



DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT DRUM
10000 10TH MOUNTAIN DIVISION DRIVE
FORT DRUM, NEW YORK 13602-5000

IMDR-ZA

26 July 2019

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Garrison Policy 19-07, Death of a Civilian Employee

1. References:

- a. Army Regulation 638-8, Army Casualty Program, 23 June 2015.
 - b. Installation Management Command Regulation 190-45-1, Serious Incident Reports (SIRs) and (Commander's Critical Information Requirements (CCIRs)), 16 May 2018.
2. Supersession: This memorandum supersedes Garrison Policy 17-07, Death of a Civilian Employee, 21 August 2017.
3. Applicability: This policy applies to all Department of the Army (DA) Civilians assigned or attached to the Fort Drum United States Army Garrison and select DA Civilians supported by the Fort Drum Casualty Assistance Center (CAC).
4. This policy outlines actions required for reporting the death of a DA Civilian that occurs on or off duty, on or off the installation.
5. Upon the discovery of an assigned or attached DA Civilian death, emergency services or the DA Civilian's Director will notify the Garrison Commander (GC), Deputy to the Garrison Commander (DGC), Garrison CSM (GCSM). Immediately following the GC's approval, the Mountain Operations Center (MOC) and the Director of Plans, Training, Mobilization, and Security (DPTMS) Operations will be notified. No reports will be sent off the installation until the Senior Commander is notified.
- a. When reporting a death, ensure the following information is provided:
 - (1) Complete name (Last, First, MI).
 - (2) Directorate assigned.
 - (3) Duty title and grade (Lead Mechanic, WG09).

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(4) Length of service (if known).

(5) Cause of death (description of accident, hostile attack or unknown).

(6) Date, time and location of death.

(7) Next of kin and relationship (spouse, son, daughter).

b. Upon notification of the death of a DA Civilian, the MOC and DPTMS Operations will ensure the Garrison and Division Chain of Command have been notified. Additionally, DPTMS Operations will ensure notification to DA Civilian's Director (if Director is not the reporting agent), on-call Chaplain and the on-call Directorate of Human Resources (DHR) CAC representative. The DHR/CAC will notify Civilian Personnel Advisory Center (CPAC).

c. Upon notification of the death, the GC, DGC or GCSM, or designated representative, will make immediate telephonic notification to the Director, IMCOM – Readiness, and IMCOM Commander, and submit an SIR within 2 hours. DPTMS Operations will prepare and send the CCIR report to IMCOM HQ and ID-R.

d. If applicable, the Director of Emergency Services will prepare the official Law Enforcement SIR and send to IMCOM, ID-R, and HQDA Watch.

e. Directors will make Next of Kin (NOK) notification (face-to-face) when the death occurs on the installation and/or if NOK resides within a 100-mile radius of Fort Drum. For deaths occurring off the installation, local law enforcement will make official NOK notification.

f. After NOK notification has been completed, the CPAC must be notified in writing of who did the notification, who was the NOK notified, and when. The CPAC has to have this information before it can be report to the Army Benefits Center-Civilian (ABC-C).

g. Upon completion of NOK notification, the Director will appoint a Casualty Assistance Officer (CAO), who has been trained and certified by the Fort Drum CAC or provide proof of previous training, to work with the NOK and CPAC for benefits processing. AR 638-8, directs the assignment of CAOs for retired former service members, DA Civilians paid from appropriated funds that die during travel status or temporary duty, and DA Civilians who become casualties as the result of hostile activity within the United States. Directors may appoint DA Civilians to assist Family members in those cases where the above CAO criteria is not met. The appointed CAO will

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provide assistance to the NOK until all CAC/VA benefits and CPAC-ABC benefits are resolved. CAC personnel will also provide direct Family member assistance in cases where the DA Civilian is a veteran, but not a retiree.

h. The Director will consider scheduling an on-post memorial service as soon as possible, normally not to exceed two business days and no later than five business days after the death. The Director will coordinate directly with the Garrison Chaplain's Office and notify the Public Affairs Office of the date, time, and location. The Director will coordinate grief counseling with the Installation Chaplain's Office or Employee Assistance Program as appropriate.

i. DHR will ensure timely reporting to HQDA/HRC.

6. The death of a DA Civilian is a traumatic event that affects our ability to perform our mission. Our response to these losses will be precise, in compliance with regulatory guidance, and commensurate with the service of our DA Civilian. Enclosure 1 is provided as a quick reference checklist for this process.

