C mishap investigation to be conducted, as appropriate.)

(9) Before departing residence, identify and if needed, coordinate a support group and leave a CACO call card.

(2) Follow-up Notification

(a) Immediately upon termination of the first visit, the CACO shall

(1) Advise the CAC/FHS Program Coordinator.

(2) Send a naval message to all activities concerned.

(a) Notification of PNOK (see enclosure (5)).

(b) Notification of death gratuity payment.

(3) Provide point of contact (POC) in item BRAVO of Personnel Casualty Report for updates and changes. Keep PNOK informed.

(4) Contact Fleet Hometown News Center, Norfolk (see appendix A-2 of reference (a)) within 24 hours of notification of the NOK to stop all Navy originated news articles from appearing in hometown news.

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(5) Ensure all questions and concerns are addressed in a proper and timely manner. Do not promise anything more than you are certain the Navy will provide. Do not act as a representative of any other agencies, such as the Social Security Administration (SSA) or Department of Veterans Affairs (DVA). A death gratuity payment of \$6,000 will be locally paid within 48 hours. When issuing, remind PNOK and other beneficiaries that the Navy has no control over how long it takes for the first benefits check to be paid from other agencies, such as SSA and DVA.

5. This instruction is designed to guide the command and CACOs through the initial procedures. Please refer to reference (a) for all other visits and procedures or contact CAC/FHS Regional Coordinator, Mid-Atlantic Region at (757) 322-2817, pager (888) 273-4269 or CDO pager (757) 860-8731.


R. L. ROUNTREE JR.
Acting

Distribution:
NASOCEANAINST 5216.1W
Lists I, II, III, IV and V

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SAMPLE OF CAC/FHS MESSAGE

UNCLASSIFIED

RTTUZYUW RUCOMAS0001 0701330-UUUU-RUCOMAS RHMCSUU.
ZNR UUUUU
R 091330Z MAY 01
FM **ALL COMMANDS NOT FALLING UNDER "NAS OCEANA" WILL PLACE THEIR COMMAND
(PLA) NAME HERE**
TO COMNAVREG MIDLANT NORFOLK VA//N101/N10/N01//
NAS OCEANA VA//113//
BT
UNCLAS //N01770//
MSGID/GENADMIN/NAS OCEANA//
SUBJ/CASUALTY ASSISTANCE CALLS AND FUNERAL HONORS SUPPORT (CAC/FHS)//
REF/A/GENADMIN/CNRMA/161443ZFEB99//
A. CACP POINT OF CONTACT:
NAME OFFICE HOME
DEPARTMENT POC 433-0190 550-9030
B. TRAINED CACOS ASSIGNED:
NAME OFFICE HOME
LT A. B. CD 433-0123 123-4566
LT E. F. GEE 433-4567 789-0123
LT H. I. JAY 433-8901 456-7890
C. CHAPLAINS:
NAME OFFICE HOME
LCDR F. E. JONES 433-2843 471-8688
LT D. C. JOHNSON 433-2843 436-0910
LT A. B. SMITH 433-2843 424-4680
D. COMMAND DUTY PHONE: COMM (757) 433-2366, DSN 433-2366.
DUTY CACO BEEPER: 670-2734, DUTY CHAPLAIN BEEPER 670-2724.//
BT
#0001

UNCLASSIFIED

Enclosure (1)

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SAMPLE PERSONNEL CASUALTY REPORT

REF: MILPERSMAN 1770-030

(Send IMMEDIATE precedence, within four hours of casualty)

