

2nd BCT
1st Armored Division

Casualty &
Catastrophic
Event
SOP

21 August 2001

PREFACE

High on the list of jobs nobody wants is the task of telling someone that a loved one or close friend has died. Although it is obviously necessary, no one is eager to assume the responsibility.

No doubt part of this reluctance to serve as the messenger of death is related to the inherent sadness of the experience. Moreover the unfamiliarity of death in modern society along with its death-denying tendencies add to the difficulty of the task. As products of the same culture, Iron Soldiers are not immune to feeling uneasy and the tendency to avoid the subject. There is no formula, no set of correct phrases, that will ward off the shock and pain for those who must hear the bad news.

Still, death notification can provide an opportunity for significant caring. Some bereaved people remember every detail of these early moments of grief, while others retain only vague, general recollections. In either case, they always recall with gratitude anyone who with sensitivity and compassion helped them through this dark moment of life.

We developed this guide not only to assist those who inform family members and friends of a loved one's death, but to help all of us to care for fallen Iron Soldiers, families, and friends. The following suggestions will not ease the sorrow but they are valuable guides to a more effective way of caring for the bereaved. Even in the presence of tragedy, Iron Soldiers don't quit caring.

We dedicate this guide to all fallen Iron Soldiers.

Iron Soldiers, Strike Hard!

Requests for copies of this guide or recommendations for modifications of this guide should be directed to 2BDE S-1 or Chaplain's Office, the proponents for this guide.

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CHAPTER 1 - ONGOING PREPAREDNESS

2BDE SPOUSE PREFERENCE FORM

This form gives important information to the unit in the event that the unit has to give a casualty notification. Keeping this form current is one of the most important tasks in ongoing preparedness for casualty notification. Individuals may feel discomfort in filling out the form; however, the process of filling out the form helps to provide a foundation of preparation. 2BDE places a high emphasis on gaining accurate information from spouses. The spouses should answer the questions only after contemplation.

It is important that the SPOUSE of the service member fills out this form (NOT THE SERVICE MEMBER!). The form has evolved from a three by five inch card kept by the battalion commander's wife into a two-page document maintained at the unit level.

The Chaplain, the Psychologist, the JAG, and the Family Support Group, developed this form to document the information needed quickly after an incident, and have it readily available for use. The information contained on this form is an invaluable resource in the event of a tragedy.

You can find a copy of the current form in appendix 1.

REAR DETACHMENT OPERATIONS

We cannot understate the importance of Rear Detachment Operations. Casualty notification responsibilities often fall on these operations. The following list of do's and don'ts should help in ensuring that the unit and the family support system maintain proper preparation in the event of tragedy:

DO'S

- Rear Detachment operations are in many ways more challenging than combat. Take charge. Be in charge.
- When dealing with families, remember that they are not your soldiers, exercise sincere compassion or they will seek help elsewhere, and it is amazing where they will go for it.
- Maintain contact with families that elect to leave the area during deployments.
- Conduct family support briefings as soon after initial deployment as is practical (taking into account OPSEC considerations).
- Conduct family support presentations in small vs. in large blocks.
- The rear detachment commander should aggressively volunteer official information to families without addressing the specific aspects of ongoing operations.
- Manage the release of specific information at battalion level following consultation with higher and forward elements. The chain of command should ruthlessly enforce this.
- Use caution when offering immediate feedback with respect to incidents or injuries (or the absence of such injuries).
- The chain of command should briefly address the activities of the chaplain, doctor, and psychologist.
- Keep the initial session informal and non-threatening.
- Stress the importance of solving problems at the lowest possible level.
- Stress the importance of using the chain of command or concern.
- The use of a scheduled newsletter prevents distortion and eliminates the vast majority of phone calls to the unit.
- The chain of concern (not the chain of command) should manage morale calls.

- Give consideration to suspending morale calls in the event of a known controversial incident.
- Frequent contact with commanders' wives prevents confusion and provides needed feedback to the chain of command.

DON'TS

- Don't allow staff or rear chain of command to over focus on family support issues at the expense of supporting forward elements.
- Don't brief specific aspects of ongoing mission to chain of concern.
- Don't use the telephone to disseminate controversial information.
- Don't involve personnel who are not essential to the accomplishment of relevant critical actions. (Limit information to need to know.)
- Don't solve problems at your level simply because you were the one called. (Push the problem to the appropriate level and make sure that they address the issue.)
- Don't allow the headquarters to fall under a siege of telephone calls. (Consider a dedicated "Hot Line.")
- Don't allow rumors to go unchecked. (Do crush those responsible for spreading them.)
- Don't screw up the mail!! If possible, use the official mail system. Unofficial mail requires sensitive management. Be specific and limit the mail size.
- Don't permit direct access to the special staff. Spouses should request the use of doctors, the JAG officer, and the psychologist through the chain of command (chaplains are an exception to this rule).
- Don't permit official communication forward from company areas without coordination with the headquarters.
- Don't allow soldiers to take cellular phones with them to the field. 2BDE policy prohibits cellphones in the field specifically to prevent soldiers from calling the rear in the event of an injury or tragic event.

CHAPTER 2 - ROLES OF PARTICIPANTS

COMMAND CHANNEL'S NOTIFICATION PROCESS

In the advent of a casualty, a soldier missing in action, or a suspected casualty, it is important to get DA Casualty Branch energized. To do this, notify your Casualty Area Command (CAC). You do this through your S-1, who is familiar with casualty reporting procedures. He will obtain all the information available and provide this data to the CAC. In Baumholder, the CAC is with the 222nd BSB S-1. The CAC operates 24 hours a day, 7 days a week. If the casualty is assigned to the CAC's installation, they will go to the Records Branch and pull the 201 file. They will use the DD Form 93, Record of Emergency Data to complete the initial Casualty Report.

The initial Casualty Report goes to DA Casualty Branch and any other CAC that is involved. These are the CACs that service the geographical location where the next of kin lives. Transmit Casualty Reports by message format. As you obtain more information concerning the casualty, transmit follow-up messages. The CACs and DA Casualty Branch also coordinate by phone. If the DA Casualty Branch confirms a casualty, they coordinate with the CACs to accomplish the Next of Kin Notification as soon as possible prior to media leaks. The sooner you get DA Casualty Branch and the CACs involved, the more time they have to verify information and alert Casualty Notification Officers. A wife may be in one area while the parents or children are in another location. You are in a race to beat media coverage such as CNN.

During a classified operation, pre-mission planning should cover casualty reporting. If the casualty involves any classified information, do not delay notifying the CAC. Provide the CAC with all the unclassified information you have. Any delays increase the chance for media leaks.

Casualty Reporting is basic common sense. If you are not sure about something, call the CAC or CA Casualty Branch. The goal is to notify the next of kin in a professional, caring and expeditious manner.

The following is a summary of the above information:

- Unit sustaining a casualty initiates the notification process by contacting the Casualty Area Command (CAC).
- Unit provides the CAC all available casualty information.

- CAC verifies Next of Kin and insurance information against the casualty's local personnel file.
- CAC provides all available information to Dept. of the Army Casualty Branch.
- DA Casualty re-verifies Next of Kin information against their files.
- DA Casualty directs the CAC to initiate the Next of Kin notification process.
- CAC directs the unit to appoint a notification team.
- Remember: **Do not** conduct notification until receiving CAC authorization.

CASUALTY NOTIFICATION TEAM

Casualty notification is not new. The process has evolved into the current system in order to provide the most care and support for the next of kin. Appendix 4 contains a Casualty Notification Officer Guide for newly appointed Casualty Notification Officers (CNOs). Notification team members who have had the notification task on numerous occasions made the following statements:

- *“Each time I go in with a sense of inadequacy.”*
- *“Each time I approach the door, I wonder what I am going to say or do.”*
- *“Each time my stomach is in knots.”*
- *“Each time at the end of the day I wonder if my presence made any difference for the person or family.”*

You should not allow these quotations to create anxiety in you. It is important to realize that you should expect churning doubts and fears. You are 100% **NORMAL**. With this understood, the following are some do's and don'ts of Casualty Notification:

DO'S

- Read the Casualty Notification Officer Guide in Appendix 4 of this SOP.
- Only the commander (or his representative) and the chaplain are the Notification Team. You don't want to overwhelm the family.
- The commander will give the actual notification. The length of stay following the notification will vary, depending on questions and the relationship the commander has with the widow.
- The commander and the chaplain drive separate different cars so the chaplain can stay after the commander leaves.
- Wait until both the commander and the chaplain arrive before approaching the family. They should follow one another so one doesn't arrive before the other.
- When giving the notification, get to the point. The following is an example:
“We have received confirmation of your husband's death. He was killed when the helicopter in which he was flying went down at approximately 1030 last evening.”
- Use the KIS principle. Do not overwhelm the family with unneeded details. You can give more information later.

- Realize that reaction to the notification can range from fainting to extreme rage.
- Encourage the widow to notify her “extended family” herself. Use caution in becoming the notification channel for the “extended” family.
- Make sure both members of the Notification Team are in the same uniform. Dress Greens is the “norm.”

DON'TS

- Never notify of a death until you gain approval from the CAC.
- You don't need a lengthy build up to the message.
- Do not use phrases like:
“I know what you must feel.”
“It is probably for the best.”
“If it is God's will.”
- Do not take it personally if the spouse or family expresses anger and rage toward you. It is easier to say than do this.

As a commander or chaplain you will spend considerable time with the family over the next several days. Expect your strength to drain both physically and emotionally at the end of each day. Feelings of guilt often arise when you experience relief upon leaving the bereaved families home, or when returning to your own home. This is **NORMAL**.

Empathy is the key word. If you continually experience the same emotions as the person you are trying to help, you can get over involved. Be prepared; empathizing opens you up to the intense pain, fear and sadness.

A final note: Self-awareness is important when working with people in grief. Expect questions to arise within yourself:

“How am I being affected as I share in the mourner's experience of grief?”

“Does the mourner's loss bring up memories of my own losses?”

Find someone you trust, be that a spouse or friend, and share some of these questions and feelings. Do not let the situation overwhelm you.

CHAPLAIN

Being on the Casualty Notification Team is perhaps the most significant role a chaplain has. As a chaplain, you are not immune from the feelings of inadequacy and fear that most others face. It is important, therefore, to work through death and dying issues before a casualty occurs. At the time of a casualty, not only the family, but also the unit depends on the chaplain as a source of rock solid comfort. The chaplain should maintain a sure foundation of spiritual strength in his own life so that he can offer God's comfort to those faced with a tragedy. At the time of a tragedy, the chaplain must focus on the needs of the spouse, the family, and the unit, before his own.

The preparation for going through a casualty in 2BDE occurs by proper training. All incoming chaplains should read this guide book cover to cover. After a casualty occurs it is too late to get up to speed on the process. 2BDE is a fast moving train and dealing with a tragedy is no exception. The unit has gone through death on many occasions and they know the process. As a chaplain, this guide can get you into a position where you can understand how 2BDE does things.

You can find suggestions for chaplains throughout the guide. In a sense, this guide is for you. You are the expert on its contents. You should motivate others to read this guide. This best occurs through your commander's support. Your commander will use you to encourage others to know the information found in this guide.

Since the 2BDE Chaplain is the proponent for this guide, it is important to make needed modifications every couple of years. The 2BDE Chaplain staffs the guide through the various participants as listed in Chapter 2. By publishing the guide every couple of years, the ongoing quality of the guide should improve as the years go by.

As thorough as this guide is, it will not provide all needed information for the chaplain. It does not replace proper files from past events. It does not replace your own ability to conduct a Memorial Ceremony, Memorial Service, or Military Funeral when called upon. Your own faith background and unique ministry preparation are important. As you minister to others in the midst of tragedy, remember that they really are looking to you for spiritual strength. They are not looking for any other help from you. Your spiritual dimension is perhaps the most important help you can give during their time of grief.

The following are some basic guidelines for the chaplain in conducting the notification:

- A Notification Team is a commander (or his representative) and a chaplain.
- The uniform is the Class A uniform.
- The time of notification will depend on the dynamic of media or news leakage.
- The chaplain will conduct or assist in the funeral service and/or graveside service if requested by the family.
- The chaplain will coordinate and conduct the unit memorial ceremony.
- If desired by the dependent, friends will help comfort and assist.
- The chaplain will remain with the dependent at least until friends arrive.
- The chaplain will debrief the unit, the CAO, and all soldiers involved.

CASUALTY ASSISTANCE OFFICER

The Casualty Assistance Officer Guide in Appendix 3 contains virtually all of the information a new Casualty Assistance Officer (CAO) will need. Upon being appointed as a CAO, the officer will report to AG Casualty (222nd BSB S-1) to receive his briefing. The briefing is basic and will not tell you how to do your job. They will provide a narrative guide and a checklist (DA FORM 2204) that will get you started. This checklist is provided in the Casualty Assistance Officer Guide. The briefing will generate numerous questions. AG Casualty can answer many of your questions before you leave. There are subject matter experts for some areas and none for others. This will require you to use common sense and apply your judgment in this particular case, as each case will be different and the references are a guide to general situations. You can obtain answers through phone calls and a lot of questions. Someone knows the answers; you have to find them.

The following are some tips to get you started:

- *Read the Casualty Assistance Officer Guide in Appendix 3 of this SOP.*
- *Use the checklist.*
- *Make copies of all documents.*
- *Get a binder and divide it into sections. (Personal info, financial, etc.) A lot of paperwork will build up rapidly.*

The following is a list of narrative tips and actions that need to happen:

1. Get a copy of the ORB or ERB.
2. Get a copy of the latest LES. 2BDE S-1 can access his financial records and get a printed copy through Finance.
3. Create a family facts page with the following information on the spouse and children:
 - *Full names, SSNs, dates and locations of birth*
 - *Date and location of marriage*
 - *Maiden name of spouse and mother of deceased*
 - *Names, addresses, and phone numbers of all family members*
 - *Also provide information on any previous marriages for either the deceased or the spouse.*
4. Gather all personal papers (insurance papers and policies, marriage certificate, birth certificates for all immediate family members, wills, ID cards, all credit

card numbers, all bank account numbers, club cards, phone credit card, beeper, etc.).

5. Check to see if credit cards are sole or joint ownership. If the credit card is only in the name of the deceased, then the spouse does NOT have to pay the balance. The company writes it off. The spouse must still pay joint credit cards.
6. Call banks and find out if the accounts are joint ownership. If they are, that is good. If they are not, then an executor may have to handle it through probate court action. Consult with the JAG on this matter.
7. Check to see if there is a will and who the executor or executrix is. Notify that person. Check to see if the spouse has a will. If not, take her to JAG and get one. The JAG has a computer program that you fill in the blanks and then it produces a will while you wait.
8. Check the titles on the cars, boats, etc. to determine the state to contact if disposition is necessary. Do not go by the license plate on the car. Each state has different requirements and this is important if the spouse tries to sell them.
9. Confirm with the Baumholder casualty office that the Department of the Army casualty received notification. This is important because DA issues the DA death certificate. This is an official document with a raised seal (DA FORM 1300). Social Security, the Veterans Administration, and life insurance companies require this form.
10. Contact the Veterans Administration(VA) and Social Security(SS) right away because it takes two weeks to get an appointment. This is very important for the VA and SS checks to begin. Remember to notify these agencies of address changes.
11. Notify all life insurance companies. Some will make an immediate partial death payment. Others will pay it all at once. You can have the insurance companies hold the money and they will pay a nominal amount of interest (2-4%) until the spouse decides what to do.
12. The Army will pay an immediate death gratuity of \$6,000.00. The Army does not require repayment of this amount.
13. SGLI can not hold the money and must pay in full. They will do that when the DA casualty section notifies them. They make the payment within one week. If they don't, call DA or USGLI.

