



Operation IRONCLAD Crisis Response Drill #1 – Suicide / Homicidal Ideation (Telephonic / In-Person)

Soldier/Family/Friend learns a person has suicidal / homicidal ideations

IMMEDIATE SOLDIER/RESPONDER ACTIONS TO SUICIDE / HOMICIDAL IDEATIONS:

- Gather Information: Name, Unit, their physical location, telephone number (if not visible)
- Ask if there are weapons or other means (drugs, knife, etc.) and location of the weapon and/or means
- Apply **A**sk, **C**are and **E**scort
- **KEEP THEM ON THE PHONE & DO NOT LEAVE THEM UNATTENDED UNTIL YOU ARE RELIEVED**
- Off-Post, call **911**
- On-Post, call DES at **(915) 744-2115** or **911**
- Call the Unit/Chain of Command/Supervisor
- Call On-Duty Chaplain **(915) 637-4265**
- **Notify Authorities of Weapons or Means**

Civilian Emergency Authorities / Services (Police, Fire, Hospital, etc.) provide report to DES/PMO (Incident Off-Post)

Military Police provide formal report to unit (Incident On-Post)

Soldier reports via unit reporting channels (Incident On- or Off-Post)

Family or friend notifies unit (informal)

Directorate of Emergency Services (DES)/ Installation Provost Marshal Office (IPMO) generates SIR

If DES/IPMO submits SIR to FBOC first, verify content and submission with Unit/Command

If Unit/Command submits SIR to FBOC first, verify content and submission with DES/IPMO

Unit / Command generates SIR

1. Notify Fort Bliss Operations Center (FBOC) of Suicide / Homicidal Ideation and provide unredacted Serious Incident Report (SIR)

FBOC POC Data:

Phone: 915-744-8264

E-mail: usarmy.bliss.1-ad.mbx.team-bliss-ops-center@mail.mil

2. FBOC execute SIR protocols to III Corps and FORSCOM IAW FBOC SOP

3. FBOC provides 1AD PAO with unredacted SIR for situational awareness and preparation to potential media inquiries

POTENTIAL UNIT ACTIONS:

Provide and facilitate resources to help the Soldier and/or family member

Reach out to Suicide Prevention Program Managers for additional advisory counsel

DURING DUTY HOURS:

Soldiers: **MUST** be escorted to unit Embedded Behavioral Health Clinic or WBAMC ER.

Civilians: Call **911**

During Non-Duty Hours:

Soldiers **MUST** be escorted to WBAMC or Closest Off-Post ER.

Civilians **MUST** be escorted to their Local hospital emergency room.

KEY ARMY AGENCIES

Primary Point of Contact:

Suicide Prevention Program Manager
Office: (915) 744-2535
Cell: (915) 282-0492

Alternate Point of Contact:

Prevention/Education Program Manager
Office: (915) 744-5192



Soldier/Family/Friend discovers a person who attempted suicide

Operation IRONCLAD Crisis Response Drill #2 – Attempted Suicide

IMMEDIATE SOLDIER/RESPONDER ACTIONS TO ATTEMPTED SUICIDE:

- CONDUCT BUDDY AID / LIFE SAVING MEASURES
- DO NOT DISTURB THE SCENE OR LET ANYONE INTO THE AREA UNTIL MP/LOCAL POLICE ARRIVE
- Off-Post, Call **911**
- On-Post, call **911**, Military Police at **(915) 744-2115**, and CAC at **(915) 568-6338/3093/2903**
- Notify the Chain of Command ASAP

KEY ARMY AGENCIES

Casualty Assistance Center (CAC)
 Primary Phone: (915) 568-3837
 Alternate Phone: (915) 568-9534

Suicide Prevention Program Manager (SPPM)
 Office: (915) 744-2535
 Cell: (915) 282-0492

Prevention/Education Program Manager (PEPM)
 Office: (915) 744-5192

Civilian Emergency Authorities / Services (Police, Fire, Hospital, etc.) provide report to DES/PMO (Incident Off-Post)

Military Police provide formal report to unit (Incident On-Post)

Soldier reports via unit reporting channels (Incident On- or Off-Post)

Family or friend notifies unit (informal)

Directorate of Emergency Services (DES)/ Installation Provost Marshal Office (IPMO) generates SIR