FROM: NAS OCEANA VA (Activity suffering casualty)
TO: COMNAVPERSCOM MILLINGTON TN//621//
CACP COORDINATOR WHERE PNOK RESIDE//CACO//
CACP COORDINATOR WHERE SNOK RESIDE//CACO//
BUMED WASHINGTON DC//31//
INFO: CNO WASHINGTON DC//00// (Only if incidental to NAVOPS and on all reports of progress in searches for DUSTWUN or missing member)
COMNAVSACFEN NORFOLK VA//42//
Appropriate TYPE COMMANDER, AREA COMMANDER, EPMAC, HOMEPORT STATION, FLTCINCS
NAVY JAG WASHINGTON DC//33//
DFAS CENTER CLEVELAND OH/FMCS/JJC//
CHINFO WASHINGTON DC//00//
MILMEDSUPPOFF GREAT LAKES IL//03B2//
AMCROSS WASHINGTON DC//OIC//
DIRNAVCRIMINVSERV WASHINGTON DC//23//
ARMED FORCES INSTITUTE OF PATHOLOGY WASHINGTON DC//00//
NAVMEDCEN PORTSMOUTH VA//0210C// (Only if death occurred in Hampton Roads)

BT

UNCLAS/N01770//

MSGID/GENADMIN/-/

SUBJ/PERSONNEL CASUALTY REPORT (DEATH) REPORT SYMBOL 1770-4

OFFICER/ENLISTED//

REF/A/DOC/BUPERS/28FEB97//

AMPN/REF A MILPERSMAN ART 1770-010 IS PROCEDURES FOR REPORTING CASUALTIES//

RMKS/1. PER REF A, FOLLOWING INFO IS SUBMITTED:

ALPHA: BMC JOHN HENRY JONES, USN, 000-00-0000

BRAVO: ACJU, USS NEVERSAIL, POC: LCDR J. SMITH, 444-0000. (POC is normally the Personnel Officer). UIC: 00000

CHARLIE: HOSTILE/NON-HOSTILE. DEATH DUE TO MULTIPLE TRAUMA RECEIVED IN AUTO ACCIDENT.

DELTA: 21 AUG 96, AT 2100. SINGLE VEHICLE ACCIDENT. MEMBER LOST CONTROL OF VEHICLE AND COLLIDED WITH TREE IN THE VICINITY OF HAMPTON BLVD AND 48TH STREET, NORFOLK, VA.

ECHO: REMAINS AT DEPAUL HOSPITAL, NORFOLK, VA. WILL BE RELEASED TO NAVMEDCEN PORTSMOUTH PENDING DESIRES PNOK.

FOXTROT: PNOK (NAME AND ADDRESS).

SNOK (NAME AND ADDRESS).

GOLF: HAVE PNOK/SNOK BEEN OFFICIALLY NOTIFIED IN PERSON BY NAVY REPRESENTATIVE? (YES/NO)

HOTEL: HOSTILE FIRE ZONE (ENTER NA IN ALL OTHER CASES).

INDIA: DATE OF RECORD OF EMERGENCY DATA PAGE.

JULIET: BENEFICIARY FOR DEATH GRATUITY:

A. NAME, RELATIONSHIP, ADDRESS OF BENEFICIARY.

B. WHETHER DEATH GRATUITY WILL BE PAID BY PARENT COMMAND OR DFAS.

C. DESIGNATED BENEFICIARY FOR UNPAID PAY AND ALLOWANCES.

Enclosure (2)

NASOCEANAINST 1770.1D

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KILO: WHO HAS CACO RESPONSIBILITIES. (REGIONAL COORDINATOR, NAME, OFFICE AND HOME PHONE NUMBERS OF YOUR COMMAND CACO.)

LIMA: RACE, RELIGION, DATE OF BIRTH.

MIKE: INSURANCE OTHER THAN SGLI.

NOVEMBER: A. PAYGRADE
B. MONTHLY RATE OF BASIC PAY
C. TOTAL SERVICE
D. NUMBER DAYS LEAVE ACCRUED
E. AMOUNT OF BAH
F. LOCATION OF PAY RECORD
G. AMOUNT OF VEAP, IF ANY
H. DATE SERVICE RECORD AND HEALTH RECORDS ARE TO BE FORWARDED TO

BUPERS

OSCAR: IF MEMBER HAD SGLI COVERAGE, WHO IS BENEFICIARY?

PAPA: JAG, NCIS, A/C MISHAP INVESTIGATION TO BE CONDUCTED, AS APPROPRIATE.

QUEBEC: PERSONAL EFFECTS. WHO GETS THEM AND WHEN THEY WILL BE SHIPPED?