14. Check if the officer was a member of the Army Air Force Mutual Aid Assn. They provide advice and assistance. They produce a print out that shows how much the widow and children receive in VA and SS benefits.
15. Early selection of burial location and selection of means of payment is important. Fax all information to the local undertaker so he can make obituary notifications and other arrangements.
16. If there is any damaged or destroyed personal property, a report of survey needs to accompany the claim against the government. S4 will do the survey and JAG will take the action.
17. Notify all organizations (AAAA, West Point, College, High School, etc.).
18. Check with finance to make sure they close out all TDY and stop basic pay.
19. The Adjutant needs to make a statement indicating active service dates, and that service was honorable with the inclusive dates. Notarize if possible. Work with the PSB on this.
20. Keep a copy of all speeches, articles and video for the family as a remembrance.
21. Review the LES for allotments because the widow must continue to pay them directly.
22. The Army pays for transportation to the funeral for the immediate family. The airlines, however, will give a discount to mother, father, sister, brother, etc. You must ask. The airlines call it a bereavement discount.
23. Recommend working up a cash flow statement for a month to insure that the widow knows how much her income and expenses will be.
24. The widow must file income taxes. Ensure that the appropriate agencies provide her with the required W2 forms.
25. The spouse can apply to stay up to a year in government quarters.
26. Work the Fallen Soldier Ceremony with the 2BDE S-3. USAREUR puts out a message annually on this ceremony.
27. The checklist on DA FORM 2204 is excellent for a number of items such as:
 - *Burial arrangements; funeral, color guard, national cemetery, flags, headstone.*
 - *Household goods*

- *New ID cards*
- *Education programs*
- *Civilian service job preference*
- *Medical care*
- *PX and Commissary*

SUMMARY

No two casualty assistance cases are identical. They vary along with the affected people. You must be sensitive to the needs of the family. Your sensitivity will directly contribute to how quickly or in-depth you can handle these tasks. There are many organizations and people who are available and willing to help. All you have to do is be aggressive and seek them out.

FAMILY SUPPORT GROUP

The following are some guidelines of how other Family Support Groups have helped family members after a tragic accident. Every circumstance is different and may call for different measures. These are just some thoughts and suggestions that worked in these situations.

One of the most important aspects of a Family Support Group is to take care of the families of our fallen soldiers. As a commander's wife, or a CSM's wife, one of your responsibilities may be to visit the family of a deceased soldier and to initiate the FSG in helping the family. During this time, it is natural for everyone to have feelings of inadequacy.

You may be the first person to arrive at the house after they make the notification. Questions like "What do I say?" or "What do I do?" may arise. There are no correct answers to these questions, just being there to listen helps a great deal. The spouse may ask you to make phone calls to friends whom she would like notified. Always identify yourself on the phone. As much as you want to respond to a request to notify the extended family—don't. Answering the telephone, cleaning up and taking care of small children are all things which can help. As you do these things, always try to respect the wishes of the family members. Our intent is not to intrude, but to assist the family in any way we can. In past situations, a friend or FSG member has stayed with the family the first day until relatives arrived from out of town. This is not always necessary.

When information about the incident becomes known, the commander's wife's phone can get very congested. It is helpful to have the assistance of a wife in the unit to answer the phone and take messages. She will receive many calls from people who want to help. This information is a great benefit to the commanders' wife. She can also help to give out any pertinent information.

Notify the "meals on wheels" representative when the notification is complete and a FSG representative or friend is with the family. She can begin organizing the food for the family or families involved. Sometimes this is a huge undertaking, especially if there is involvement of more than one family.

The commander's wife **is not** the organizer for the "meals on wheels" program. Appoint a representative if one is not in place. If there are multiple casualties, appoint more than one person to help organize the food program.

The unit **Personnel Officer (S1)** should assist the "meals on wheels" representative in gathering the following information:

- *Number of family members and ages of children.*
- *Number of family members arriving from out of town; arrival dates and duration of stay.*
- *Are there any family members with special needs? (diabetics, etc...)*
- *Does the family plan to receive people after the Memorial Ceremony? (location; indoors or outdoors?)*
- *Provide an address and strip map for those providing food. A food drop location may best meet the needs of the family and FSG.*

The “meals on wheels” representative should keep an organized notebook with the following information:

- *date*
- *person*
- *food item*

Families often use this notebook when responding in thanks.

Designate people for non-food items such as extra toilet paper, paper towels, napkins, paper plates, and cups. Recommend that you purchase food items that can be frozen for later use. It is important to care for the bereaved family and their immediate support groups through the time of the Memorial Service with a food program. After that time some FSGs have provided food twice a week for a designated time. This is a nice way to keep in touch with the family after the accident. This requires a great deal of organization and many volunteers.

There are several ways to organize handling the food for a reception after the Memorial Ceremony. If the family wants a reception at the Rheinlander Regimental Room, the corresponding battalion provides the drinks and paper products. The unit First Sergeant is the point of contact. Wives or husbands who attend the ceremony bring the food. All you will need to do is activate the phone tree.

Conducting the reception in the family’s home requires more coordination. You can request finger sandwiches and meat platters arrive at one central location. Volunteers can then disburse the food to the appropriate location.

During inclement weather, we purchased meat trays and bread from the commissary with money from our FSG treasuries. Two or three ladies were responsible for pickup and delivery of this food.

In order to respect the wishes of the family, caring communication is necessary. A caring unit is sensitive to the needs of the family. Some families encourage visitors; others seek privacy. The Commander, First Sergeant, and

Chaplain are key in providing this information. Although visiting a family in grief may feel awkward, it is important to encourage this support. Many times people will avoid visiting the deceased member's family because they don't know what to say. It is important that the bereaved spouse see them and know that they care. Don't avoid them; this will only hurt and upset them more. It is not what we say, it is being there that is important.

The family will have many questions about the incident and will want to know what you have heard about what happened. It is best not to answer these questions. Refer them to the CAO who can answer those questions much more accurately. Due to the sensitive nature of unit's mission, you must give consideration to operational security.

Questions or problems may arise that you are unable to handle. You may wish to seek the advice of the chaplain or the 1AD Psychologist at the BHR Health Clinic. Both of these people have experienced in these types of situations and can help.

Take care of yourself! During this time your phone will ring constantly. You will spend many hours helping the family. It will emotionally drain you by the end of each day. Even if you were not close to the deceased, death is a very difficult thing to handle. There are many people willing to help. Do not try to do everything yourself!

Dealing with death brings out deep emotions in all of us. In order to maintain a healthy balance in your own life, it may help to share your thoughts and feelings with someone you trust. It is important for you as a caregiver to remember to take care of yourself. This may mean removing yourself from the situation, and taking personal time.

The care that you have given has made a great difference in the lives of many Iron Soldier families. If called upon in the future, we know you will be there.

COMMANDERS' WIVES

Responding to a tragedy is an overwhelming experience. Unfortunately many people in the Battalion are familiar with tragedies. This is also fortunate as you can rely on their experiences. Although no one wants to be good at responding to tragedies, we owe our fellow spouses just that. We need to know what we must do. **I strongly urge you to read this guide from the perspective that I share with you in the following paragraphs.** I think this casualty notification guide is an invaluable resource. I want to add a few suggestions and personal experiences. Please remember that every situation is different. There are no “pat” responses.

You are never as prepared as you think you are. The emotional impact of what is happening will overwhelm even the strongest individuals. The unit and family expect you to move quickly, keep up, and keep going. I believe that it is easier to deal with a death unrelated to a unit crash. In the case of a crash, the tragedy will not just happen to the spouse, her family and friends, but to every member of the unit, including your spouse and yourself. What is important to know about any and all tragedies is that you are not the only one that has to plan, organize and do. You should not try to do too much. You must let the people responsible (Company Commander, Casualty Assistance Officer, Chaplain, and Executive Officer (XO)) do their job. They have the resources and manpower to do an effective job. They expect you to pass on as much information as possible and advise your husband and the other key members.

You can receive a call in the middle of the night, at work, or from church to come to the headquarters (HQ). The unit will tell you that there was an accident but will probably not tell you who, what, and where on the phone. You need to think of your own situation now. Ask yourself these questions and have a plan:

- *Do I have a pre-arranged plan for my children?*
- *Who will pick them up from school and feed them?*
- *How much do I want my children to know? (No matter how you try to avoid the subject, your children will know something is wrong. Be prepared to deal with their emotions too.)*
- *Do I have a long-term plan for my children? Can a grandparent or other relative come and stay for several days?*

At the HQ, the XO or BN Commander will assemble the notification support team consisting of the chaplain, the psychologist, the 1SG, the CSM, and you. This team determines who else needs to come in based on information in the Spouse Preference Form. (They may ask you to call a person on this preference

form prior to coming to the HQ. I wouldn't recommend this unless you know that person extremely well and you know for sure how they will react. This could be an explosive situation. Be careful.)

While at the HQ you will need to think about the spouse's children, schedule, work situation, and medical concerns. Provide this information to the other team members. Rely on the person on the notification sheet to provide some of the info.

The Chaplain and Commander will wear greens. Discuss the car situation. Too many cars in the driveway will not be good. Most likely the chaplain and commander will go in the house. You should stay outside until signaled. After entering the house, you and the support persons can expect to hold hands, hug, and of course, cry with the spouse. The chaplain and commander will do the actual notification and will answer questions. You should not answer questions about the accident or situation unless you are certain of the facts. Again every situation is different. You need to think on your feet and adjust to the situation. You may ask the spouse after a time, "Is there anyone you'd like to call?" The spouse should do the calling to as many people as possible, not you. Give her space if she needs it. She may want privacy. She may try to send everyone away. Obviously you can't leave her completely alone but you can go to another room. Respect her wishes about visitors. Ask for help from her close friend and family. You may need to put visitation wishes out on the phone tree. Be careful; this is also a tricky situation. Everyone is very sensitive during this situation. Say something like, "_____ really wants to be alone right now. She hopes you will respect her wishes. I will let you know when she is ready."

A circle of close friends and family, along with the CAO, will assemble over time. The CAO and commander will guide her through much. News travels fast. The XO and commander will make sure someone notifies the other companies. Don't worry about the other people at this time. Remember the spouse is the most important person.

Be prepared to organize meals. I do recommend that you have a pre-appointed FSG member arranging food. Always ask the spouse if they want food. Say things like, "We'll bring food for the next few days, is that okay?" She will not care about food, but the friends and family that come to the house may need food and drink. Keep asking the spouse for her input; let her make decisions when at all possible. Try not to assume. Ask for help and keep a record of people who offer their help. Then when you need the help you can call them back.

The next day will bring so many questions that you can't possibly answer. The chaplain, commander, and CAO will ask and answer questions concerning the ceremony. You should not hesitate to suggest things. This is one of your major functions. Do not go directly to the spouse asking her questions unless the CAO or commander asks you to do so. They and you may want to talk with the spouse's best friend or family member requesting that they discuss certain points with the spouse. These close friends need to know time lines and situations so that they can help the spouse remember information.

Expect to visit with the family and friends and be a point of contact for information. People will want to know how she is doing. You will have a lot of phone time. Again keep a record of calls. The spouse may not want to talk with people but may want to call them at a later day.

When out-of-town family arrives, you will want to meet them to express your sympathies. They will appreciate you being there.

On the day of the visitation, memorial, or funeral, you will accompany the family or meet them prior to the actual service. You will normally sit in the front row.

Another major job is to set up the reception. The CAO, Company Commander, and you should discuss this with the spouse. Respect her wishes, but suggest the FSG building. They may want visitors at home. Think about how much food the situation dictates. If you have a reception at the FSG building you will probably have about 150 to 200 people. Don't think you have to provide a full course meal. For 150 to 200 people you will probably need 6-8 meat trays, 6 cheese trays, and 6-8 vegetable trays. Other people can bring desserts, side dishes, chips, sodas, rolls, etc. Meat, cheese, and vegetable trays are good to request. Take advantage of those people who offered and either call them or have your meal person call them. Be specific about what you want them to bring. Some monies may need to come out of the FSG funds. You can buy everything out of funds but people want to contribute and they may feel you're cutting them out if you don't let them help. The NSA will also help so let the XO know you need their assistance. The NSA often helps with expenses of out-of-town family members, too. The unit fund will provide paper products. You'll have to think about table cloths, flowers (optional), Kleenex, condiments, serving utensils, number of tables, and how you want them arranged. Don't forget to check bathrooms for toilet paper and cleanliness. You'll also need to coordinate set up and tell people where and when to drop off food. When people do bring food, keep the containers as you will probably send food home or to the company.

We are never entirely prepared for dealing with tragedy. Unfortunately experience is the best teacher. Remember every situation is different.

DIVISION PSYCHOLOGIST

The death of a fellow Iron Soldier is without a doubt the most difficult thing for anyone even remotely associated with 2BDE. It stands to reason; however, that every member of this unit suffers beyond description upon the notification that another Iron Soldier has “fallen.” It is a reality that lurks in the back of the mind of every one assigned here, and it is always there whether we realize it or not. Unfortunately, death and loss does not limit itself to those who come in harm's way. It affects everyone: those that lead; those that follow; spouses, children, mothers, fathers, distant family, and friends; and those whose loved one serves our great nation. When notified of a “Fallen Iron Soldier,” no one escapes the pain, the sorrow, the fear, and most importantly the loss. And I mean no one, including the Division Psychologist.

This one episode will undoubtedly happen during your service of the greatest unit in the U.S. Army. It will tax your abilities as a helping professional beyond belief. The difference in your role as the Division Psychologist for 2BDE is that usually in a situation of loss we operate from a distance. This BDE involves the psychologist from the beginning. We, even in the military, come into the picture much later to assist with unresolved grief. Generally, the military provides only for the immediate family. Here, all the rules of engagement are gone. When you get the call when you least expect it, usually at night, you will first realize that your life and so many other's lives have just changed immeasurably. The words from your initial notification will echo in your head as you drive in on that cold night. “Sir, the Commander has requested that you meet him in his office immediately.” When the pain strikes, you will feel numb. You will have already begun to mourn for not just the loss of the fallen Iron Soldier, but for the loss that the families have suffered and are as yet unaware. You will also on that drive pray to God and ask him “Please, let this be something else; let this at least have a good outcome.” You will also ask God to let this person, or these people, be one of those that you do not yet know.

Upon arriving at the 2BDE Headquarters it will have started and you will not know what “it” is until you have experienced this tragedy. Unfortunately, I can not share with you what this feeling is like. Each individual will experience this feeling in their own way. What I can do is give you some dilemmas that I have faced. I will share the way I solved them along with my rationale in an effort to give you some direction at such a difficult time for not just you, but everyone.

What do I do first?

Get in touch with your own confusion and fears. There is a good bet that this is the same mental state that almost everyone involved at this point is feeling. Listen to everyone and use all those wonderful skills we have learned to assist those there with you. Especially be cognizant of the fact that there are those who have done this so many times before. Listen not only for their advice and counsel, but allow them to relive events. Above all, get along side and stay close to the 2BDE Commander. He is ultimately responsible and most likely will make the notification. He is thinking things that he will not talk about, and most likely never will. His pain, sense of loss, and struggle to deal with what lies ahead of him will be monumental. Listen to him carefully and do your best to support him. If you are awaiting confirmation of the death due to search and rescue, it only suffices to say that your work will be demanding. Above all, establish a close working relationship with the 2BDE and Battalion Chaplains since you will all be working alongside each other. You can use their friendship and support and they could use yours as well.

