



DEPARTMENT OF THE ARMY  
UNITED STATES ARMY GARRISON RHEINLAND-PFALZ  
UNIT 23152  
APO AE 09067-3152

22 JUL 2020

IMRP-ZA

MEMORANDUM FOR ALL US ARMY GARRISON RHEINLAND-PFALZ (USAG RP)  
PERSONNEL

SUBJECT: Policy Memorandum #5, USAG Rheinland-Pfalz (USAG RP) Casualty Notification Officer (CNO) and Casualty Assistance Officer (CAO) Tenant Unit Responsibilities

1. References:

- a. AER 600-8-1, Army in Europe Casualty Management, dated 15 October 2012.
- b. AR 638-8, Army Casualty Program, dated 25 June 2015.

2. Purpose: To establish tenant unit responsibilities for CNO and CAO duties within the USAG RP Area of Responsibility (AOR).

3. Tenant units within the USAG RP AOR are responsible to provide Standby Casualty Notification and/or Assistance Officers to make casualty notification to the next of kin (NOK) and/or assist. The USAG RP will task units to perform these duties on a rotating quarterly basis. The tasked units are to provide and prepare a duty roster of the certified Officers assigned. Two rosters will be maintained, one for the units located within the Kaiserslautern Military Community and one for those units located within the Baumholder Military Community.

4. The USAG RP Casualty Management Office oversees casualty actions in cities and towns within the Garrison AOR. The US Army Europe-Africa Casualty Assistance Center (CAC) is the only authorized trainer to provide training and certification to qualified Soldiers.

5. Unit Responsibilities:

- a. Tasked units will identify and designate Casualty Notification Assistance trained and certified Officers to be placed on the unit's on-call by name duty roster as primary and secondary, including dates of on-call duty and a solid contact phone number. The identified on-call Officers will be on 24-hour notice and when directed, report in the Army Service Uniform (ASU) to the USAG RP Casualty Affairs Office. The trained primary and secondary CNO/CAO must be available at all times. The CNO/CAO must be equivalent or senior rank to the deceased Soldier. Each tenant

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unit must maintain and have a trained pool of E-7's and above, O-3's and above and CW2's and above to provide for all possible situations.

b. Commanders will release Soldiers appointed as CNO/CAO's from conflicting duties immediately following assignment as a CNO/CAO so they can provide the next of kin with meaningful assistance. CNO/CAO duties will take precedence over peacetime military duties, to include TDY, duty rosters, detail assignments, ordinary leaves, passes and field exercise requirements.

c. Units are advised that their rotation on the duty roster may be moved should another unit be identified for deployment. The unit following the current duty unit is considered the secondary duty unit and in the case of a multiple casualty event which requires more CNO/CAOs than the current detailed unit is able to provide, the secondary unit will be required to fill the additional requirements.

6. Casualty Notification Officer (CNO) Responsibilities: Report to the Garrison Casualty Manager's Officer, building 3245, room 110 on Kleber Kaserne upon notification of being activated within one hour for CNO duty. The Casualty Manager will brief the CNO and Chaplain team, provide the necessary guidance and a DA script to the CNO team regarding their notification duties. Notification to the NOK should occur within the next four hours. Uniform is ASU unless otherwise directed by the Casualty Manager.

7. Casualty Assistance Officer (CAO) Responsibilities:

a. Report to the Garrison Casualty Manager's Officer, building 3245, room 110 on Kleber Kaserne upon notification of being activated within one hour for CAO duty. Uniform is ASU unless otherwise directed by the Casualty Manager.

b. Make initial telephonic contact with the NOK to set the appointment.

c. Provide all necessary paperwork needed to assist the NOK and family throughout the assistance process.

d. Maintain contact and back brief the Casualty Manager daily.

8. Duty schedule: The USAG RP Casualty Affairs Office will initiate and send the unit the roster of certified personnel available for casualty duty. The unit will determine and initiate a Casualty Duty Roster for at least a 90-day period. The USAG RP Directorate of Plans, Training, Mobilization, & Security (DPTMS) will also send a formal tasking to each unit to perform CNO/CAO duties. A master form will

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be maintained at the USAG RP Installation Operations Center (IOC). The USAG RP Casualty Affairs Office will notify the unit responsible to provide a CNO and/or CAO to the NOK.

9. Point of contact for this policy is the USAG-RP MPD Chief at DSN 483-8062.



VANCE J. KLOSINSKI  
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Commanding