NOTE:

Suicides - complete thru KILO.

Serious injury/illness - completed thru KILO

Reservists - complete ALPHA thru GOLF and OSCAR

All others (i.e. death, POW/MIA) - complete ALPHA thru QUEBEC

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COMMAND REPORTING

CASUALTY: _____

DATE/TIME

GROUP: _____

TYPE OF CASUALTY: _____

Death/Missing

ALPHA: _____

Grade/Rate - Name of Casualty - Social Security Number - Officer Designator

BRAVO: _____

Status (e.g., ACDU/INACTDUTRA/ACDUTRA) Duty Station/Point of Contact/Telephone number

CHARLIE: _____

Hostile (KIA/POW) - Nonhostile (peacetime casualties)

DELTA: _____

Date - local time of casualty/incident - place

Circumstances of casualty/incident: _____

Cause of death: _____

ECHO: _____

Location of remains: Name, address and telephone number for funeral home

FOXTROT: _____

Primary next of kin (name - address - relationship)

Secondary next of kin (name - address - relationship)

Other next of kin (e.g., children by former marriage)

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GOLF: Notification of next of kin:

PNOK _____
Date - time - notified by whom

SNOK _____
Date - time - notified by whom

HOTEL: N/A

INDIA: _____
Date of Dependency Application/Record of Emergency Data

JULIET: a. _____
Death gratuity beneficiary (NOTE: It is payable first to spouse, if none, to member's children, and if none, then it is payable to member's relative designated on Dependency Application/Record of Emergency Data)

b. _____
Naval activity to pay death gratuity

c. _____
Unpaid pay and allowances beneficiary listed on Dependency Application/Record of Emergency Data (payable to that named person regardless of relationship)

KILO: _____
CACO Coordinator activity

LIMA: _____
Race - Religious Preference - Date of Birth

MIKE: _____
Commercial Life Insurance Co. coverage: Company - address - policy number

NOVEMBER: a. _____
Pay grade

b. _____
Basic Pay - Special Pay (Monthly Rate)

c. _____
Period of service (years - months - days)

d. _____
Number of days accrued leave

e. _____
Amount of BAQ/VHA/OHA

f. _____
Pay record location

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g. Veterans Educational Assistance Program (VEAP) contributions; Montgomery
GI Bill Pay Deductions

h. Estimated date casualty's command to mail medical/service record to
NAVMILPERSCOM (NPC 663)

OSCAR: SGLI coverage (yes/no) - amount - beneficiary named on VA Form 29-8286 or
VA SGLV 8283

PAPA: JAG Investigation to be conducted: Yes/no

Investigation Officer - Duty Station - Telephone Number

QUEBEC: Name - address - relationship of person to receive personal effects

Anticipated date of shipment of personal effects

SAMPLE LETTER OF CONDOLENCE

REF: MILPERSMAN ARTICLE 1770-140

(Letter signed by Commanding Officer, will be sent within
48 hours of casualty)

Date

Dear Mr. and Mrs. Doe:

On behalf of the Navy Department and Commander, Navy Region, Mid-Atlantic, I extend my deepest sympathy to you and to each member of your family on the recent loss of your son, Avionics Maintenance Technician First Class John Doe. John was assigned to the Naval Legal Service Office, Naval Station, Norfolk, where he contributed significantly toward the unified mission of the Naval Legal Service Office and the United States Navy. John was a fine petty officer who will be sincerely missed by his shipmates and those with whom he came in contact.

Your son died the evening of May 25, 1996, as a result of head injuries suffered in a multiple vehicle accident. John was traveling on East Little Creek Road, Norfolk, VA when his vehicle collided with several vehicles, struck a pole, and caught on fire.

I am very proud to tell you that, although I didn't personally know John, he was a well-liked and dedicated petty officer who honored his country and the naval service by the work he did at Navy Legal Service Office and throughout his naval career. His distinct personality and expertise made an immediate impact on those around him. He quickly gained the friendship of peers and subordinates alike and had a reputation as one of the finest petty officers in the command. This is an important and positive certainty that we all can appreciate as we wrestle with the mysteries of life.