Should I be a member of the Notification Team?

No. It is not your place. The Army does notifications by the least amount of people possible. The best composition is the 2BDE Commander (or his representative) and the Chaplain. Do not get your feelings hurt by being left out of this part. There are good reasons why the composition of the notification team is the way it is. Grief is a natural part of loss and in no way should we give the impression that it is sick, wrong, a disease, etc. The initial notification experience for the immediate family does not require a "Psychologist." Your assistance with the family and friends will come later. Remember this because the initial reaction from the Command Group may be to include you in this process. Calmly explain to them your rationale and look to the Chaplain for back-up on this. You should not have a problem.

Where should I be and what should I be doing?

Your role is a "Helper to the Helper." You are there to assist everyone. Talk to those that ask your advice and counsel, and listen to others that don't. The best place for you is where the action is. Initially that may be the 2BDE Headquarters, then it may be a unit area, the flight line, and eventually someone's house. Move with the flow with the ultimate objective being your availability to those going to the family and returning. You want to be there when they leave and

when they come back. This means everyone, especially the spouses that are volunteering to assist. It is tragically hard on them for they have faced tragedy before and live with the pain the family is suffering along with the reality that "this could be me." Just remember that everyone suffers and they all have needs, but they most likely are not going to go out of their way to find you. Most importantly, visit the specific section of the unit where this person worked. Find out their close friends and seek them out to see how they are doing. Make yourself available to do whatever the unit commander or support group desires (group debriefings, talking with spouses or children, visiting the school, etc.). In other words "Be everywhere and available to do anything."

What if someone asks me, "Hey, Doc, when things slow down I need to talk to you. I know now is not a good time; next week maybe?"

Next week is not a good time, now is. Remember the loss paradigm. Denial is in actuality resistance. You will see this come in many packages. A comment similar to the one above is the way I could best identify an unmet need. Don't make the mistake of saying "Sure, call me when you get free." If someone approaches you in this way, tell them, "Now is as good a time as any, let's use MAJ Ironsoldier's office." They will come because you are leading them. Don't be surprised at what you hear. Some common themes are the actual loss, reliving a loss, and a sense of guilt. The most common theme of all is persons facing their own sense of vulnerability. The absolute best way to deal with this session is to simply listen to their story, reflect what you hear as their underlying fears, normalize as always, and let them know that you are available now, the next day, the next week, etc.

One word of caution. If you are dealing with the theme, "You know, that could have been me, and my family could be waiting, unknowingly...", this is obviously someone facing their own sense of mortality. Yes, the nature of flying is dangerous and certainly being in 2BDE carries added risk. The point is that it is completely normal for them to feel this way. Their assumption is that it is not normal and, "Maybe I am just not cut out for this (threatening environment) anymore!" Help them understand that it is a normal reaction to a tragedy to examine our motives for doing what we do. This feeling is important but it will pass. The important thing to tell them is to not make any drastic changes in their career, lifestyle, family, etc., while in this state. Encourage them to let things settle and stay in touch with them. If this is not just a passing thought, it will hang on for a couple of weeks. Then you will need to assess when they first started feeling this way. You most likely will find it is not new and represents a more chronic ideation

rather than an acute reaction to the stress brought on by loss. Most people agonizing over this dilemma recover from these feelings within a month or two with your support and counsel.

Should I attend the Memorial?

Of course! This is a given. Do not hesitate about this at all. Don't forget that you too are a "Iron Soldier." The sad note is that the fallen Iron Soldier may have been your friend and co-worker. One Iron Soldier to fall was just that; my friend and co-worker. We sat beside each other at Command and Staff. We joked the day before he left poking fun at an Iron Soldier from the past. The last words he said to me on that day were, "Yes, he's up in Washington with all his badges!" That was funny to us as an inside joke. One day later, he was gone. I was at church on Sunday and when the preacher asked for prayer requests, I told him that I would like to pray for the fallen soldiers of the 1st Armored Division lost in the Balkans, and also for their family and friends. Afterwards an elderly gentleman sitting down from me asked if I knew them. I guess I just had this blank look on my face because I did not answer him right away. It surprised me when, as if he read my mind, he responded, "You didn't have to know them, did you?" I looked at him, shook my head and said "No..." It did not take the psychologist in me long to see that he was hurting, too. It came to me at that moment what I thought I already knew; Soldiers know soldiers. I do not know for sure, but I have a feeling that the elderly gentleman had been a soldier also. Even if you do not know the fallen "Iron Soldier," you will.

Should I attend the funeral?

Yes! If there is an opportunity for you to go with the members of 2BDE who will attend the funeral, you should go. After all, you have blanket TDY orders for traveling on mission essential involvement's. This is one of your most critical missions. Your role is that of helping the helpers. You should stay the same place they stay and hang very close to them. Your role with the family at this point also changes. This is probably the first time you will meet the family members. Just remember that you are not there to do therapy. Your mission is to comfort them and help clarify matters where they are confused. You should work closely with the Survival Assistance Officer (SAO). Not only does he need your support, he is a valuable source of information on where people can best utilize your services. The most important reason for your attending is to make contact with the spouse. You want the rest of the group to see you, but you also want to

introduce yourself to her or him and personally let them know of your availability to help at any time in any matter. This sets the stage for a willingness to call you when he/she gets home, people return to their routines, and things get quiet. If you have not heard from her or him in 4-6 weeks, then it would be appropriate to give a call and follow whatever leads you get. Don't push this; as you well know, many people prefer to struggle through their grief themselves. In this case, tap into the command or support group net and keep up with the family's progress.

What should I do when I get back from the funeral?

Spend time with your self and your family. Cry if you want. Realize what a trying event the family, the BDE, and you have just witnessed. Get consultation on things that you are not comfortable with, whether they are personal or professional. Then go back to work. Stay in very close contact with the section and unit that experienced the tragedy. Visit them frequently to assist them as necessary. I have found that the following people and their spouses experience the hurt that has just happened very deeply. Spend time with them: the 2BDE Commander, the 2BDE CSM, the Battalion Commander, the 2BDE DCO, the 2BDE XO, the Chaplain, the Unit Commander, the First Sergeant, the SAO, the Escort Officer, the other spouses of fallen "Iron Soldiers," and of course, close friends and co-workers. The reason for their level of hurt is that they have done it so many times before. All of them will tell you that it never gets any easier.

Is there any way to prepare for the potential for this kind of tragedy?

Yes and No. When I say "No," I only mean that you cannot foresee some of the struggling with these issues at the time of crisis. You will have to deal with them as you can. The key is to be attentive, actively involved, and flexible. You can prepare by pursuing the literature on the subjects of death, dying and grief. One of the best books I have found is Death, Grief, and the Caring Relationship (2d Ed) by Richard A Kalish (1985). You may have your own favorite, just dig it out and review the basics. Every tragedy brings it's own trials and each will be different. None will be any easier. As already mentioned, the 2BDE and Battalion Chaplains are your greatest resources. After all, they have done this sort of work much more than you have.

What if I don't have the right answers?

Forgive yourself and drive on, because as you well know by now, “IRON SOLDIERS DON'T QUIT!”

PUBLIC AFFAIRS OFFICER

The first thing I've learned about these types of incidents is that no two are alike. You must handle each one a little differently. Generally there are two types of incidents; accidents that occur on a military installation and accidents that occur off a military installation. I will outline these individually.

ON A MILITARY INSTALLATION: These are the easiest to handle because you can keep local media away from the accident site. For on-post accidents, contact the local on-post PAO office, who will start receiving queries from the local media as soon as word of the accident spreads..

OFF POST: Accidents that occur off-post will require somebody at the accident site to be appointed as the on-site PAO representative for the unit. This individual will have to handle on-site media queries. Secure the accident site as soon as possible to keep the local press away. Local law enforcement is necessary at times. For off-post accidents contact the military PAO office that is responsible for the area in which the accident occurred.

GENERAL INFORMATION:

Regardless of where the accident occurs, refer all requests for information to PAO. Always let the trained professionals at the PAO office handle the media. At times PAO will prepare a press release concerning the accident and allow an on-site representative to release it to the local media. If they do this, release only the information in the press release and refer any questions to the PAO office.

It can become very frustrating for recovery personnel at the accident site to deal with the local media. You must remain patient and remember that they will print anything you say. That is why it is important to have someone designated at the accident site to handle the media. After the accident site is secure and the injured or deceased personnel are removed, PAO may ask that the local media be given access to the site. The site OIC makes the determination to allow the media on-site after consulting with the BDE Commander and PAO.

FAMILY MEMBERS AND THE MEDIA

The following is from "Family Members and the Media," published by the USASOC PAO, Ft Bragg, NC:

Whenever troops deploy, the media is interested. If the deployment is for a unit training exercise, media interest will be limited to a few local stations. However, if the deployment is due to a major news event such as Desert Storm, in Southwest Asia, or

Uphold Democracy in the Caribbean, media from around the world will be out to get a story. Because your spouse is not available, the media will be looking at you.

There is nothing in military regulations that prohibits you from talking to the media. However, it is something that you might want to think twice about doing. Granting media interviews publicizes to people from all walks of life that you are home alone. Also, once you grant one interview, other media organizations may also begin to search for you.

If you do decide to talk to the media, you should not talk about your spouse's duties. Limit your comments to your own personal opinions and state that it is your personal opinion. Be especially cautious of reporters who want to interview but promise "not to use your name." If you don't want to be bothered by the media, or if you want assistance talking to them, contact the USASOC Public Affairs Office at (910) 432-6005. Your unit can assist you in reaching the PAO after duty hours through the USASOC Command Center.

When you talk to anyone, including the media, about your spouse's job, it is okay to say that he or she is assigned to the U.S. Army Special Operations Command. In most cases, it is even permissible to give the specific company. (Providing the spouse's military occupation specialty is also permitted.)

If you decide to talk to the media, here are some things to remember.

- *You don't have to answer every question.*
- *If you don't like a question, tell the reporter you prefer not to answer it.*
- *Don't argue with a reporter. Be polite and firm, but don't get emotional.*
- *It is your right to stop an interview at any time. If the reporter gets rude, stop.*
- *Deal in known facts.*
- *If the reporter says something you know is incorrect, correct him.*
- *Avoid speculating or answering "What if" questions.*
- *Don't allow a reporter to rush you. Take your time and be comfortable with your answers.*

Media representatives are not the only ones looking for spouses at home alone. Many civic groups or other agencies may search you out, wanting to help. It is best to tell them to work through the local Family Support Center or your church.

And remember, no matter what the issue, use your unit's Family Support Group and Chain of Concern.

CHAPTER 3 - PROCEDURES AND REQUIREMENTS

HONORS & SERVICES

The purpose of this section is to help you plan and conduct military honors and services. The very nature of this section entails stress, confusion and grief. This guide will help you work through the many considerations necessary to ensure dignity and care for our fallen Iron Soldiers and their families.

TYPES OF SERVICES

There are three different types of services: Memorial Ceremony, Memorial Service, and Military funeral.

- *Memorial Ceremony.* The memorial ceremony is patriotic in nature and is command oriented. Attendance can be mandatory. It is a military function. The unit may or may not use a chapel for the ceremony. Religious elements are still important. Those incorporated into the ceremony are non-denominational.
- *Memorial Service.* The memorial service is a religious service and stresses spiritual comfort. Attendance is voluntary. Like a funeral service, the rites of the chaplain's denomination guide it's contents. The chaplain normally plans the services with the assistance of the deceased's chain of command. The chaplain has greater discretion in the memorial service than in the memorial ceremony.
- *Military Funeral.* The military funeral has two distinct elements - military ceremony and religious service. The military ceremony recognizes the service and sacrifice of the soldier to the nation and strengthens the spirit of the Army. It is serious and dignified. The military funeral combines military ceremony with the resources of worship to meet the needs of the mourners. Through religious rites it extends spiritual ministry to family members, friends, and fellow soldiers. Services in the chapel (funeral) and at the grave (interment) form the worship portions of the funeral. Attendance is voluntary.

MATTERS FOR CONSIDERATION

Memorial Ceremonies and Services:

- If the unit conducts a memorial service, it is essential to find out the religious preference of the deceased. If Roman Catholic, a priest should

participate in the Service. If other than Christian, make other appropriate considerations.

- The dress for attendees is usually duty uniform.
- The dress for participants is either crisp duty uniform or class A's.
- The dress for ushers is either crisp BDU's with a stripped pistol belt or class A's.
- All personnel speaking should have written manuscripts. This keeps speakers from rambling.
- During the rehearsal, the chaplain should gently redirect speakers who may turn their eulogies into sermons.
- Designate a private room for the family in order to offer them privacy and protect them from being overwhelmed by the numerous well-wishers. If using a chapel, and a side room to the sanctuary is available, arrange for family members gather there before and after the ceremony. If using one of our hangers, the family can use one of the offices or conference rooms in the hanger or at the BDE Headquarters. Coordinate through the appropriate channels.
- The CAO should sit in the same pew with the family (if the family number is small) or directly behind the family.
- It may be helpful to offer the family a driver to and from the chapel. (Coordinate larger family's needs with the S-1.)
- Be sure to have easy access parking for the family and VIP's. (Arrange for this through local police or the military police.)
- Request M.P.'s if the location requires direction of traffic.
- Seat VIP's in the opposite front pew from the family.
- Coordinate with the 2BDE CSM to secure a boot and weapon display stand.
- Telephonically contact the band to task a bugler. Send a memorandum to back up the tasking.
- Avoid congregational singing. Singing may sound like a good idea, but it generally is almost inaudible.

Military Funeral:

- When holding the service at the home site, the hometown minister may be the officiating clergy person. In this case the chaplain should not assume anything, but must closely and diplomatically coordinate with the home minister. **Remember you are a guest!**
- If the chaplain is responsible for the funeral service, the family will probably want to give suggestions. It is important that the chaplain offer compassionate and yet firm guidance during these planning sessions. The family needs caring help.
- Often a military funeral service only entails that there is a chaplain (in class A's) assisting or presiding at the funeral service proper.
- Coordinate with the family and hometown minister to see if they will use a flag or funeral pall in the church.
- After conferring with your commander, ask the family if they want civilian or military pallbearers.
- If the wife and parents of the family are present for interment you might consider obtaining a second flag for the parents.

Interment Service:

- The chaplain should immediately precede the burial party to the grave site.
- The interment is a short grave site service for committing the remains. Do not present homilies or eulogies.
- It is a matter of preference, but I suggest the chaplain leaves his beret on throughout the interment service. This avoids the chance of an awkward moment while you are holding your service book.
- If the interment is out of the AO it would be wise to let the closest military installation provide the firing party. This is cost effective, and avoids the security problems of traveling with weapons. The duty firing party has also received more training for the gun salute.
- Be sure to quietly remind the family of the gun salute immediately before the firing.

- At the end of the service the chaplain should move to the family and offer a simple condolence. This will set the appropriate departure for those attending.
- If the chaplain remains until all those attending have left, he can offer the family time alone with the casket before it is lowered.

Funeral Home Comments:

- The funeral home can be an immense help to you.
- Before leaving your home station, know the name, telephone number, and address of the funeral home.
- Coordinate for a bugler and firing party at the interment. Do not assume the funeral home has done this.
- If you bring your own flag (from AG Casualty) the funeral home will iron out the creases and wrinkles it has from being packed in a box.
- Print bulletins for the funeral service.
- Instruct the pallbearers.
- Remember the funeral home is there to assist the family and you. In the areas of the service and interment, you are in charge.