If DES/IPMO submits SIR to FBOC first, verify content and submission with Unit/Command

If Unit/Command submits SIR to FBOC first, verify content and submission with DES/IPMO

Unit / Command generates SIR

1. Notify Fort Bliss Operations Center (FBOC) of Attempted Suicide and provide unredacted Serious Incident Report (SIR)

FBOC POC Data:
 Phone: 915-744-8264
[E-mail: usarmy.bliss.1-ad.mbx.team-bliss-ops-center@mail.mil](mailto:usarmy.bliss.1-ad.mbx.team-bliss-ops-center@mail.mil)

2. FBOC execute SIR protocols to III Corps and FORSCOM IAW FBOC SOP

3a. FBOC immediately notifies Casualty Assistance Center (CAC) via telephone of Attempted Suicide. FBOC follows phone call with the submission of the unredacted SIR to CAC via e-mail.

3b. Unit/Command also notifies CAC via telephone to verify receipt of unredacted SIR and provides any additional information and/or unredacted SIR

CAC POC Data:
 Phone: (915) 568-6338/3093/2903

4. FBOC provides 1AD PAO with unredacted SIR for situational awareness and preparation to potential media inquiries

Additional Immediate Reporting Actions:

See Crisis Response Drill #3 (Death) and #4 (VSI/SI) as case-appropriate

CAC Notifies SPPM at: (915) 744-2535; On-Call at: (915) 282-0492.

SPPM telephonically contacts CoC and follows up with an email to CoC, CC line - BC, BN CSM, ASAPM, and the Prevention Education Program Manager.

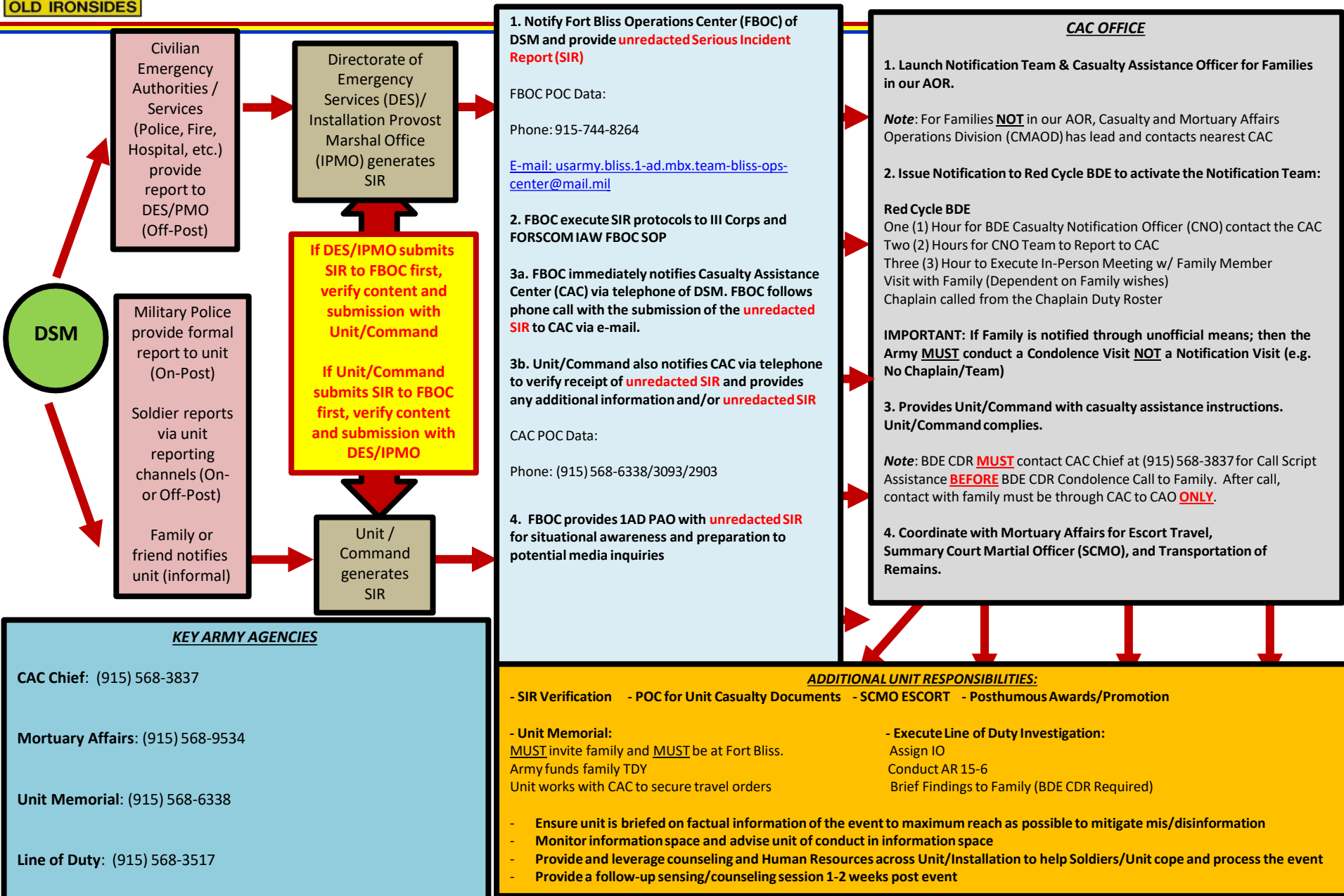
Unit emails DA 7747 to DAG1, SPPM, DIV G1, CR2I and CAC.