I encourage you to work with Lieutenant George E. Washington, of Naval Legal Service Office, who has been assigned as your Casualty Assistance Calls Officer. He may be contacted at (757) 444-0000 or (757) 123-4567. (IF THERE IS ANOTHER CACO IN ANOTHER AREA, YOU MAY INCLUDE HIS NAME AND PHONE NUMBER HERE ALSO.)

A thorough Manual of the Judge Advocate General (JAGMAN) investigation is now being conducted into the circumstances surrounding John's death. You may obtain a copy of the completed investigation report by writing to: (YOUR CONVENING AUTHORITY)

Enclosure (3)

NASOCEANAINST 1770.1D

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Please be advised that Navy investigations and their review by the chain of command normally take at least 120 days to complete, and may exceed 180 days.

Again, I extend to you my personal sympathy and understanding in your great loss.

Sincerely,

FIRST A. NAME
Captain, U.S. Navy
Commanding Officer

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SAMPLE NOTIFICATION OF DEATH GRATUITY PAYMENT MESSAGE

FM (PAYING COMMAND OR CACO RESPONSIBLE COMMAND)
TO COMNAVPERSCOM MILLINGTON TN//PERS-621//
INFO DFAS CENTER CLEVELAND OH//FMAA/JJC//
 (COMMAND WHERE CACO ASSIGNED IF NOT ORIGINATOR)
 (COMNAVREG MIDLANT//N101// REGIONAL COORDINATOR)

BT
UNCLAS//N0772//
MSGID/GENADMIN/COMMAND'S NAME//
SUBJ/PERSONNEL CASUALTY ICO (NAME OF DECEASED), USN, (SOCIAL SECURITY
NUMBER)//
REF/A/(MESSAGE AUTHORIZING DEATH GRATUITY PAYMENT, IF APPLICABLE)
POC/(NAME OF POINT OF CONTACT AT ORIGINATING COMMAND)
RMKS/1. PER REF A, DEATH GRATUITY PMT OF 6000.00 DOLLARS MADE TO PNOK (NAME)
ON (DATE) UNDER POV NR (NUMBER OF DOCUMENT).
BT
NNNN

Enclosure (4)

SAMPLE NOTIFICATION OF PNOK MESSAGE

FM (COMMAND WITH CACO RESPONSIBILITY)
TO COMNAVPERSCOM MILLINGTON TN//621//
REGIONAL COORDINATORS (BOTH FOR PNOK AND SNOK, IF APPLICABLE)
BUMED WASHINGTON DC//31//
DFAS CENTER CLEVELAND OH//FMCS/JJC//
NAVY JAG WASHINGTON DC//33//
EPMAC NEW ORLEANS LA//14// (IF CASUALTY IS ENLISTED)
MILMEDSUPPOFF GREAT LAKES IL//03B2//
AMCROSS WASHINGTON DC//OIC//
CHINFO WASHINGTON DC//00//
NAVMEDCEN PORTSMOUTH VA//0210C// (IF DEATH IS IN HAMPTON ROADS)

BT
UNCLAS//N01171//
MSGID/GENADMIN/(COMMAND'S NAME)//
SUBJ/PNOK/SNOK NOTIFICATION REPORT ICO (NAME OF DECEASED), USN, (SSN)//
REF/A/DOC/BUPERS//
REF/B/(ORIGINAL CASUALTY REPORT)//
NARR/REF A IS BUPERSINST 1770.3, CACP MANUAL. REF B IS PERSONNEL CASUALTY
REPORT ICO SNM//
POC/ (CACO'S NAME/COMMAND/OFFICE - HOME NUMBERS)
RMKS/1. PER REF A, PERSONAL NOTIFICATION OF PNOK IDENTIFIED IN REF B WAS
ACCOMPLISHED AT [TIME(LOCAL)], (DATE). FOLLOWING INFO PROVIDED:
A. PNOK - (FATHER), (MOTHER)
B. ADDRESS
C. HOME PHONE NO.
D. CACO (INFO PROVIDED IN POC LINE)

BT
NNNN

Enclosure (5)