RESPONSIBILITIES

Unit Commander:

- Will notify chaplain of death.
- Will coordinate plans for the type of service with the chaplain. Generally, the unit conducts a Memorial Ceremony.
- Will notify the chain of command, the local Casualty Office, and the Casualty Assistance Officer (CAO) of the date, time, and place of the Memorial Ceremony.
- Will ensure that members of the family of the deceased know the date, time, and place of the Memorial Ceremony and will offer them the opportunity, but not require them to participate.

- Will provide for the presence of the National Colors, BDE and Battalion flag, and the unit guidon(s) with bearers and appropriate unit memorial items, i.e., boots, helmet, etc.
- Will coordinate for the presence of a bugler for 'Taps.'
- Will provide, as a minimum, four ushers, one reader, and one Eulogist for the Memorial Ceremony.
- Will ensure the presence of a firing squad to render appropriate salute to the deceased.
- Will prepare letters of condolences to the next of kin (to include 'extended' family).

Chaplain:

- Conduct or provide for the military funeral, memorial ceremony or service in a manner commensurate with the doctrine of the chaplain's denomination.
- Upon being notified of the death of a member of his unit, the chaplain will coordinate with the unit commander and tentatively set the date, place and time (usually within 72 hours of the time of death) for the type of service. The chaplain will then reserve the desired facilities.
- Will offer pastoral care to any of the survivors and the next of kin who are present or in the immediate geographical area.
- Will coordinate his plans for the type of service desired with the Installation Chaplain's Office.
- Responsible for contracting the organist and soloist (if desired), the appearance of the chapel, briefing the ushers, directing the rehearsal, and all events to take place within the chapel. He will also prepare a printed folder (bulletin) containing an Order of Service and statement of life and service of the deceased.

POSTHUMOUS AWARD REQUIREMENTS

Time is not on your side. It is imperative that the award write-up begin immediately. Know what your time line is and identify when the presentation will occur. Posthumous awards are not as structured toward rank or time of service as regular service or achievement awards. There is no specific guidance towards what rank should receive what level of award. Historically, senior NCOs and commissioned officers receive the Legion of Merit.

Complete the award on a DA FORM 638 for LOMs and above, and a DA FORM 368-1 for MSMs and below. Remember that a short narrative must accompany the DA FORM 638 for a LOM. As a general rule, limit the narrative to one page. Structure the narrative chronologically with most recent accomplishments indicated near the end of the narrative. The majority of the narrative should cover the last ten years of service and more specifically the soldier's assignment at the time of death.

Remember, the family's desires are what is most important. Work with the CAO, and ask these questions:

- Does the family wish to have the soldier buried with the award? If yes, then you must assist the escort officer in finding an award. This may not sound like a monumental task, however, LOMs are not in abundant supply at the clothing sales or through installation.
- Does the family want the award also? Plan on it. You can anticipate that either the spouse or children will want a medal set also. So plan on at least two complete sets of the award being presented.

Historically, it is appropriate to present the award during the memorial ceremony. Work with the chaplain and CAO on sequencing the award presentation into the ceremony. During the reading of the citation a soldier will march forward and place the award at the base of the fallen soldier memorial. This is one method, and not a hard rule.

The award must be approved. Realize that the normal awards processing method is far too lengthy to support a posthumous award. Work with the BDE S-1 and identify who is the Approving Authority for the level of award you are processing. To expedite the process, telephonic approval can easily occur. You can fax the award to the approving authority and approval can occur in minutes. Talk with the BDE Commander prior to taking this course of action. The Colonel may wish to make the phone call personally.

DOCUMENT EXAMPLES

The following pages are examples of Letters, Biographies, Tributes and Eulogies you can use as a general guide to preparing the actual documents. These are only examples, and may not fit the situation at hand. The examples represent the basic elements of the documents, not the content.

Where you see something in *italics*, you should expect to make a modification.

Letters

- Write out everything so someone who is not in the military can understand you. ("Forward Area Refueling Point" instead of "FARP".)
- Use at least a size "12," (or, no less than 10 characters per inch) in an easily readable font such as "Times New Roman," or "Arial." Do not, for example, use a "script" in an attempt to personalize the letter.

Biography

- Short highlights of the individual's life, and accomplishments.
- Focus is on the life, and deeds of the professional soldier. This is what the command and the U. S. Army know about the individual.
- Include birth date, place of birth, schools attended, assignments, awards, and family.

Tribute or Eulogy

- Normally spoken during the Memorial Honors.
- Deals with the human, or personal side of the deceased.
- This is what someone who knew the individual personally thought of him.
- Can include recollections of times spent together, and speculations on ideas the deceased held.

COMMANDER'S LETTER OF SYMPATHY - (Example 1 of 3)

December 23, 1997

Office of the Battalion Commander
1st Battalion, 35th Armor Regiment
Unit 23725
APO AE 09034

*Mr. and Mrs. Iron Soldier,
Some address
Any town, Any state*

Dear *Mr. and Mrs. Iron Soldier*,

On behalf of the officers and soldiers of 1st Battalion, 35th Armor Regiment, I extend our deepest sympathy on the death of your son, *Private First Class Joe Iron Soldier*.

You have suffered an irreparable loss. The loss of a son or daughter is perhaps one of the most difficult tragedies to experience. I hope it may be of some comfort in assuring you that everything possible was done for him at Landstuhl Hospital in Germany.

Joe worked as a fuel handler. When we went to the field, this meant long and demanding hours. No matter what the time of day or night, he never failed to meet his mission. He was never too busy to do any job, and no job was too small or too large for him. In his barracks, his fellow soldiers chose *Joe* as a Dorm Council Vice President. This placed your son in charge of the entire second floor. Time and again, the younger soldiers sought his counsel and friendship. *Joe* became an older brother to them. His maturity and positive attitude were a stabilizing force for those around him.

On *December 15, 1997*, our unit held a Memorial Ceremony for your son at our unit chapel. The soldiers of *1st Battalion*, as well as many other people who have felt his loss, attended the ceremony. Your son has impacted greatly upon the lives of those around him both as a soldier and as a friend.

It is testament to your son's credit that he will be awarded posthumously *the Army Commendation Medal*. This is being awarded for his outstanding contribution to his fellow soldiers, the United States Army, and his country.

I extend my heartfelt condolences to you and the members of your family. Please, accept these bulletins from the memorial ceremony held for your son.

With deepest sympathy,

Enclosures

Battalion Commander's Name
Lieutenant Colonel, Armor
Commanding

COMMANDER'S LETTER OF SYMPATHY - (Example 2 of 3)

October 24, 1997

Office of the Battalion Commander
1st Battalion, 6th Infantry
APO AE 09034

*Mr. and Mrs. Iron Soldier,
Some address
Any town, Any state*

Dear *Mr. and Mrs. Iron Soldier*

The soldiers of 2nd BDE, 1st Armored Division join me in expressing to you our deepest sorrow over the recent death of your son, *Sergeant First Class Joe Iron Soldier*.

Since August of this year, *SFC Iron Soldier* was part of a Special Task Force conducting tests on new military equipment at Grafenwoehr, Germany. During the evening maneuver, *SFC Iron Soldier* was fatally injured while conducting gunnery exercises.

We know you are suffering an irreparable loss and fully realize that there is little we can say to help you in this moment of sorrow. I considered *SFC Iron Soldier* as one of the top NCO's and leaders in the battalion. As a member of my command for the past two years, *SFC Iron Soldier* distinguished himself as a professional who tackled every job with enthusiasm and who worked hard at taking care of and preparing his soldiers to be better soldiers. We are all saddened by his loss.

A Memorial Ceremony attended by the men of this battalion was held *on October 20, 1997 at Baumholder, Germany*. A Memorial Ceremony attended by men serving with your son was also held at *Fort Bragg, NC on October 19, 1997*.

Our heart felt condolences are extended to you and other members of your family in your bereavement. I have enclosed copies of the bulletins from the Memorial Ceremonies.

Enclosures

Battalion Commander's Name
Lieutenant Colonel, Infantry
Commanding

COMMANDER'S LETTER OF SYMPATHY - (Example 3 of 3)

April 22, 1997

Office of the Battalion Commander
2nd Battalion, 6th Infantry
APO AE 09034

*Mrs. Iron Soldier,
Some address
Any town, Any state*

Dear *Mrs. Iron Soldier*,

On behalf of the Officers and Noncommissioned Officers of *the 2nd Battalion 6th Infantry Regiment*, I extend our deepest sympathy on the recent loss of your husband, *Sergeant First Class John Iron Soldier*.

SFC Iron Soldier died during maneuver exercises on *April 17, 1997 at Baumholder, Germany*. *He was participating as a Platoon Sergeant in an exercise to test equipment vital to the defense of our country.*

I personally knew your husband for the past two years. *He served in my battalion at Fort Stewart GA*. He was respected by all his associates. He was an excellent soldier and leader who performed all tasks in a professional, courteous and efficient manner. He cared about his soldiers and looked after their welfare. His loss comes as a great shock to all who worked with and for him.

A Memorial Ceremony was held at *Baumholder, Germany on the morning of April 20, 1997* during which men and wives of soldiers in this command paid their final respects to him. I am enclosing a copy of the bulletin from that ceremony.

Once again, the sincerest sympathy of the personnel of this command is extended to your family in your bereavement.

Battalion Commander's Name
Lieutenant Colonel, Infantry
Commanding

CHAPLAIN'S LETTER OF SYMPATHY - (Example 1 of 1)

August 24, 1997

Office of the Battalion Chaplain
1st Battalion, 35th Armor Regiment
APO AE 09034

*Mr. and Mrs. Iron Soldier,
Some address
Any town, Any state*

Dear *Mr. and Mrs. Iron Soldier,*

I am the Chaplain of the *1st Battalion, 35th Armor Regiment* at Baumholder, Germany. Please, accept my deepest concern for you at this time of great loss in your life. As the Battalion Chaplain, I conducted the memorial ceremony held at *St. Michael's Chapel at Baumholder*. The ceremony was attended by soldiers from your son's battalion and other people who felt the loss. Over the last several weeks I have ministered to many people who have been affected by your son's death. He has impacted greatly upon the men of our battalion both as a leader and as a friend.

The loss of a son or daughter is perhaps one of the most difficult tragedies to experience. It is by God's grace that we are able to continue on, day by day. You are in my prayers that you may know and experience the love and grace of God even more intimately during these times of grief. Please accept these bulletins from the memorial ceremony held for your son.

Grace be with you.

Enclosures

Battalion Chaplain's Name
Chaplain (Captain), U. S. Army
Battalion Chaplain

MEMORIALIZATION - (Example 1 of 1)

3 May 1997

MEMORIALIZATION

The death of *Sergeant Joseph P. Iron Soldier* which occurred on *2 May 1997*, is announced with deep regrets.

Sergeant Iron Soldier served with distinction for *over three years* with 2BDE. *Sergeant Iron Soldier* performed with professionalism the duties of *third squad leader of the second platoon, C Company, 1-6 IN*. He was a leader who was admired and respected by his fellow soldiers. His performance of duty during his military career represents the highest standard of dedication and accomplishment and reflects great credit upon himself and his unit. In all his actions he was the consummate professional soldier. All who knew or served with *Sergeant Iron Soldier* join me in grieving his passing.

There will be a Memorial Ceremony held at *1000 hours, 4 May 1997 at St. Michael's Chapel, Baumholder, Germany*.

Battalion Commander's Name
LTC, IN
Commanding

TRIBUTE/EULOGY - (Example 1 of 2):

We are gathered here this morning in memory of two of our fellow soldiers. *Specialist Iron Soldier and Sergeant Iron Soldier.*

Specialist Iron Soldier enlisted on July 31, 1995. After Basic Training at Fort Dix and AIT at Fort Eustice, he came to 2BDE 1AD on January 9, 1996. *Specialist Iron Soldier* was the soldier you could always count on to get the job done. When the company needed an armorer, *Specialist Iron Soldier*, came forward. He performed well above what was expected based upon his experience. He was respected, well-liked and certainly earned an admirable reputation in the company.

Sergeant Iron Soldier enlisted on July 8, 1993. After Basic Training and AIT he served a tour in Fort Campbell. After his Fort Campbell assignment *Sergeant Iron Soldier* arrived here at 2BDE on September 18, 1996. *Sergeant Iron Soldier* served proudly as a *Bradley Fighting Vehicle* gunner. He demonstrated a sense of professionalism that we all could emulate. He displayed a high level of proficiency and concern that was unparalleled by others. *Sergeant Iron Soldier* was an outstanding example of the professional NCO.

Specialist Iron Soldier and *Sergeant Iron Soldier* will be sorely missed by those of us who knew and admired them as soldiers and men.

TRIBUTE/EULOGY - (Example 2 of 2):

Staff Sergeant John D. Iron Soldier served as a *Bradley Fighting Vehicle commander* with Bravo Company, 1-6 IN, Baumholder, Germany.

Born in Lisbon, Maine, and graduating from Lisbon High School in 1986, he received the State's Special Award, for recognition of his auto repair accomplishments. From Cub Scouting to being captain of his hockey team, *Staff Sergeant Iron Soldier's* life embraced enthusiasm. Entering the United States Army in 1987, he attended training to become an infantryman. After receiving his wings in Airborne School he was assigned to 2BDE. *SSG Iron Soldier* participated in United States actions in Panama, Southwest Asia, and many other worldwide missions.

Staff Sergeant Iron Soldier received accolades and recognition for his work and selfless service as a Bradley commander in 2BDE. He was well-known for his exceptional technical proficiency and dynamic motivation. Creativity, initiative and exceptional mechanical skills were the trademark of his dedicated service as a soldier and a noncommissioned officer.

Staff Sergeant Iron Soldier was killed in action when his Bradley was shot in Iraq while supporting United Nations Forces. In recognition of his heroism, he was posthumously awarded the Silver Star, Bronze Star, Meritorious Service Medal, and Purple Heart for his actions during combat operations.

Staff Sergeant John D. Iron Soldier's dedication and heroism truly embody our motto, "Iron Soldiers Strike Hard!"

BIOGRAPHY - (Example 1 of 2):**IN GRATEFUL MEMORY OF
SERGEANT
*DAVID C. IRON SOLDIER***

Sergeant David C. Iron Soldier was reported missing on 1 January 1997 during service with 2BDE.

Sergeant Iron Soldier was born in Mansfield, Massachusetts on 22 June 1972. He graduated from Xaverian Brothers High School in 1990.

Sergeant Iron Soldier enlisted in the Army in 1991 as a Combat Signaler. He attended Basic Training at Ft. Jackson, South Carolina and Advanced Individual Training at Ft. Gordon, Georgia. *Sergeant Iron Soldier's* first assignment was with Headquarters and Headquarters Company, First Battalion, 277th Infantry stationed at Schofield Barracks, Hawaii. In November of 1994, *Sergeant Iron Soldier* was assigned to Headquarters and Headquarters Company, Second Battalion, 6th Infantry in Baumholder, Germany. He served with distinction during exercises in the Balkans and numerous in-country exercises. Most recently, *Sergeant Iron Soldier* served as a Radio Operator for Headquarters and Headquarters Company, Second Battalion, 6th IN.

Sergeant Iron Soldier's awards and decorations include the Meritorious Service Medal, Army Commendation Medal, Army Achievement Medal with two Oak Leaf Clusters, National Defense Service Medal, Good Conduct Medal, Humanitarian Service Medal, Army Service Ribbon, and Overseas Service Ribbon. He also earned the Parachutist Badge and the Air Assault Badge.