- Page 1 (DA 7747) due to DA G1 NLT 24 hours post incident.
- Page 2 – 3 (DA 7747) due to DAG1 NLT 5 days, post incident.
- Page 4 – 10 (DA 7747) due to DAG1 NLT 60 days, post incident.

Note: The Commander's Suspected Suicide Event Report (DA 7747) is not required for a Suicide Attempt



Operation IRONCLAD Crisis Response Drill #3 – Death of a Service Member (DSM)



Civilian Emergency Authorities / Services (Police, Fire, Hospital, etc.) provide report to DES/PMO (Off-Post)

Military Police provide formal report to unit (On-Post)

Soldier reports via unit reporting channels (On- or Off-Post)

Family or friend notifies unit (informal)

Directorate of Emergency Services (DES)/ Installation Provost Marshal Office (IPMO) generates SIR

If DES/IPMO submits SIR to FBOC first, verify content and submission with Unit/Command

If Unit/Command submits SIR to FBOC first, verify content and submission with DES/IPMO

Unit / Command generates SIR

1. Notify Fort Bliss Operations Center (FBOC) of DSM and provide unredacted Serious Incident Report (SIR)

FBOC POC Data:

Phone: 915-744-8264

[E-mail: usarmy.bliss.1-ad.mbx.team-bliss-ops-center@mail.mil](mailto:usarmy.bliss.1-ad.mbx.team-bliss-ops-center@mail.mil)

2. FBOC execute SIR protocols to III Corps and FORSCOM IAW FBOC SOP

3a. FBOC immediately notifies Casualty Assistance Center (CAC) via telephone of DSM. FBOC follows phone call with the submission of the unredacted SIR to CAC via e-mail.

3b. Unit/Command also notifies CAC via telephone to verify receipt of unredacted SIR and provides any additional information and/or unredacted SIR

CAC POC Data:

Phone: (915) 568-6338/3093/2903

4. FBOC provides 1AD PAO with unredacted SIR for situational awareness and preparation to potential media inquiries

CAC OFFICE

1. Launch Notification Team & Casualty Assistance Officer for Families in our AOR.

Note: For Families **NOT** in our AOR, Casualty and Mortuary Affairs Operations Division (CMAOD) has lead and contacts nearest CAC

2. Issue Notification to Red Cycle BDE to activate the Notification Team:

Red Cycle BDE

One (1) Hour for BDE Casualty Notification Officer (CNO) contact the CAC

Two (2) Hours for CNO Team to Report to CAC

Three (3) Hour to Execute In-Person Meeting w/ Family Member Visit with Family (Dependent on Family wishes)

Chaplain called from the Chaplain Duty Roster

IMPORTANT: If Family is notified through unofficial means; then the Army **MUST** conduct a Condolence Visit **NOT** a Notification Visit (e.g. No Chaplain/Team)

3. Provides Unit/Command with casualty assistance instructions. Unit/Command complies.

Note: BDE CDR **MUST** contact CAC Chief at (915) 568-3837 for Call Script Assistance **BEFORE** BDE CDR Condolence Call to Family. After call, contact with family must be through CAC to CAO **ONLY**.

