



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

AMIM-RPG-ZA

AUG 26 2022

MEMORANDUM FOR All Personnel Assigned or Attached to United States Army Garrison Rheinland-Pfalz (USAG RP) to include subordinate units

SUBJECT: USAG RP Command Policy, Casualty Notification Officer (CNO) and Casualty Assistance Officer (CAO) Tenant Unit Responsibilities (Cmd Memo 2022-013)

1. References:

- a. Army in Europe Regulation 600-8-1, Casualty Management, 15 October 2012
- b. Army Regulation 600-20, Army Command Policy, 24 July 2020
- c. Army Regulation 638-8, Army Casualty Program, 7 June 2019

2. Purpose: To establish unit responsibilities for CNO and CAO Assigned or Attached to United States Army Garrison Rheinland-Pfalz (USAG RP) to include subordinate units

3. Tenant units within the USAG RP AOR are responsible for providing Standby Casualty Notification and/or Assistance Officers to make casualty notification to the next of kin (NOK) and/or assist. The USAG RP Casualty Office 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 AOR. The US Army Europe and 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 and Casualty 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 Management 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 unit must maintain and have a trained pool of E-7s and above, O-3s and above and CW2s 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 can provide, the secondary unit will be required to fill the additional requirements.

6. Casualty Notification Officer (CNO) Responsibilities:

- a. Report to the Garrison Casualty Manager's Officer, building 3245, room 217 on Kleber Kaserne upon notification of being activated within one hour for CNO duty.
- b. 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.
- c. 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 217 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.

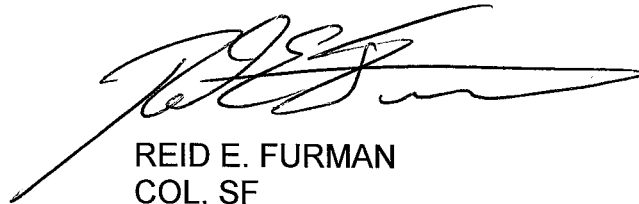
8. Duty schedule: The USAG RP Casualty Management Office will initiate and send the unit the roster of certified personnel available for casualty duty. The unit will determine and initiate a Casualty Duty Roster for at least a 90-day period. The USAG RP Directorate of Plans, Training, Mobilization, & Security (DPTMS) will also send a formal

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tasking to each unit to perform CNO/CAO duties. A master form will be maintained at the USAG RP Installation Operations Center (IOC). The USAG RP Casualty Management 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 Military Personnel Division (MPD) Chief at DSN 541-1024.

A handwritten signature in black ink, appearing to read 'REID E. FURMAN', with a long horizontal stroke extending to the right.

REID E. FURMAN
COL, SF
Commanding