His parents are *Ralph and Mary Iron Soldier, of Mansfield, Massachusetts*. His sisters are *Deborah Iron Soldier, of Mansfield, Massachusetts, and Glenda Iron Soldier, of Clifton Park, New York*.

BIOGRAPHY - (Example 2 of 2):

**IN GRATEFUL MEMORY OF
STAFF SERGEANT
DONALD B. IRON SOLDIER
1 OCTOBER 1969 - 22 JUNE 1997**

Staff Sergeant Donald B. Iron Soldier died during service with 2BDE at Baumholder, Germany.

SSG Iron Soldier was born in Waverly, Iowa on 1 October 1969. He graduated from Waverly-Shell Rock High School in 1987.

Enlisting in 1987, he served as an infantryman during tours in Korea and Fort Polk, Louisiana.

SSG Iron Soldier joined 2BDE in 1995, serving as an Instructor Trainer and Close Quarters Combat Instructor for 2-6 IN. He served in B Company, 2nd Battalion, 6th Infantry since May 1996.

On 22 June 1997, he was promoted to Staff Sergeant and awarded the Meritorious Service Medal. His numerous other awards include the Army Commendation Medal (second award), Army Achievement Medal (fourth award), National Defense Service Medal, the Good Conduct Medal, the Overseas Service Ribbon (second award), the NCO Professional Development Ribbon, the Army Service Ribbon, Air Crewmember Badge, and Parachute Badge.

He is survived by his wife, *Susan R. Iron Soldier*; his son, *William R. Iron Soldier*; his parents, *John and Maxine Iron Soldier*, of Shell Rock, Iowa; his sister, *Sarah Iron Soldier*, of Shell Rock, Iowa; and his brother, *Andrew Iron Soldier*, of Shell Rock, Iowa.

COMMANDER'S COMMENTS - (Example 1 of 1):

Sergeant Jeremy I. Iron Soldier was a man that everyone in our company knew. He arrived here a "Newbie" just over a year ago. *SGT Iron Soldier* had come here to work and to learn. He gained his rank quickly and had already been recommended for E-5 on two occasions. Only his short time in service and time in grade kept him from being promoted. *SGT Iron Soldier* and *A Friend* made up the recovery team that probably has come to pick you up on at least one occasion. As *SFC Iron Soldier* ended his tour of service, *SGT Iron Soldier* took over the responsibilities of Senior Recovery Operator. Two months prior to the Annual General Inspection, *SGT Iron Soldier* took on the additional responsibility of being company TAMMS Clerk. He learned fast and worked hard to understand the Army Maintenance System and to develop his records the way "the book had it". It took many extra non-duty hours to prepare TAMMS for inspection. A Company's success on the AGI would not have happened without the efforts and dedication to duty of *Sergeant Jeremy I. Iron Soldier*. He was recommended for the Army Commendation Medal for his efforts on the AGI.

Sergeant Jeremy I. Iron Soldier was a man who accepted responsibility. When *Sergeant Supervisor* went back to Wiesbaden Tuesday, he left *SGT Iron Soldier* in charge of the Motor Pool. The Motor Platoon reported that they had dropped a vehicle to *SGT Iron Soldier* and there was no doubt in his mind what had to be done. *SGT Iron Soldier* took the initiative to go to make the recovery. Unfortunately mechanical failure in a critical situation took *SGT Iron Soldier's* life.

Yesterday, *Sergeant Associate* and I had the unhappy task of going through and inventorying *SGT Iron Soldier's* things. The part that impacted on me the most was his photographs. *SGT Iron Soldier* was a man who valued his friends and whose friends valued him. The photos are a sixteen-month history of A Company. There are pictures of a football game. There are pictures of you folks out there.

He bought a big car so that he could fit all his friends in. Times in A Company have not always been easy but we have always pulled together and given our best efforts. We are all going to miss *SGT Iron Soldier*. *Another friend's name* will remember all his "snappy remarks". *Friend, Friend, and Friend* will remember that they ate, slept, worked, and partied with him. *Sergeant Supervisor* will remember that he was a dependable and hard worker. I will remember him in his starched BDUs trying to explain why the weekly vehicle deadline report was screwed up. We all will remember *SGT Iron Soldier* in different ways but all of us will remember him as a friend. Farewell, my friend.

SAMPLE CASUALTY OPERATIONS ORDER

The emotional climate during a tragedy is not the time to formulate a plan of action. It must be a plan that acts to create situations that are favorable, rather than a reaction to a situation no one had planned for. The attention to detail needed to perform this important task requires a thorough operations order be in existence and understood by all involved well before the need to execute arises.

To assist you in developing a casualty operations order, an example is found in appendix 2. It is complete, detailed, and provides an outstanding plan to support and execute operations when tragedy strikes.

CHAPTER 4 - GENERAL GUIDELINES

GOLD STAR WIVES—LESSONS LEARNED

We gathered the following recommendations over an extended period of time and represent direct feedback from Iron Soldier families who have faced the ultimate tragedy. Although not intended to apply to every situation one might encounter, the principle contributors and I hope that this summary guidance will provide assistance to those taking on the great challenge of comforting and supporting those who have lost loved ones. We also hope that some of these recommendations will help Iron Soldier families be more prepared in the event of a tragedy.

- *“Don’t treat us like invalids.”* Let the grieving spouse be in control. Let them do the things that they want to do for themselves. There is, believe it or not, a tendency for those trying to give assistance to over do it. Although well intended, this can become very trying at times. The potential for anger is high at this time surrounding a tragedy. Also remember, it is the little things that can become big things given that the family has just suffered the greatest “loss of control” imaginable, the loss of their loved one. The bottom line is, if they want to get their own coffee, get their own sandwich, answer their own phone, etc... let them.
- *“Sometimes we just do not want to see anyone. We are just tired or either just want to be alone.”* People should not take this personal. If you want to help the spouse and the family, you need to remember this issue. If you sense that “traffic control” is warranted, step in and be the “traffic cop.” I can assure you that in most cases the grieving spouse, mom, dad, brother, sister, children, or other relatives are not on top of this issue. Even if they truly want fewer people around, they will not know what to do. This is one instance in which one may wish to violate the “control issue” mentioned above. If you need to, take charge.
- *“The Notification team should consist of the Commander (or his representative), and the Chaplain, THAT’S IT.”* Straight and to the point, no explanation needed.
- *“Notification of secondary next of kin, and follow-ons should be made by the primary next of kin.”* The Chain of Command and the very close friends of the family can be instrumental in seeing that this portion of the tragedy goes as smooth as possible. **BUT, THE BOTTOM LINE IS THAT THE PRIMARY NEXT OF KIN IS THE ONE THAT SHOULD MAKE THESE CALLS.** Even if asked to do this for the spouse, it is best to encourage her to make these calls

and then support her through this process. The brother, sister, mother-in-law, etc. will be most appreciative (after all, they in most cases will not even know you).

- *“Spouses in this unit need to get with the program!”* Many do not know the exact data on the Servicemen’s Group Life Insurance forms, the Emergency Data Card, the location of important papers like the will, powers of attorney, insurance policies, titles to vehicles, deeds to property, etc. 2BDE Spouse Preference Form is a very important document which is overlooked by some spouses. Spouses should review and update this form at Family Support Group meetings and, most importantly, on all major deployments.
- *Read Kalish’s story, “The Horse on the Dining Room Table.”* Remember it at all times. As his story teaches us, one must never forget that “Death makes an impact on all of us ... We do not have the luxury of ignoring the horse on the dining-room table.” The horse of course is death and one must never forget that it is O.K. to talk about the “horse”. One will find that it is helpful to those who have lost.
- *“If you do not know what to say, that is O.K.”* Sometimes it is hard to find the words that convey what you are feeling for the family and their loss. That is perfectly all right. Sometimes the best way to comfort is just by being with them. Your presence is all that is needed and is the one thing that is most appreciated.

STAGES OF GRIEF

1. Shock: denial, disbelief
2. Anger: at the unit, God, deceased, self, unfairness of the world, powerless
3. Guilt: blaming self, lifestyle changes, parental guilt, survivors' guilt
4. Depression: sorrow, despair, deflection, misery, worry
5. Acceptance: clarification, redefinition new set of values, growth

These are the emotional stages that one experiences going through the grief process. These stages are not experienced on an orderly time schedule, but rather in a chaotic order, which brings confusion, and mixed emotions which run from laughter to crying.

To confront this, one must surround oneself with support systems that will walk with them through the grief process.

The question is often asked, "How long does it take to work through the grief process?" There is no set time. For one, it may take a few days, for another, months. The average time seems to be around two years. Remember, we are all different, and many dynamics go into a relationship which will effect the grief process.

The bottom line is this: We eventually learn to live with loss, make new adjustments, and the changes that are necessary.

“THE HORSE ON THE DINING ROOM TABLE”

I struggled up the slope of Mount Evmandu to meet the famous guru of Nepism, an ancient sage whose name I was forbidden to place in print. I was much younger then, but the long and arduous hike exhausted me, and despite the cold, I was perspiring heavily when I reached the plateau where he made his home. He viewed me with a patient, almost amused look, and I smiled wanly at him between attempts to gulp the thin air into my lungs. I made my way across the remaining hundred meters and slowly sat down on the ground---propping myself up against a large rock just outside his abode.

We were both silent for several minutes, and I felt the tension in me rise, then subside until I was calm. Perspiration prickled my skin, but the slight breeze was pleasantly cool, and soon I was relaxed. Finally I turned my head to look directly into the clear brown eyes, which were bright within his lined face. I realized that I would need to speak.

“Father,” I said, “I need to understand something about what it means to die, before I can continue my studies.” He continued to gaze at me with his open bemused expression. “Father,” I went on, “I want to know what a dying person feels when no one will speak with him, nor be open enough to permit him to speak, about his dying.”

He was silent for three, perhaps four, minutes. I felt at peace because I knew he would answer. Finally, as though in the middle of a sentence, he said “It is the horse on the dining-room table.” We continued to gaze at each other for several minutes. I began to feel sleepy after my long journey, and I must have dozed off. When I woke up, he was gone, and the only activity was my own breathing.

I retraced my steps down the mountain—still feeling calm, knowing that his answer made me feel good, but not knowing why. I returned to my studies and gave no further thought to the event, not wishing to dwell upon it, yet secure that someday I should understand.

Many years later I was invited to the home of a casual friend for dinner. It was a modest house in a typical California development. The eight or ten other guests, people I did not know well, and I sat in the living room---drinking Safeway Scotch and bourbon and dipping celery sticks and raw cauliflower into a watery cheese dip. The conversation, initially halting, became more animated as we got to know each other and developed points of contact. The drinks undoubtedly also affected us.

Eventually the hostess appeared and invited us into the dining room for a buffet dinner. As I entered the room, I noticed to my astonishment that a brown

horse was sitting quietly on the dining-room table. Although it was small for a horse, it filled much of the large table. I caught my breath but didn't say anything. I was the first one to enter, so I was able to turn to watch the other guests. They responded much as I did---they entered, saw the horse, gasped or stared, but said nothing.

The host was the last to enter. He let out a silent shriek—looking rapidly from the horse to each of his guests with a wild stare. His mouth formed soundless words. Then in a voice choked with confusion he invited us to fill our plates from the buffet. His wife, equally disconcerted by what was clearly an unexpected horse, pointed to the name cards, which indicated where each of us was to sit.

The hostess led me to the buffet and handed me a plate. Others lined up behind me—each of us quiet. I filled my plate with rice and chicken and sat in my place. The others followed suit.

It was cramped, sitting there, trying to avoid getting too close to the horse, while pretending that no horse was there. My dish overlapped the edge of the table. Others found other ways to avoid physical contact with the horse. The host and hostess seemed as ill at ease as the rest of us. The conversation lagged. Every once in a while, someone would say something in an attempt to revive the earlier pleasant and innocuous discussion, but the overwhelming presence of the horse so filled our thoughts that talk of taxes or politics or the lack of rain seemed inconsequential.

Dinner ended, and the hostess brought coffee. I can recall everything on my plate and yet have no memory of having eaten. We drank in silence---all of us trying not to look at the horse, yet unable to keep our eyes or thoughts anywhere else.

I thought several times of saying, “Hey, there’s a horse on the dining-room table.” But, I hardly knew the host, and I didn’t wish to embarrass him by mentioning something that obviously discomfited him at least as much as it discomfited me. After all, it was his house. And what do you say to a man with a horse on his dining-room table? I could have said that I did not mind, but that was not true—its presence upset me so much that I enjoyed neither the dinner nor the company. I could have said that I knew how difficult it was to have a horse on your dining-room table, but that wasn’t true either; I had no idea. I could have said something like, “How do you feel about having a horse on your dining-room table?” But, I didn’t want to sound like a psychologist. Perhaps, I thought, if I ignore it, it will go away. Of course I knew that it wouldn’t. It didn’t.

I later learned that the host and hostess were hoping the dinner would be a success in spite of the horse. They felt that to mention it would make us so uncomfortable that we wouldn't enjoy our visit—of course we didn't enjoy the evening anyway. They were fearful that we would try to offer them sympathy, which they didn't want, or understanding, which they needed but could not accept. They wanted the party to be a success, so they decided to try to make the evening as enjoyable as possible. But, it was apparent that they—like their guests—could think of little else than the horse.

I excused myself shortly after dinner and went home.

The evening had been terrible. I never wanted to see the host and hostess again, although I was eager to seek out the other guests and learn what they felt about the occasion. I felt confused about what had happened and extremely tense. The evening had been grotesque. I was careful to avoid the host and hostess after that, and I did my best to stay away altogether from the neighborhood.

Recently I visited Nepism again. I decided to seek out the guru once more. He was still alive, although nearing death, and would speak only to a few. I repeated my journey and eventually found myself sitting across from him.

Once again I asked, “Father, I want to know what a dying person feels when no one will speak with him, nor be open enough to permit him to speak, about his dying.”

The old man was quiet, and we sat without speaking for nearly an hour. Since he did not bid me leave, I remained. Although, I was content, I feared he would not share his wisdom, but he finally spoke. The words came slowly.

“My son, it is the horse on the dining-room table—the tables of the rich and of the poor, of the simple and of the wise. This horse just sits there, but its presence makes you wish to leave without speaking of it. If you leave, you will always fear the presence of the horse. When it sits on your table, you will wish to speak of it, but you may not be able to.

“However, if you speak about the horse, then you will find that others can also speak about the horse—most others, at least, if you are gentle and kind as you speak. The horse will remain on the dining-room table, but you will not be so distraught. You will enjoy your repast, and you will enjoy the company of the host and hostess. Or, if it is your table, you will enjoy the presence of your guests. You cannot make magic to have the horse disappear, but you can speak of the horse and thereby render it less powerful.”

The old man then rose and, motioning me to follow, walked slowly to his hut. “Now we shall eat,” he said quietly. I entered the hut and had difficulty adjusting to the dark. The guru walked to a cupboard in the corner and took out some bread and some cheese, which he placed on a mat. He motioned to me to sit and share his food. I saw a small horse sitting quietly in the center of the mat. He noticed this and said, “That horse need not disturb us.” I thoroughly enjoyed the meal. Our discussion lasted far into the night, while the horse sat there quietly throughout our time together.

Richard Kalish

Kalish, R. A., (1985). Death, Grief, and Caring Relationships (2d ed). Belmont, CA:Brooks/Cole.