4. Coordinate with Mortuary Affairs for Escort Travel, Summary Court Martial Officer (SCMO), and Transportation of Remains.

KEY ARMY AGENCIES

CAC Chief: (915) 568-3837

Mortuary Affairs: (915) 568-9534

Unit Memorial: (915) 568-6338

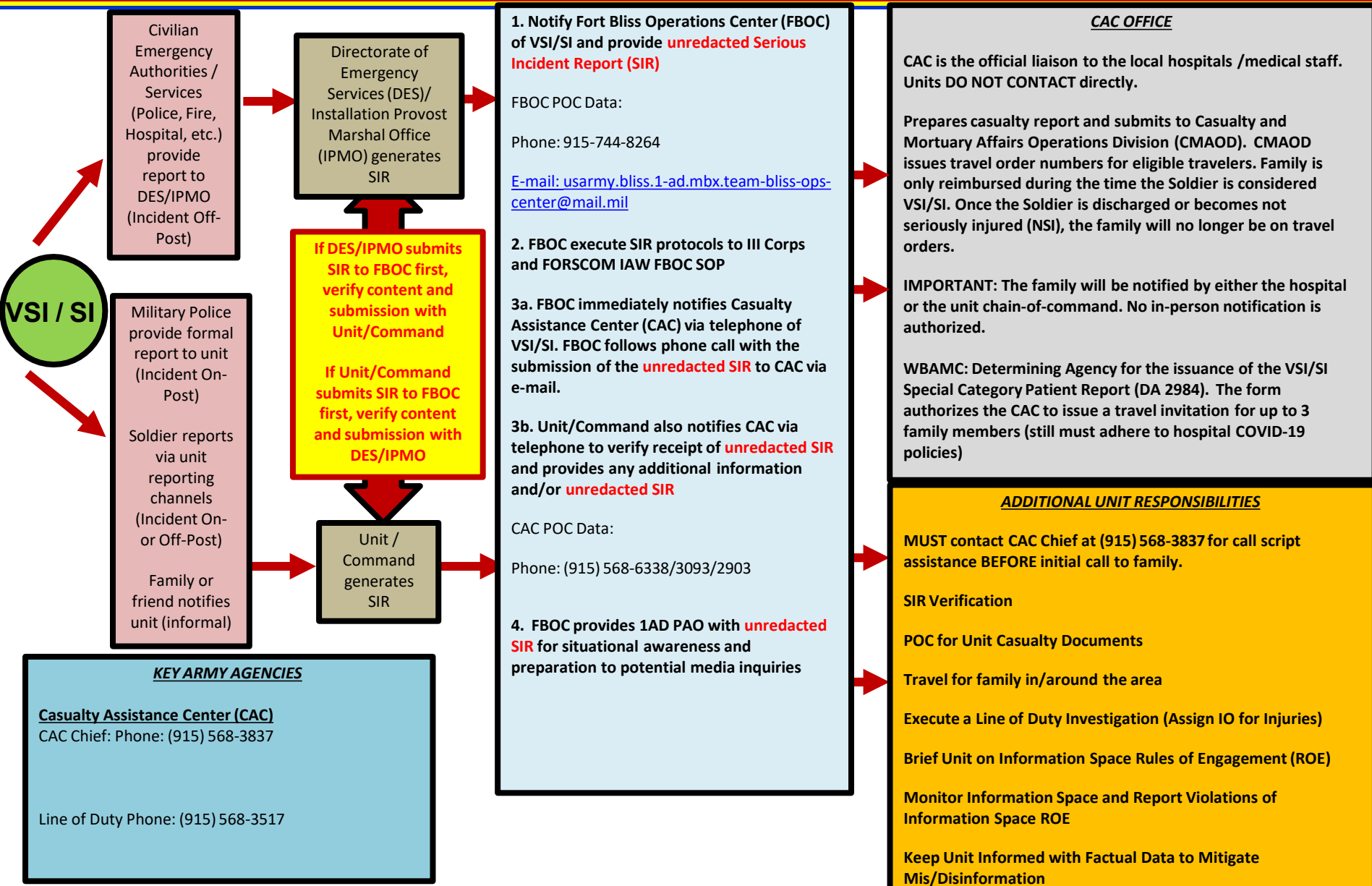
Line of Duty: (915) 568-3517

ADDITIONAL UNIT RESPONSIBILITIES:

- SIR Verification
- POC for Unit Casualty Documents
- SCMO ESCORT
- Posthumous Awards/Promotion
- Unit Memorial: **MUST** invite family and **MUST** be at Fort Bliss. Army funds family TDY. Unit works with CAC to secure travel orders
- Execute Line of Duty Investigation: Assign IO. Conduct AR 15-6. Brief Findings to Family (BDE CDR Required)
- Ensure unit is briefed on factual information of the event to maximum reach as possible to mitigate mis/disinformation
- Monitor information space and advise unit of conduct in information space
- Provide and leverage counseling and Human Resources across Unit/Installation to help Soldiers/Unit cope and process the event
- Provide a follow-up sensing/counseling session 1-2 weeks post event

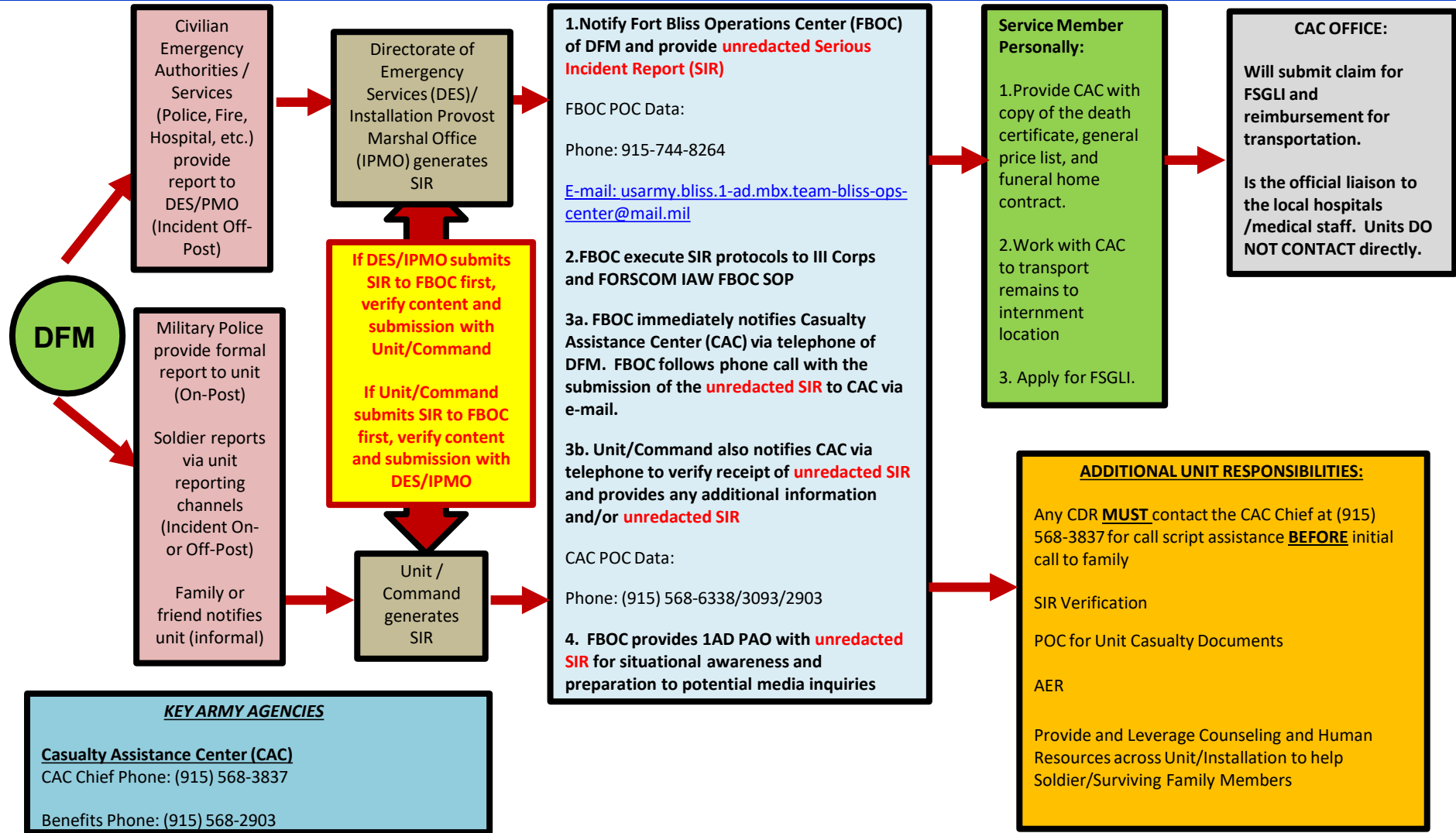


Operation IRONCLAD Crisis Response Drill #4 – Very Seriously Ill/Injured (VSI) or Seriously Ill/Injured (SI)



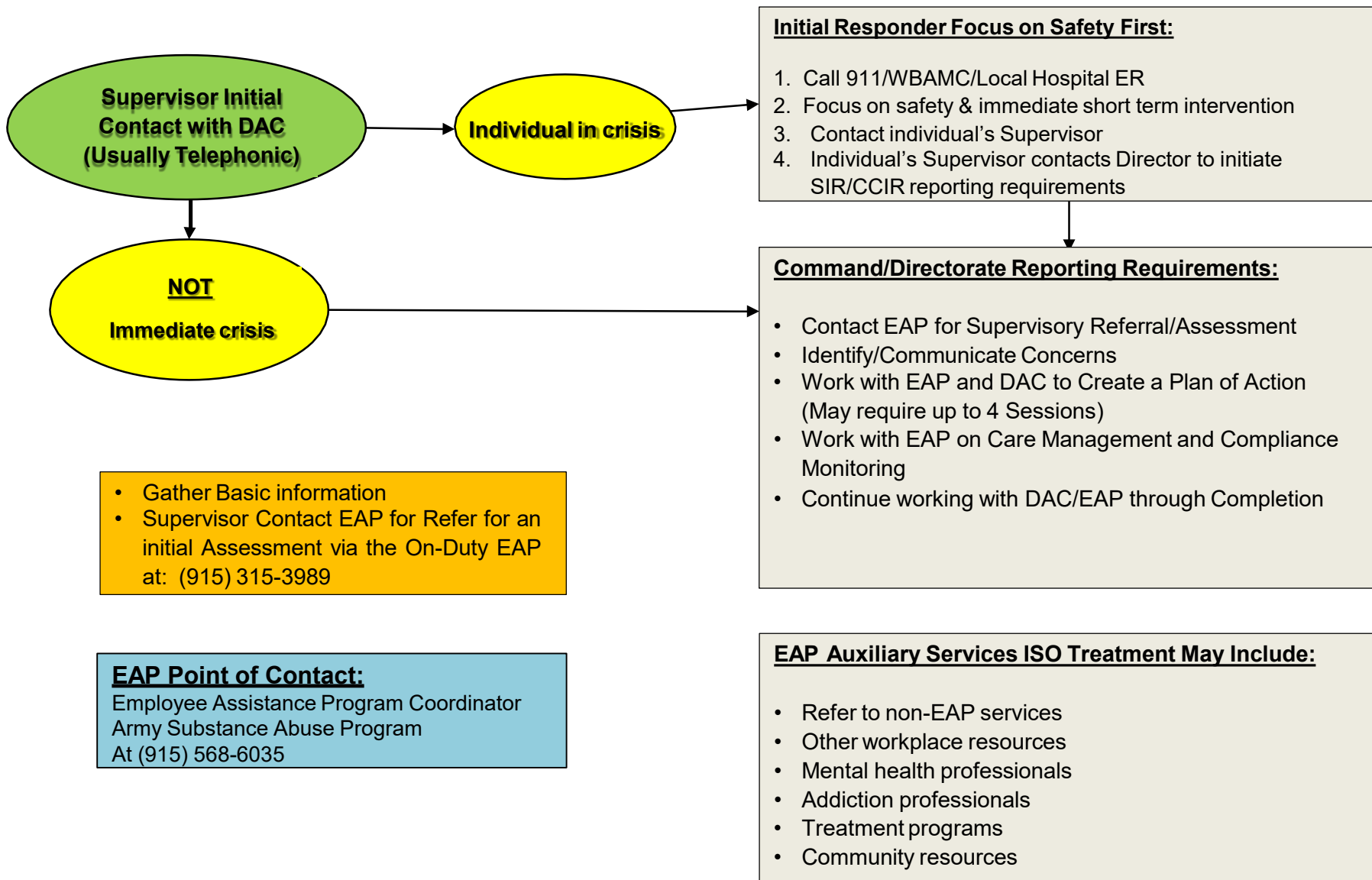


Operation IRONCLAD Crisis Response Drill #5 – Death of a Family Member (DFM)