7. The point of contact for this policy memorandum is the Chief of Operations, DPTMS, (315) 772-2757.

4 Encls

1. Garrison Civilian Reporting Policy
2. Garrison DA Civilian Employee Death Reporting Policy Checklist
3. Quick reference Contact List
4. Death of a DA Civilian Employee Notification

JEFFERY P. LUCAS

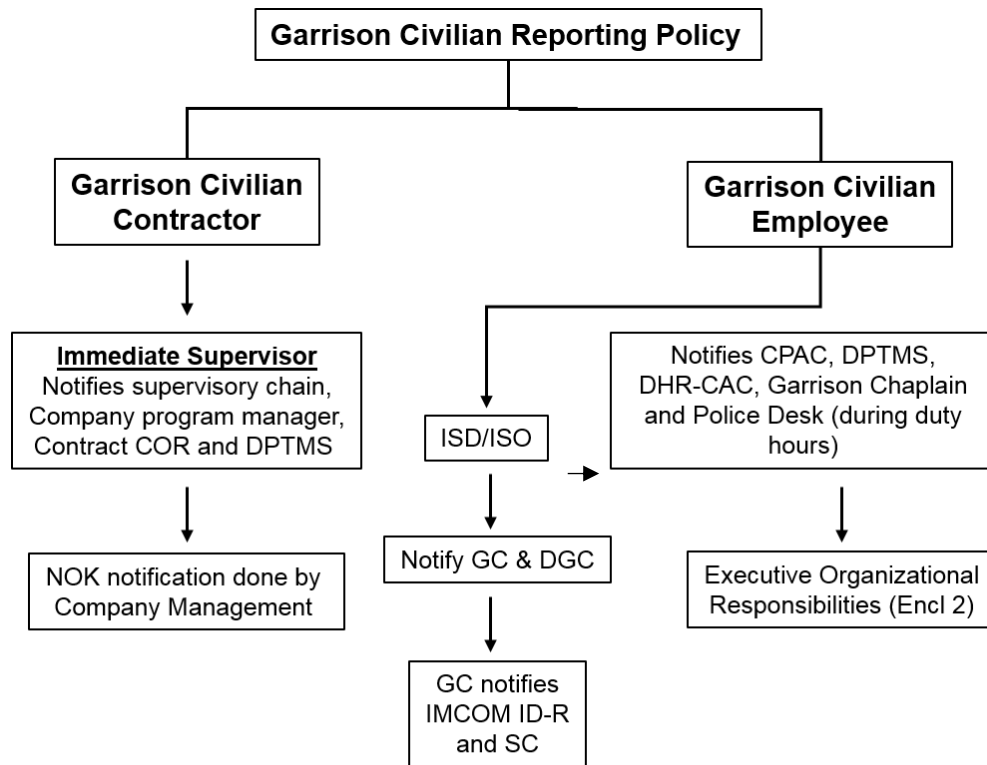
Colonel, AG

Garrison Commander

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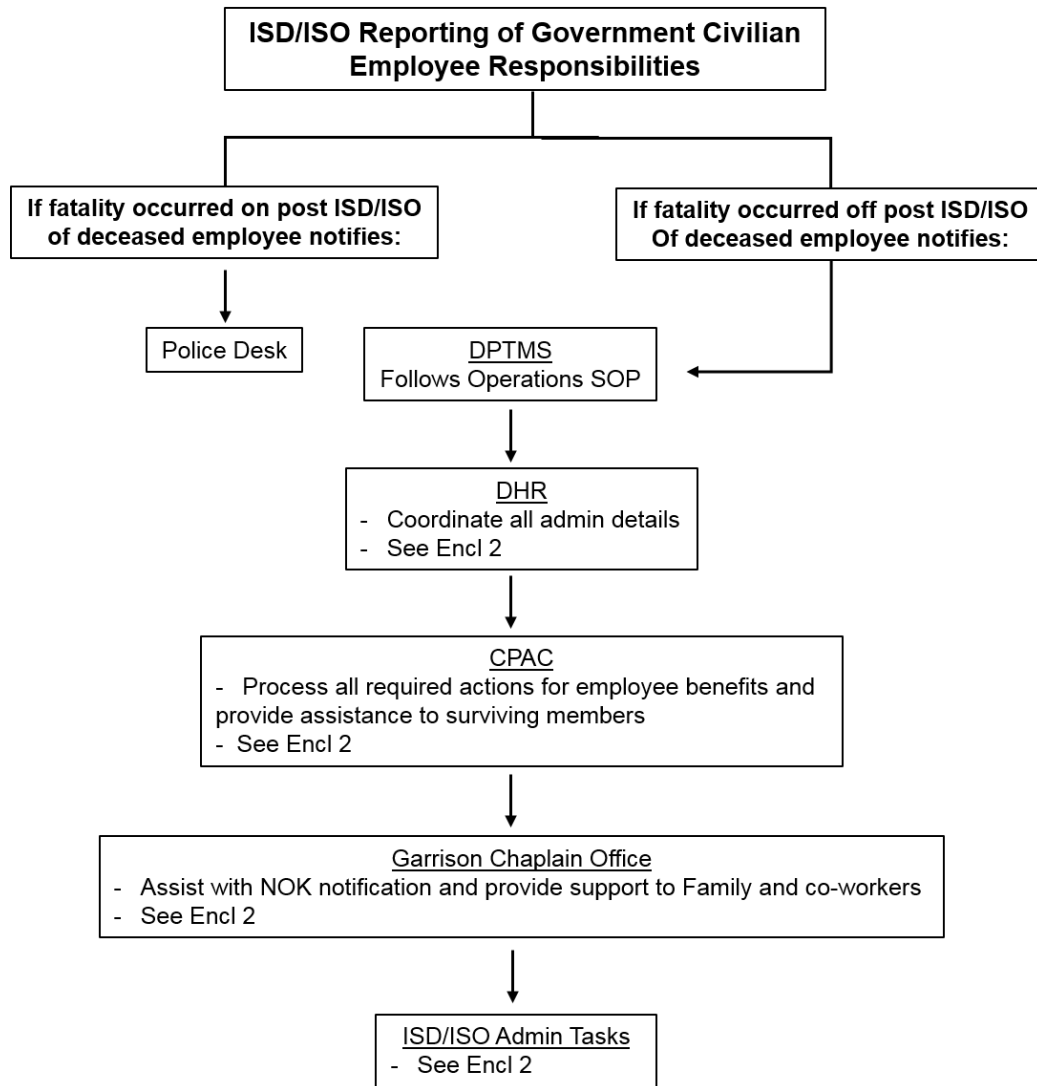
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ISD – Installation Support Directorate
ISO – Installation Support Organization
CPAC – Civilian Personnel Advisory Center
DPTMS – Directorate of Plans, Training, Mobilization and Security
DHR – Directorate of Human Services
COR – Contracting Representative
NOK – Next of Kin

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GARRISON DA CIVILIAN EMPLOYEE DEATH REPORTING POLICY CHECKLIST

Item #	Task	Yes	N/A
1	Installation Support Directorate (ISD) / Installation Support Office (ISO).		
1a	When notified of death, ISD/ ISO immediately inform GC, DGC, CPAC, DHR, DPTMS-Operations, and Police Desk (if applicable). Notification will be made within two hours.		
1b	Consult with Garrison Chaplain: (1) Providing assistance to notification of NOK. (2) Providing support to Family and co-workers. (3) Providing a workplace memorial service as needed or desired.		
1c	Notify NOK: (1) Verify information on emergency POC sheet, <i>only notify person(s) on the emergency POC sheet.</i> (2) Notification shall be done in person within two hours of death accompanied by the immediate supervisor, director and chaplain.		