CONCLUDING COMMENTS ON THE STORY

When the guests came in for dinner, there it was, quietly sitting and munching. The host, not wishing to upset his guests, made no reference to the horse; the guests, not wishing to upset the host, made no reference to the horse. Consequently they ate their dinner in silence—so overwhelmed by the presence of the horse that they could neither carry on a conversation nor enjoy the dinner, and so imbued with their notion of politeness that they dared not mention the horse. The horse, of course, was death.

We do not have the luxury of ignoring the horse on the dining-room table. Death makes an impact on all of us. Some of us encounter death through our academic programs; some of us meet death in our work; all of us experience death and its multiple meanings in our personal lives and day-to-day action.

GOLD STAR TRUTHS

This article by Richard Kalish captures so well those deep emotions and fears that anyone dealing with a tragic loss must deal with day in and day out for the rest of their lives. Many of our “Gold Star Wives,” upon reading “The Horse on the Dining Room Table,” were in agreement that this was “**IT!**” To them this story was not a fantasy; it was in every way their reality... their tragic living reality. The story is a metaphor but they saw it more as a revealing picture that spoke louder than words. One of them even remarked, “It is as if we too died.”

The notion of the horse on the dining room table was helpful to these wives in dealing with their own grief as well as understanding how others felt. They

“THE HORSE ON THE DINING ROOM TABLE”

asked us to share this story with you in hopes that it may serve to comfort and guide you as you care for others in their grief.

HELPING CHILDREN GRIEVE

The following recommendations are helpful as you attempt to help children (especially young children) grieve the loss of their parent. Keep in mind that children have the same emotional needs after the death of a loved one as adults, but often their hurts are not taken seriously. Many times adults have their hands full with their own grief experience and do not think to reach out to the children. Hopefully the following ideas may help:

- *It is important to be honest with children.* Give the correct information in a loving, compassionate way. Give a clear and direct explanation. Be careful not to over explain.
- *Listen carefully.* Answer their questions truthfully and consistently. Tell the truth about the death of their loved one.
- *Talk about the deceased family member.*
- *Tell all children, even the younger ones.* Remember to tell your own children since they are curious as to why things are different and why you are spending so much time away from them.
- *Encourage children to share their grief* with those at home and with trusted persons outside the family (friends, teachers, etc...).
- *You can help children grieve by letting them see your tears,* by crying with them, and by letting them know it is O.K. to be upset.
- *Have a positive attitude toward the children.* Do not call them down for being happy or having fun at play when in the presence of those grieving (spouse, mom, dad, etc...). Remember that children can go back to being quote “normal” much faster than adults do. However, this does not mean they are not grieving their loss. They will experience all phases of grief and the many emotions that accompany each of the stages.
- *Be aware of children’s possible feelings of guilt.* Assure them that it wasn’t their fault. Discuss what the children remember about the deceased in the last instance they were together. There may have been some negative encounters just prior to the incident which could have far reaching consequences if not discussed early on (i.e. it is not uncommon for a child to wish the parent dead or gone after being disciplined).
- *Do not force children to do anything against their will or deny anything that is within their rights.* If they want to attend or do not want to attend the memorial,

funeral home, funeral, family gatherings, or other social encounters, respect their wishes. Remember that they may change their mind and this is normal and one should accommodate these desires as well.

- *Be aware of the child's fear of being deserted when a loved one dies.* Reassure the child that he or she will not be deserted. Anger, frustration, and resentment can easily emerge from this unresolved fear. Help the child understand that it is normal and completely O.K. to express their anger with the deceased; it in no way means that they do not love the deceased. Ensure that the child is not physically or emotionally isolated.
- *Welcome the child's willingness to discuss the death and consider what he or she is experiencing and feeling.* They may even fear that their own death is pending. The working through of the child's grief takes time. There needs to be an ongoing relationship with the child to encourage this process.
- *Realize that children find it easier to “mourn at a distance”:* or vicariously, such as showing great empathy for characters in a book, play, or film, but with little apparent grief for the deceased. Also, the child may overreact to seemingly trivial events such as a broken toy or lost coin.
- *Lastly, continue answering questions about the deceased even long after the death;* listen to the child's silence, it is conveying something; and, be careful how you talk about God and the death event. Some things may seem comforting when in actuality they are not.

THE GOLD STAR CHILDREN

They are the Gold Star Children,
War's Innocent Victims,
And their pain shimmers across the years
Pure and undiminished.

They pass through life with an empty room
in their hearts where a father was supposed
to live,
and laugh,
and love.

All their lives, they listen for the footstep
that will never fall
and long to know what might have been.

General Hal Moore; "We Were Soldiers Once, and Young"

SPOUSE BENEFITS AND ENTITLEMENTS

The information which follows is subject to change. The current benefits and entitlements will be available through Casualty Assistance. The following is intended to give a general guideline as to what can be expected if a spouse dies while on active duty. There are differences if a service member dies while in retired status. These differences can be significant.

MONETARY:

- SGLI proceeds (*currently up to \$250,000*).
- Emergency financial assistance *through Army Emergency Relief*.
- Burial allowance for soldier payable by the U.S. Army.
- Burial allowance payable by Social Security Administration (*limited to those who have a surviving spouse or surviving child eligible to receive social security benefits*).
- Death gratuity (*currently \$6,000*).
- Payment of unpaid pay and allowances.
- Payment by VA of Dependency and Indemnity Compensation (*eligible if death is due to service-connected cause*).
- Social security monthly benefit payments (*eligible when widow reaches age 60 or earlier if 100 percent disabled, or immediately if caring for dependent child who is under 16 years old or disabled*).
- Payment of SBP annuity (*eligible provided active duty soldier is eligible for retirement*).

IMMEDIATE:

- Care of remains of soldier provided by military authority.
- Transportation of remains of soldier provided by military authority.
- Travel and per diem to burial service.
- Travel of dependents and shipment of household goods and personal effects at Government expense.
- Military funeral.
- Burial in national cemetery.

ON-GOING:

- Medical care at uniformed service facilities.
- Medical care at civilian sources through CHAMPUS.
- Dental care (*limited eligibility*).
- Use of Post Exchange, Commissary, Motion picture, and Recreation facilities.

APPENDICES

APPENDIX 1 - 2nd BDE SPOUSE PREFERENCE FORM

The following is a copy of the current 2nd BDE Spouse Preference Form. Unit FRLs should ensure these are updated at the bi-annual SRP and whenever a soldier inprocesses.

2BDE 1AD SPOUSE PREFERENCE FORM

Please Note: In the event of a serious incident, only the Commander (or his representative) and a Chaplain will come to your home to notify you.

Authority: Title 10 USC, Section 3012. **Principle Purpose:** To assist 2BDE in responding to your needs and preferences if your spouse is involved in a serious incident. **Routine uses:** To provide the command information necessary to assist you in your time of need. **Mandatory and voluntary disclosure and effect on individual not providing information:** Disclosure of this information is voluntary, however, failure to provide this information may affect the command's ability to promptly respond to your needs.

Sponsor's Name: _____ Sponsor's SSN: _____

Your Name: _____ Your SSN: _____

Address/City: _____

Home Phone (*with area code*): _____

Company You Work For: _____ Work Phone: _____

Your Position: _____ Hours _____

List all children (*whether living with you or not; include those from previous marriages*)

<u>First and Last Name</u>	<u>Address</u>	<u>Phone</u>	<u>Birth Date</u>
----------------------------	----------------	--------------	-------------------

_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Do you speak English? ____ With which language are you most comfortable? _____

Please list any special physical, medical, or dietetic needs? _____

What is your religious preference? _____

What is your spouse's religious preference? _____

What chapel or church do you attend regularly? _____

What is your local minister's name and phone? _____

After being notified of a serious incident who would you like to come and support you?

<u>First and Last name</u>	<u>Address/Phone</u>
----------------------------	----------------------

_____	_____
_____	_____

Please sign and date: _____

(*your signature*)

(*date*)

PLEASE TURN FORM OVER AND IN THE SPACE PROVIDED DRAW A MAP THAT SHOWS HOW TO GET TO YOUR HOME FROM BAUMHOLDER'S MAIN GATE

1 June 1998 (*the 1 August 1996 form may continue to be used*)

SOLDIERS AND THEIR FAMILIES SHOULD DISCUSS THE FOLLOWING:

- \$200,000. Servicemen's Group Life Insurance policy (*and any other life insurance policies*)
- Declaration of Beneficiaries (DD Form 93)
- Wills
- Powers of Attorney
- Location of important papers

**IN THE SPACE BELOW, PLEASE DRAW A MAP THAT SHOWS
HOW TO GET TO YOUR HOME FROM BAUMHOLDER'S MAIN GATE**

A large, empty rectangular box with a double-line border, intended for the user to draw a map showing the route from Baumholder's main gate to their home.

APPENDIX 2 - SAMPLE CASUALTY OPERATIONS ORDER

The following is a copy of a sample casualty Operations Order.

S A M P L E

Copy __ of __ copies

1-6 IN, 2BDE 1AD
Baumholder, Germany
011200SXXX98

OPORD 98-XXX Fallen Iron Soldier Memorial Ceremony (01XXX98)

Time Zone throughout the order: Zulu (local)

Task Organization:

1-6 IN

A/1

B/1

C/1

HHC/1

1. SITUATION. 1-6 IN honors Fallen Iron Soldier, *CW2 Doe*.
2. MISSION. 1-6 IN conducts a Fallen Iron Soldier Memorial Ceremony 011000SXXX98 at St. Michael's Chapel, Baumholder, Germany to honor *CW2 John N. Doe*.
3. EXECUTION.

Commander's Intent. I intend to honor a Fallen Iron Soldier and provide support to his family. 1-6 IN will execute a flawless Memorial Ceremony to honor the life and career of *CW2 Doe*. I expect the utmost respect and dignity paid to the *Doe* family.

a. Concept of the Operation. 1-6 IN will execute the Fallen Iron Soldier Memorial Ceremony in three phases:

(1) Phase 1 - Preparation (Present - 01XXX98) The battalion staff and tasked units conduct planning, coordination, and rehearsals.

(2) Phase 2 - Memorial Ceremony (011000SXXX98) The Fallen Iron Soldier Memorial Ceremony conducted 011000S XXX 98 at St. Michael's Chapel, Baumholder, Germany.

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(3) Phase 3 - Follow on Operations (231100SXXX98 - Completion)
Any operations required to assist the *Doe* family following the Memorial Ceremony.

b. Tasks to Subordinate Units.

(1) A Co: Provide 1 pair of "Highly Shined" Jump Boots for honoree equipment display.

(2) B Co:

(a) Provide family member escorts for phases 1-3.

(b) Provide 1 x NCOIC and 7 x ushers for the Memorial Ceremony.

(c) Provide all Memorial Ceremony honoree equipment. LBV, personal weapon, etc.

(d) B/P to provide 4 x visitation attendants in Class A uniform in the event of a visitation.

(e) B/P to provide funeral detail.

(3) C Co: B/P to provide 4 soldiers to assist in the set-up of the reception at 2BDE FSG Building.

(4) HHC:

(a) Provide 2 soldiers as drivers for 15 pax van. Drivers uniform is Class A.

(b) Provide NCOIC and Firing Squad for Memorial Ceremony. B/P to provide same service for funeral.

(5) S1:

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- (a) Process *CW2 Doe's* award, and coordinate for a posthumous presentation during the Memorial Ceremony.
 - (b) Coordinate the travel itinerary, escort, and transportation arrangements for *CW2 Doe's* family members.
 - (c) Inform Cdr, 1st AD. Convey open invitation for his subordinate Cdrs and staffs.
 - (d) Establish seating plan for the *Doe* family and VIPs.
 - (e) Ensure *CW2 Doe's* biography is completed by B Co and forwarded to the S4 for inclusion in memorial program.
 - (f) Following Memorial Ceremony ensure *CW2 Doe's* name, family address, and phone # is added to the BN/BDE list of Fallen Iron Soldiers.
- (6) S2:
- (a) Provide security in and around St. Michael's Chapel 010800SXXX98 - Memorial Ceremony completion.
 - (b) Establish Family / VIP parking plan at St. Michael's Chapel.
 - (c) Coordinate for PAO coverage of the service.
- (7) S3: Publish OPORD and FRAGOs as necessary.
- (8) S4:
- (a) Coordinate with the Iron Soldier Association to provide flowers for the service.
 - (b) Coordinate for 1st AD Band Bugler for Memorial Ceremony.
 - (c) Assimilate, publish, and mass produce (300 copies) program for Memorial Ceremony. (Program content includes: Cover, *CW2 Doe* biography, Sequence of Events to include Speakers.)

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- (d) Coordinate with TMP for utilization of 2x15 pax GSA Vans.
 - (e) Provide transportation and billeting for the *Doe* family as required.
 - (f) Coordinate with 2BDE for utilization of Gen Officer Flags. Coordinate placement of Gen Officer Flags at St. Michael's Chapel. Coordinate with Div for 10 flag stands.
 - (g) Coordinate for photographic coverage of the ceremony.
 - (h) Coordinate 2BDE FSG Building for reception operations following the Memorial Ceremony.
 - (i) Coordinate all Class I for the *Doe* reception.
- (9) Bn CSM:
- (a) Coordinate and supervise the set-up of Memorial Ceremony and memorial equipment to include: 1 set Jump Boots, LBV, individual weapon.
 - (b) Prepare Firing Squad and Ushers for the ceremony.
 - (c) Ensure company guidons are in place outside St. Michael's Chapel for the Memorial Ceremony rehearsal.
- (10) BN Chaplain:
- (a) Schedule St. Michael's Chapel for the Memorial Ceremony.
 - (b) Prepare St. Michael's Chapel for the Memorial Ceremony.
 - (c) Assist the S4 in completion of the Memorial Ceremony program.

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(d) Participate in the Memorial Ceremony.

(11) BN PA:

(a) Provide medical support for the Memorial Ceremony.

(b) Provide medical support for the *Doe* reception.

c. Coordinating Instructions.

(1) Timeline:

271500XXX	Publish OPORD
BCR	
010630XXX	Chapel Set-Up
St. Michael's Chapel	
010800XXX	Service Rehearsal
St. Michael's Chapel	
011000XXX	Memorial Ceremony
St. Michael's Chapel	
23XXX-Following Service	Reception
2nd BDE FSG BLDG	

(2) All units be prepared to provide soldiers in support of this operation.

(3) Uniform for Memorial Ceremony: Class A for Honor Company (B Co) and service participants. Service attendees have option of wearing duty uniform or Class A.

4. Service Support.

a. Class I. S4 will provide coffee, Kool-Aid and light snacks for the *Doe* reception.

b. Class II. Units participating in the Memorial Ceremony conduct necessary inspection of uniform prior to rehearsal 010800SXXX98.

c. Transportation. Participating units will provide their own transportation. Transportation for the *Doe* family will be coordinated and provided by the S4 as necessary.

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5. Command and Signal.

a. Signal. N/A

b. Command. LTC *Commander* is located at St. Michael's Chapel.