Operation IRONCLAD Crisis Response Drill #6 – Employee Assistance Program (EAP) DA Civilian (DAC) Behavioral Crisis Management





Operation IRONCLAD Crisis Response Drill #7 – Absent Without Leave (AWOL) / Duty Status – Whereabouts Unknown (DUSTWUN)

KEY ARMY AGENCIES FOR DUSTWUN

Primary Casualty Assistance Center (CAC) Point of Contact:
(915) 568-3837

Alternate CAC Point of Contact:
(915) 568-9534

INITIAL UNIT STEPS

1. Execute immediately 1AD Well-Being Battle Drill for Absent Service Member
2. CDR marks Soldier as "Absent-Unknown"
3. Unit S1 codes Soldier as "Absent Unknown" in eMilpo
4. CDR orders search to determine if absence is voluntary or involuntary
5. NET 48 HRS post-absence search, CDR submits evidence WRT absence voluntary or involuntary

Soldier Does NOT Report for Duty

DUSTWUN STEPS

1. CDR Determines Soldier to be involuntary DUSTWUN
2. CDR sends Personnel Action Form (DA 4187) to Directorate of Emergency Services within 3 hours of determination
3. Directorate of Emergency Services (DES) Blotter Case; Submits ALERTS/NCIC; issues "Be on the lookout" (BOLO)/"Attempt to Locate" (ATL) from Civilian Law Enforcement Organizations (LEO)
4. Unit S1 codes Soldiers as MISSING in eMilpo
5. CDR recommends DUSTWUN via Casualty Type Feeder Card (DA 1156) to CAC
6. Unit contacts CAC for execution of Crisis Action Standard Operating Procedure (CASOP) Notification to Next of Kin (NOK) (Note: Units must not get ahead of CAC)
7. CAC engages Casualty and Mortuary Affairs Operations Division (CMAOD) for Board Of Inquiry (BOI) and the Adjutant General (TAG) decision (sole authority).
8. CDR submits press release via PAO /PAO conducts Press OPS

NOTE: DUSTWUN can change to AWOL any time CDR determines evidence support absence is voluntary

AWOL STEPS

1. CDR Determines Soldier to be voluntary AWOL
2. CDR sends DA 4187 to Directorate of Emergency Services within 3 hours of determination
3. DES Blotter Case; Submits ALERTS/NCIC; issues BOLO/ATL from Civilian LEO
4. Unit S1 codes Soldiers as AWOL in eMilpo
5. CDR executes AWOL IAW AR 630-10

1. Notify Fort Bliss Operations Center (FBOC) of AWOL/DUSTWUN and provide **unredacted Serious Incident Report (SIR)**

FBOC POC Data:

Phone: 915-744-8264

E-mail: usarmy.bliss.1-ad.mbx.team-bliss-ops-center@mail.mil

2. FBOC execute SIR protocols to III Corps and FORSCOM IAW FBOC SOP

3a. FBOC immediately notifies Casualty Assistance Center (CAC) via telephone of DUSTWUN. FBOC follows phone call with the submission of the **unredacted SIR** to CAC via e-mail.

3b. Unit/Command also notifies CAC via telephone to verify receipt of **unredacted SIR** and provides any additional information and/or **unredacted SIR** pertaining to DUSTWUN

CAC POC Data:

Phone: (915) 568-6338/3093/2903

4. FBOC provides 1AD PAO with **unredacted SIR** for situational awareness and preparation to potential media inquiries

KEY ARMY AGENCIES FOR AWOL:

Primary Military Personnel Division (MPD) Point of Contact:
(915) 568-6619

Alternate Point of Contact:
(915) 568-2238