1d	Complete CCIR and submit to DPTMS-Operations within two hours.		
1e	Provide information to surviving Family member(s) if applicable: (1) CPAC POC for your ISD/ISO. (2) Military Retiree: Family may ask for assistance from the Casualty Assistance Office at (315) 772-3930 and a Casualty Assistance Officer will be assigned to assist them. (3) Veteran: Family may contact the Casualty Assistance Office at (315) 772-3930 for assistance with Military Honors. (4) Receiving VA benefits contact the VA Benefits Office at (315) 772-3307/5768/3213.		
1f	Immediate supervisor is responsible for collecting the deceased DA Civilian employee's ID card, badges; government issued charge cards, parking passes and other government property (facility/vehicle keys) from the Family member(s). It is the ISD/ISO supervisor's responsibility to recover any accountable items such as equipment or clothing that may be on hand receipt.		
1g	If determined appropriate, initiate Civilian Service Commendation Medal. Consult with CPAC to verify dates of federal service. Award may be signed by the ISD/ISO due to time sensitivity. Award will be presented in the Army green certificate binder.		
1h	If determined appropriate, coordinate with DHR to request American Flag and Flag certificate. Make arrangements to have items delivered to ISD/ISO.		
1i	Determine if GC or ISD/ISO will present Family with American Flag, Flag certificate, and Civil Service Commendation Medal.		
1j	Confirm memorial service arrangements with GC's office and DHR .		
2	DPTMS: Follow Garrison Operations Center reporting procedures to Higher HQs.		