ACKNOWLEDGE:

COMMANDER
LTC

OFFICIAL:

THE-S3
S3

Distribution A+

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APPENDIX 3 - RAMP CEREMONY TIMELINE



CASUALTY ASSISTANCE GUIDE For The CASUALTY ASSISTANCE OFFICER



April 1999

- 1 Casualty Assistance Guide
 - 2 Responding to the Media
 - 3 Casualty Assistance Directory
 - 4 General Information Benefits and Entitlements
 - 5 Handout (Important Documents)
 - 6 Sample of a Disposition of Remains Information Letter (CONUS)
 - 7 Sample of a Disposition of Remains Information Letter (OCONUS)
 - 8 DA Form 7302-R (Disposition of Remains Statement)
 - 9 Sample Request for Investigative Reports
 - 10 DA Form 2204-R (Casualty Assistance Report)
 - 11 Forms Preparation and Assistance
 - Benefits and Entitlements Charts**
 - 12 Active Duty (Available Benefits and Entitlements)
 - 13 Retiree (Available Benefits and Entitlements)
 - 14 Dependents (Available Benefits and Entitlements)
 - 15 Entitlement to Pay and Allowances While in a Missing Status
 - Checklist**
 - 15 Casualty Assistance Officer Briefing Checklist
-

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Casualty Assistance Guide

1. The Selection

You have been selected by your installation commander to perform casualty assistance duties for _____.

2. The Preparation

You are about to embark on what will be one of the toughest and most sensitive missions you will ever be called upon to perform during your military career. **You are charged by the Secretary of the Army** to render all reasonable assistance needed to settle the personal affairs of a deceased soldier. These duties may include assisting the next of kin (NOK) in making all necessary decisions to arrange for handling the remains, funeral arrangements, collecting death gratuity, filing for benefits and entitlements, and clearing post quarters. Your duties as a Casualty Assistance Officer (CAO) have priority over all other duties. This guide will provide information to assist you in preparation for your CAO duties and hopefully ease some of the anxiety often experienced by individuals when called upon to perform this sensitive task. Pursue your duties with a keen sense of urgency, always keeping the thoughts, feelings, and position of the next of kin (NOK) uppermost in mind. You must convey in every action and deed, the sincere concern of the United States Army. Being prepared, sincere and alert to the needs of the NOK will reduce some of the stress that is normal under these circumstances. There is no way to eliminate the pain the survivor feels. It is a natural part of the grieving process. Don't become involved in the survivor's personal grieving. Remember, the survivor's loved one died serving our country and they deserve support from the Army. Treat them as you would want your own family treated. **They are your most important duty.** Give them your full attention. You are often the survivor's last link to the Army. Their enduring view of the Army is based on your success. Remember, nothing can substitute for common sense, good judgment and sensitivity in performing your duties as a CAO. Finally, experienced CAO's are a valuable resource. If you know someone that performed these duties call them, and ask them to share their experiences. As part of your preparations you should:

- a. Review Chapter 6, AR 600-8-1, Casualty Operations, Assistance and Insurance.
- b. Review Chapters 4, 13, 14, 15, AR 638-2, Care and Disposition of Remains and Disposition of Personal Effects.
- c. Learn as much as you can about the casualty, the NOK, and the circumstances surrounding the incident. The Casualty Area Command (CAC) will provide the name, relationship and address of the NOK you will be contacting and any special conditions you should be aware of (if known).
- d. Verify the status of the remains. Occasionally, remains are unrecoverable or are not readily accessible. Be alert to this concern and be prepared to answer questions with care. Also, be prepared to answer questions about the condition of the remains.

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e. Ensure you obtain the name and telephone numbers of the local hospital, local ambulance service, and fire department rescue squad in case you need them.

f. There are 12 casualty assistance video's available for viewing, however, the following are recommended for viewing before your first visit:

(1) Casualty Assistance Officer Orientation (18 min).

(2) Assisting Overdependent Survivor (10 min).

(3) Survivor Notification and Assistance (10 min).

g. Prepare a DA Form 5516 (Casualty Assistance Referral Card) to present to the PNOK on your first visit.

h. Review DA Form 2204-R (Casualty Assistance Report). Your completed report will be due to your CAC, 60 days after your first visit.

i. Obtain a copy of DA Pam 608-4 (A Guide for the Survivors of Deceased Army Members), and DA Pam 600-5 (Handbook for Retiring Soldiers and their Families) (for retirees only) to furnish the survivors.

j. Talk to the Retirement Services Officer (RSO). The RSO is knowledgeable about all survivor benefits and procedures relating to such issues.

k. Check with the CAC to find out what military honors are available (full military or simple honors). The NOK will surely ask.

l. Be prepared to answer questions concerning the disposition and transportation of the soldier's property. These questions should be referred to the CAC for an explanation of the summary court procedures and transportation entitlement.

m. **REMEMBER, DON'T PROMISE ANYTHING, UNLESS YOU ARE ABSOLUTELY CERTAIN IT CAN BE DONE!**

3. Establishing The Initial Contact

a. When notification has been completed, the casualty notification officer (CNO) will telephone the Casualty Area Command from the NOK's area to advise of the completed action, provide time of notification, NOK's telephone number, verification of address, and any unusual events or comments. You'll be better able to cope with the initial contact if you contact the notifier who can provide you with valuable information on the reaction of the family, etc. Get a copy of the CNO's Record of Casualty Notification Actions.

b. Telephonically establish contact with the PNOK within 24 hours after the notification; do not delay this call (they will be expecting your call). **CAUTION:**

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NEVER state to the PNOK that you have been **appointed** to assist them, they should feel that you genuinely want to help. Identify yourself to the PNOK and the fact that you will be assisting; for example, "**Mrs. Smith, I'm Major John Jones, from 3d Battalion, 71st Field Artillery, Fort Sill, Oklahoma; please accept my deepest condolences on the death of your husband, Master Sergeant Sam Smith. I'm your casualty assistance officer and will be assisting you during this period**". Tactfully explain there are, or shortly will be, a number of matters that will require their personal attention and decision. During the initial contact, find out if there are any immediate problems, confirm addresses and offer to arrange a casualty assistance visit at the earliest possible time at a location most convenient for them. Advise the person authorized to direct disposition (PADD) that the Army has numerous mortuary benefits available and they should delay making any decisions on care and preparation until they have been fully briefed by the mortuary representative or you, the CAO.

4. The First Visit

a. Your first visit with the NOK may be the most difficult. Remember, **you represent the Secretary of the Army**, and you must be the epitome of a professional soldier in conduct and appearance. Ensure your association with the NOK is kept on a professional level at all times. Don't become personally involved, seek favors, borrow or loan money to the NOK. Be willing to do everything you can within regulation. Do not make promises you can't keep. When you are uncertain about the answer to a question, say "**I don't know, but I will find out**". Collect factual information before you respond. Always follow through.

(1) The role you play will be determined by the PNOK. Take your cues from the PNOK as to what they expect from you. Begin by determining the immediate needs or problems they are facing. If financial assistance is needed make arrangements to visit with the Army Emergency Relief (AER) or the American Red Cross.

(2) In this time of extreme emotion, some surviving spouses may transfer, though subconsciously, dependency to you, the CAO as a surrogate spouse. As the CAO, you must keep your relationship with the family on a professional basis only. Do not allow yourself to become personally involved.

(3) Although anger is more likely to be directed at the notifier, be prepared, as some may be directed at you, the CAO. The PNOK's anger may take the form of verbal or physical abuse. Survivors are angry at their loss. They may strike out by directing their feelings toward you as the representative of the Army.

b. On your first visit, the complete Class A uniform will be worn and also for the funeral service. Your uniform should be perfect. On subsequent visits, the Class B

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uniform may be worn.

c. The first visit should be brief. Upon arrival, if a number of persons are present with the PNOK, ask to discuss matters in private. In this way, you will not have to deal with numerous persons at the same time.

d. Normally, the CAC will complete and provide DA Form 7302-R (Disposition of Remains Statement) to the CAO to obtain disposition instructions from the PADD. The CAO may be designated to inform and complete the DA Form 7302-R with the PADD. In some cases it may be more appropriate to advise the PADD that a mortuary affairs representative will contact them in order to explain the dispositions options. Every effort must be made to explain disposition instructions to the PADD **before** contacting a funeral home. Before the PADD signs the DA Form 7302-R, ensure the authorized allowance amounts have been inserted in the appropriate option.

e. Verify NOK divorce data, if applicable, to include case number, court, judge, date, custody information, grounds, and where the divorce took place (city, county and state). Ensure verification is obtained from official documents. Be prepared to ask for copies for the CAC and DA.

f. Obtain or verify the 45-day address of the PNOK. Ensure and verify that all children have been reported.

g. Provide the PNOK a completed DA Form 5516.

h. One of the first questions the NOK will ask will concern the arrival of the remains. In some instances, the return of remains may be a lengthy process. The NOK may be very demanding during this period of time. There is an overwhelming need to have the deceased come home. Provide as much information as possible to explain the process. This will relieve some anxiety. The following will assist you in understanding their concerns:

(1) For some survivors, there is an overwhelming need to have the remains of their loved one returned. The longer the delay, the more frantic they may become and the more prolonged their grief will be. The return of the remains brings a type of closure which facilitates moving ahead into the future. It is difficult for them to begin the journey until the remains are home.

(2) In some cases, there may be no remains. These survivors often have difficulty accepting the finality of death. They may hold a ray of hope that a mistake was made and the waiting continues.

(3) The viewing of the remains, for many people, brings an acceptance of death, an inner peace, and it can be a way to say

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goodbye to a loved one. Other individuals may have no desire to view the remains. The family should be allowed to follow their cultural or ethnic tradition and their personal beliefs. In this way they will complete the process of burial and allow the closure necessary to accept that death has occurred.

(4) The Army normally provides the family with information concerning the condition of the remains. The Army's recommendation that remains are not viewable is an assessment that the condition of the remains is not suitable for public viewing. This determination is not intended as a prohibition to the family viewing the remains.

(5) The NOK might ask specific questions concerning the casualty incident, questions for which you may not have answers. Advise the NOK that information may be obtained through the investigative process and will be available upon completion of the investigation. Samples of request for copies of reports/investigations are on page 20 and 21.

i. Inform the PNOK of their entitlement to a death gratuity. The death gratuity will normally be paid within 72 hours after the notification of death. Payment is made to the legal spouse; if none, to the children in equal shares; if none, to the parent(s) if designated on the DD Form 93. Since you are most likely to deliver the death gratuity check, you may encounter hostility or rejection when you present the recipient the death gratuity check. If this happens, inform the NOK that this is in no way intended as compensation. The death gratuity payment is money to assist them until benefits begin.

j. Provide the PNOK a copy of DA Pam 608-4 (A Guide for the Survivors of Deceased Army Members) and/or a copy of DA Pam 600-5 (Handbook for Retiring Soldiers and Their Families) for retirees.

k. The CAC will advise you when to request disposition instructions from the PADD. Disposition instructions should not be requested until the remains are recovered and identified. Normally, remains are recovered and identified immediately after death. However, in some cases, recovery and identification may not be verified for several days.

l. Before departing, make arrangements to meet with the PNOK the next day or soon after at a designated time and place.

m. Begin recording completed actions on the DA Form 2204-R.

5. Disposition of Remains/Funeral Arrangements

a. Ensure you understand the desires of the PADD. Often the PADD's instructions

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are not always clear because of disagreements between parents and other NOK, divorced parents, mistresses with illegitimate children, foster and biological parents, and siblings. As the official representative of the Army, you must act as the link between the PADD and the Army.

b. As mentioned earlier, the CAC is responsible for obtaining the disposition of remains instructions. However, normally you as the CAO will actually obtain the disposition instructions from the PADD. If so, ensure you are properly briefed by the CAC. You must fully understand the disposition options prior to assisting the PADD. The decisions will be difficult for the PADD, and they may want to put them off. Encourage the PADD to decide as soon as possible, so as not to delay the shipment of the remains. The enclosed disposition of remains information letter will assist in:

- (1) counseling the PADD about entitlements regarding preparation and disposition of the remains.
- (2) reimbursement of incidental burial expenses.
- (3) ensuring the PADD understands that financial assistance provided will help defray some, but not necessarily all of the expenses when making funeral arrangements.
- (4) providing information to the PADD regarding burial in a National Cemetery, however, do not commit the government to burial in any cemetery until confirmation of gravesite availability. Burial in a private or government cemetery is a decision the PADD must make.
- (5) selection of a funeral director, (don't recommend one director over another). You cannot suggest a specific funeral home, however, you can present a listing of all reputable funeral homes in the area.

c. Assist the PADD in completing the DA Form 7302-R. Before submitting the statement ensure the funeral director has agreed with the PADD to furnish his or her service and the cemetery director has agreed to the burial.

d. Do everything possible to keep the PADD from scheduling the funeral until you have a confirmed shipping date for the return of remains or the remains are in the receiving funeral home. Finally, ask the PADD what type of funeral they desire - military or civilian.

6. Waiting for the Remains

a. Ensure you visit the PADD regularly to keep them informed while awaiting the arrival of the remains. You should check on the status of the remains each day with the CAC and the mortuary affairs representative. Preliminary funeral plans

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can be made, but, don't set a date for the funeral until the remains have arrived.

b. You should make arrangements to accompany the funeral director (time and distance permitting) to meet the remains. When the remains have arrived at the funeral home, make arrangements for the PADD to visit the remains when the funeral director is ready. You should ensure a flag was sent by the preparing CAC with the remains. Also, ensure the CAC prepares a flag case, to be presented at the funeral service (active duty deaths only).

c. Army funded travel to attend the funeral for current active duty deaths is restricted by law to the surviving spouse and children. Parents are excluded from this benefit unless the soldier is not married and childless. Contact the CAC for travel benefits for funerals involving group remains that can not be individually identified or remains of soldiers killed in the Vietnam War.

7. The Funeral

a. Your specific involvement in the funeral will depend on the desires of the PADD. Unless the PADD desires otherwise, you will attend memorial services, funeral service, and or interment services as **the representative of the Secretary of the Army**. At the earliest opportunity, review the sequence of events for the funeral service. Keep in mind the stress the surviving family members are experiencing. When reviewing the sequence of events for the funeral service, there may be certain items that may have to be repeated, be patient. Well planned services will be noticed and appreciated by the PADD.

b. If the funeral is to be with full military honors, check on the burial detail immediately prior to the funeral and monitor the details performance during the services. Note anything unusual and pass your comments to the CAC. You should coordinate closely to ensure key tasks are monitored. A flag to drape the casket should be sent with the remains. Additional flags authorized by law will be provided by the burial honors team. Do not offer or promise flags or cases to any one other than the surviving spouse or biological parents of the deceased.

c. Presenting the flag:

(1) Coordinate with the CAC providing the burial honors team to determine your role, if any, in the presentation of the flag to the surviving spouse and biological parents.

(2) Should the PADD request that the CAO present the flag, use one of the following presentations:

a. **"On behalf of the President of the United States and the people of a grateful nation, may I present this flag as a token of appreciation for the honorable and faithful service your loved one**

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rendered this nation."

b. **"This flag is presented on behalf of a grateful nation as a token of appreciation for the honorable and faithful service rendered by your loved one."**

d. The Gold Star Lapel Button or the Lapel Button should be presented to the NOK. You may want to present the button to the NOK just prior to or shortly after the funeral. Use good judgement when making the presentation. Do not force the buttons on NOK that may be angry or bitter, they can always apply for the lapel button at a later date. See Appendix L, AR 600-8-1.