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3	<p>GARRISON CHAPLAIN:</p> <ul style="list-style-type: none">(1) Assist in notification of NOK, Family members and co-workers.(2) Consult with ISD/ISO to determine what support will be offered for Family and co-workers.(3) Plan an on-post memorial service if requested by the ISD/ISO or director.		
4	<p>DHR:</p> <ul style="list-style-type: none">(1) Provide slots for Casualty Notification Training for Garrison DA Civilian employees as needed at (315) 772-3930.(2) If requested by ISD/ISO, coordinates details of American Flag and Flag certificate.(3) DHR will stay in contact with GC and ISD/ISO to keep everyone informed of the latest developments and to ensure that all items are delivered to GC or ISD/ISO for presentation to the NOK.		
5	<p>CPAC: Appropriated Fund Employee Procedures:</p> <ul style="list-style-type: none">(1) Upon notification of Civilian employee death, the CPAC will inform Army Benefits Center (ABC-C) via Benefits Automated Tracking System – Restricted (BATS-R).(2) Requests for CPAC assistance from the surviving member(s) will be honored, but will be kept to a minimum, in accordance with the designation of the tasks on the Integrated Definition. Counseling and assistance are responsibilities of ABC-C.(3) Provide assistance to ISD/ISO on calculating years of federal service for Commander’s Award for Civilian Service if requested.		
5a	<p>CPAC: Non-Appropriated Fund Employee Procedures:</p> <ul style="list-style-type: none">(1) Upon notification of the death of a NAF employee, the NAF HR Office will identify and provide any emergency contact information on record to the organization where the death occurred if requested.(2) The NAF HR Office will instruct the supervisor of the NAF employee to complete the DA 4017 (Request for Personal Action) regarding the NAF employee’s death and forward the DA 3434 (Notification of Personnel Action) to the NAF Payroll office and the Family and Morale, Welfare and Recreation Center NAF Benefits Division.(3) The NAF HR Office will provide appropriate benefits counseling to the person identified as the beneficiary in the NAF employee’s official personnel record. If there is no beneficiary listed or the beneficiary is also deceased, then appropriate legal procedures would be followed to identify the legal beneficiary and that person(s) would be provided counseling and assistance.(4) Provide assistance to ISD/ISO on calculating years of federal service for the Commander’s Award for Civilian Service if requested.		

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QUICK REFERENCE CONTACT LIST FOR
DEATH OF DA CIVILIAN EMPLOYEE NOTIFICATION

ISD/ISO Notify with 2 hours	YES	Phone #	Comments
Garrison Commander		772-5501/*405-8035 955-9722	
Deputy to the Garrison Commander		772-5501/*583-3570 286-3913	
Civilian Personnel Advisory Center (CPAC)		772-5444/*443-903 7985	
Directorate of Human Resources		772-3193/*955-3179	
Directorate of Plans, Training, Mobilization and Security (DPTMS)		772-7288/5103 or *760-475-3007	
DPTMS Operations		772-5642/2757	
Mountain Operations Center (MOC)		772-8245 (1700-0700 and non-duty hours)	
Garrison Chaplain		772-5820/*777 2079	
Next of Kin/Family			

*= Non duty hour number

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CCIR REPORT

CCIR # 19-XXX Fort Drum, NY (POM will insert CCIR #)

Brief title of the issue e.g. Loss of Life

Date and time of the report e.g. DD MMM YYYY, TTTT

1. **Installation:** IMCOM Directorate-Readiness/Fort Drum NY.
2. **What:** Loss of Life (IMCOM Civilian Employee).
4. **Where:**
5. **When:**
6. **Army Watch Notified:** N/A.
7. **Summary of Incident:** (brief description of incident).
 - a. Actions taken:
 - (1) Garrison Commander, was notified on _____.
 - (2) Deputy to the Garrison Commander, was notified on _____.
 - (3) Garrison Chaplain was notified approximately _____.
 - b. Next of Kin:

Name:
Address:
Phone:
Relationship:
 - c. Employee History:
 - (1) Grade:
 - (2) Duty Position:
 - (3) Length of Service:

POC (name/title/phone of person submitting report)