8. After the Funeral

a. After the funeral service is completed, you should be ready to assist the PNOK in making application for benefits, and entitlements, both military and civilian. The DA Form 2204-R will serve as a checklist to assist in filing for claims. **CAUTION: Do not quote exact sums available from Veterans Affairs (VA) or Social Security.** Be prepared and ensure you understand benefits and entitlements from Defense Finance Accounting System (DFAS), VA, Social Security and the US Army. Up to this time you have refrained from discussing rights, benefits, or entitlements except where they pertained to the death gratuity and the funeral. These subjects were avoided because the PNOK is usually not in a receptive frame of mind for such matters until after the funeral.

b. Tragedy Assistance Program for Survivors, INC. (TAPS): **Where can the NOK go for grief assistance and support?** There are many organizations that offer assistance, however, TAPS, Inc., is a national non-profit organization, providing FREE services to those impacted by the loss of a soldier while on active duty. TAPS services include a peer support network, grief and trauma counseling referral, an annual military survivor seminar, a quarterly newsletter, and a case worker assistance program. They also provide financial planning information and critical incident stress management through a network of experienced case workers. These services are available 24 hours a day to help survivors cope with the sudden loss of a loved one and they are available to assist the CAO, if needed. Give the NOK a copy of the TAPS brochure explaining the services that TAPS, Inc., provides. TAPS can be contacted at their toll free telephone numbers - 1-800-959-TAPS or 1-800-368-TAPS with questions regarding grief assistance. TAPS also has a WEB page which contains helpful information on grief assistance, their WEB page is: www.taps.org .

9. The First Visit After The Funeral

a. Unless you have maintained close contact with the PNOK after the funeral, telephone the PNOK and make an appointment to visit within 48 hours. Inform the PNOK of the purpose of the visit and briefly go over what you will be discussing. Encourage the PNOK to review DA Pamphlet 608-4 and/or DA Pamphlet 600-5

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(for retirees) that was left on a previous visit. Although the PNOK may indicate an understanding of benefits and entitlements, the use of the DA Pamphlets will help the PNOK remember topics that were discussed.

b. On your first visit after the funeral you may notice a distinct change in the PNOK's attitude. Although they may show some concern, their grief will have subsided somewhat and they will show an interest in what is to come. Remember, grief is an intense emotion. The PNOK may seem alert and aware however, they can lose composure quite suddenly. Take your time and allow them to regain their composure, then continue your presentation.

10. The Application for Benefits/Entitlements

Informing the PNOK about benefits, and entitlements will help to ease some fears and be a source of comfort. Although, informing the PNOK is important, you the "CAO" must follow through to ensure the benefits are received. Your duty as the CAO officially ends as a primary duty when applications for benefits are submitted. However, you will maintain contact with the PNOK until all entitlements have begun. By checking with the PNOK, you not only reaffirm your concern, but you can also identify potential problems to the CAC.

11. The Follow-Up Visits with the PNOK

a. Upon application for all benefits and entitlements complete the DA Form 2204-R and forward to the CAC as soon as possible, but not later than 60 days after case assignment. Submission of the DA Form 2204-R does not relieve you of the responsibility of following through on any matter not completed or for providing further assistance as requested.

b. When visiting the PNOK, if you are informed that benefits are not in the expected amount, assist the PNOK, write a letter to the agency concerned. Use the PNOK's return address on all correspondence.

c. Inform the PNOK of, and, if they so desire, assist the PNOK in obtaining a copy of any fatality or investigative report pertaining to the death of the soldier. Samples of requests are on pages 27,28,29, and 30.

12. The Final Comments

a. This guide is not intended to replace or circumvent existing regulations. However, this guide should serve as a convenient tool in facilitating casualty assistance.

b. It is understandable that, for both the "first time" and the "experienced casualty assistance officer", there will be a certain degree of reluctance and anxiety. Your anxiety can be somewhat reduced by being well prepared, maintaining close communication with the CAC and the mortuary officer, and as earlier mentioned, use common sense and good judgment.

c. Although your actions are complete at this point, ensure the PNOK is furnished

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complete telephone numbers for the CAC and knows where to go for assistance should further service be required.

13. SPECIAL SECTION – Performing Duties as a CAO for the NOK of DUSTWUN (Duty Status Whereabouts Unknown) Missing (Missing in Action, Detained, Beleaguered, Besieged, or Captured Personnel)

The purpose of this special section is to ensure that any member of the US Army (and any Department of the Army civilian employee or contractor employee who serves with or accompanies the US Army in the field under orders) who becomes missing or unaccounted for is ultimately accounted for. This section is to ensure that the NOK of these personnel are provided casualty assistance. Serving, as a CAO will not be an easy task during the time an individual is missing or captured. The uncertainty of a person's fate and the seemingly endless wait for some word of the missing or captured person may become almost unbearable for the NOK. Assistance to the NOK of missing or captured person's will help lessen the burden on the family members at a very stressful time. Remember you, the CAO, are charged by the Secretary of the Army to assist the NOK in every way possible during the time a soldier is missing or captured. The duties and responsibilities of providing assistance to the NOK are time consuming and involved. Although "**missing status**" is the term generally used, a missing person may actually be one who is missing, missing in action, interned in a foreign country, captured, beleaguered, besieged by a hostile force, or detained in a foreign country against his or her will. You must prepare yourself for instantaneous media coverage on high visibility cases. Believe in this – **Your CAO duties will have a significant impact on the image of the US Army.** In providing support, the CAO will-

- a. Ensure you review Section IV and V, Chapter 6, AR 600-8-1.
- b. Review the insert "Responding to the Media".
- c. You must be readily available for assistance to the NOK.
- d. When notification has been completed, telephonically establish contact with the NOK within 24 hours after the notification; do not delay this call (they will be expecting your call). If you were not the CNO, you will be better able to cope with the initial contact if you communicate with the CNO who can provide you with valuable information on any unusual events or comments and the reaction of the family. Know exactly what was said in the text of the casualty report.
- e. Be prepared to answer questions and concerns of the NOK and medial. Provide daily reports on the questions and concerns of the NOK to the local commander, CAC, and Department of the Army.
- f. The first visit will be the most difficult. Remember, you represent the Secretary of the Army, and you must be the epitome of a professional soldier in conduct and appearance. Ensure your association with the NOK is kept on a professional level at all times. Don't become personally involved, seek favors, borrow or loan money to the NOK. Be willing to do everything you can within regulation. Do not make promises you can't keep. When you are uncertain about the answer to a question,

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say **"I don't know, but I will find out"**. Collect factual information before you respond. Always follow through. The NOK will have numerous questions and concerns. Remember they are watching the television also.

g. Be prepared for instantaneous media coverage on these high visibility cases and concerns of the chain of command from the bottom to the top. Prepare to be approached by local and national news media representatives seeking interviews.

h. Coordinate with the CAC to have a representative from the installation PAO accompany you on the initial visit whenever possible for medial coverage.

i. Coordinate with the CAC to provide the NOK with a cellular telephone, and one for you whenever possible. In these high visibility cases, the cellular telephone can be very useful for the NOK . One advantage is that no one knows the cellular phone number but you and the NOK. The cellular telephone will allow you and the NOK to get more information faster over the telephone. Whether your duty takes you around the corner, across the country or all over the world, the telephone is your lifeline for communications.

j. You will need to prepare yourself and the NOK to receive numerous telephone calls from representatives of the media (local, national and international), immediate relatives, Very Important People (VIP), ie., member of the United States Congress and/or their staffs, state and local public officials and/or their staffs, White House staff and the White House, and family members of other soldiers also carried in a casualty status.

k. Coordinate with the CAC and installation information technician for access to a computer for temporary installation at the NOK residence to assist with the media and preparing daily update reports to the CAC and Department of the Army. Be prepared for local government officials for their questions and assistance. The local Telephone Company may want to participate in assistance and in many instances will assist with the installation of a phone line for communication and e-mail capabilities.

l. Coordinate with the local police or sheriff's department for assistance if needed.

RESPONDING TO THE MEDIA

Casualty Assistance Officers (CAO) assigned to support family members of soldiers may find themselves and/or family members they are assigned to assist approached by local and national news media representatives seeking interviews. Here are some suggestions to help, should this situation arise:

If approached by the media and you choose not to participate in the interview, ensure you refer the reporter to the local installation Public Affairs Office (PAO). If you choose to respond to media questions, discuss only your role as a CAO, i.e., that you are there to assist the next of kin (NOK); you may explain what your duties in this capacity include.

Avoid discussion of the soldier's cause of death or the circumstances surrounding the death.

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That is a matter between the Army and the NOK. If a reporter asks you to arrange an interview with a family member or asks to obtain information from a family member, offer to take the reporter's name, organization and telephone number. Explain that you will pass the request to the family member but that any communication will be solely the option of the NOK. Under no circumstances should you make any guarantees to provide media access to family members; protection of the family's privacy is the primary consideration.

Avoid any discussion of military operations on the basis that you lack direct knowledge of the event and the inappropriateness of speculation. Likewise, avoid speculation on current U.S. Government and military policies pertaining to ongoing military operations.

If the NOK are approached by media desiring to interview them, ensure that the NOK are aware that they have the right to choose whether or not to speak to reporters and that if they do so, they also have the right to stop at any time.

If the family members are approached by media desiring to be present at the funeral or memorial service, ensure that the family members understand that it is solely their decision whether or not to allow the media at the service. However, the funeral director needs to be advised if media will be attending so appropriate arrangements can be made.

In the event the family will be interviewed by the media or the family permits the media to attend the service, ensure the family is informed that an Army PAO representative can provide assistance. If the family desires PAO assistance, contact the PAO located at the installation responsible for providing support for the family and the funeral service director. If the family does not request PAO assistance, you should still contact the PAO to inform them of anticipated media involvement

DIRECTORY Casualty Assistance

DA Casualty Operations Division Telephone Number

Casualty Operations Center	1-800-626-3317	(703) 325-	DSN 221-xxxx
Disposition of Remains		(703) 325-5322	DSN 221-xxxx
Personal Effects		(703) 325-5322	DSN 221-xxxx
Preparation of DD Form 1300		(703) 325-5316	DSN 221-xxxx
SGLI Certification		(703) 325-5316	DSN 221-xxxx

***STATE BUREAU OF VITAL STATISTICS** (To obtain certified copies of State Death Certificate)

(Check with Funeral Director, they can assist in obtaining Death Certificate)

Defense Finance Accounting System (DFAS)

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	Customer Service FAX	1-800-469-6559	
	Casualty	1-800-269-5170	DSN 580-xxxx
DFAS-Denver	Annuity Customer Service	1-800-435-3396	
	FAX	1-800-982-8459	
	Foreign Annuity	(303) 676-6552	

INSTALLATION ADJUTANT GENERAL DIVISION

Adjutant General Bldg--
Casualty Area Command Bldg--
Chief, PSC Bldg--
Line of Duty Bldg--
ID Cards Bldg--
Retirements Services Bldg--
Transition Center Bldg--
Mortuary Services Officer Bldg--
Travel Services Office Bldg--

AMERICAN RED CROSS

Field Director Bldg--
Hospital Field Director Bldg--

ARMY COMMUNITY SERVICES (ACS)

ACS Coordinator Bldg--
Army Emergency Relief (AER) Bldg--

TRANSPORTATION SERVICES

Household Goods (Outbound) Bldg--
Household Goods (In-Bound) Bldg--
Transportation Motor Pool Bldg--

HOUSING DIVISION

Family Housing Bldg--

CHAPLAIN'S OFFICE

Post Chaplain Office Bldg--
Marriage & Family Life Center Bldg--
Problem (After Duty Hours) Bldg--

LEGAL ASSISTANCE OFFICE

SJA, Legal Assistance Office Bldg--

SOCIAL SECURITY ADMINISTRATION

S A M P L E

SAMPLE

Social Security 1-800-772-1213
State Office
Local Office

DEPARTMENT OF VETERANS AFFAIRS (DVA)

Information on VA Benefits 1-800-827-1000
State VA Commissioner
State VA Regional Office
Life Insurance 1-800-669-8477
Education Loan 1-800-326-8276
State VA Medical Centers
Office of Servicemen's Group Life Insurance 1-800-419-1473
Veterans Group Life Insurance 1-800-419-1473

ARMY/AIR FORCE MUTUAL AID

Customer Service 1-800-336-4538
(703) 522-3060

PUBLIC AFFAIRS OFFICE (PAO)

Installation PAO Bldg--

CEMETERY

Post Cemetery
National Cemetery
Chief, Military Honors & Funeral Details

HOSPITAL

Patient Administration
TRICARE
TRICARE Family Member Dental Plan (TFMDP) 1-800-866-8499
Delta Dental - Retiree Dental Plan 1-888-336-3260
For Enrollment 1-888-838-8737

MILITARY CLOTHING SALES

Sales Bldg--
Awards Bldg--

Post Exchange (PX)

DDP

Tragedy Assistance Program for Survivors, INC. (TAPS)

1-800-368-TAPS
1-800-959-TAPS

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GENERAL INFORMATION BENEFITS AND ENTITLEMENTS

BURIAL - When a soldier dies on active duty the military will provide the following:

- Preparation and disposition of the remains; casket; and transportation to a place designated by the person authorized to direct disposition of remains (PADD).
- Cremation; and an urn.
- A United States flag to drape the casket
- Military honors.
- Burial in any national cemetery, for the soldier and eligible family members (provided space is available).
- A regulation government headstone or marker.

Burial costs: The military assumes responsibility and will prepare and casket the remains at no charge to the family. If the family assumes responsibility they can be reimbursed up to the applicable government contract amount or \$1750, whichever is less. In addition, there is an allowance to assist in defraying costs incident to burial of the remains in the maximum amount of \$3100 for interment in a civilian or private cemetery; \$2000 when consigned to a funeral home for burial in a national or post cemetery; \$110 if shipped directly to the national cemetery or post cemetery for interment. The CAO should ensure that the PADD has a copy of DD Form 1375 (Request for payment of Funeral and/or Interment Expenses) in order to submit a claim for their funeral and interment allowance.

Commercial Life Insurance - Contact should be made with the nearest representative or the home office of the insurer for settlement and claim guidance.

Commissary and Exchange Privileges - The unremarried surviving spouse and qualified dependents are eligible to shop at military commissaries and exchanges, normally providing a savings over similar goods sold in private commercial establishments.

Credit Unions, Banks and Charge Accounts Contact all financial institutions concerning transfer of the accounts to the survivor's name. Also, inquire about any insurance that may be associated with the accounts.

Death Certificates - The DD Form 1300 (Report of Casualty) is issued and mailed to the PNOK approximately 3 weeks after the death. The DD Form 1300 may be used in all matters when proof of death is required. The death certificate issued by the state may be obtained through the funeral director or through the Bureau of Vital Statistics in the appropriate state. Insurance companies and Social Security Administration require a certified copy. There is generally a nominal fee for this service.

Death Gratuity - A \$6,000 gratuity, intended to provide immediate cash to meet the needs of the survivors. Payable in the event of death while on active duty, to include travel to/from a scheduled active duty training session for reservist). The gratuity is also payable if death occurs during 120 days following discharge/release from AD (to include retirements) under honorable conditions and death is determined by VA to be service-connected.

Dependency and Indemnity Compensation (DIC) - The Department of Veterans' Affairs (DVA) pays a tax-free monthly amount to an unremarried surviving spouse of a Soldier whose death is determined to be service-connected and not as a result of an individual's own misconduct. The basic spouse DIC is a flat rate annuity of \$861 per month. An additional \$217 is

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paid for each dependent child until age 18. If there is no surviving spouse but surviving children, DIC is paid to the children at: \$361 for 1 child; \$520 for 2 children; \$675 for 3 children; & \$132 for each additional child. Payments are made until the child's 18th birthday, or longer if in school.

Financial Assistance - To meet a financial emergency, the family member may receive financial assistance from the Army Emergency Relief (AER). Financial assistance provided by AER will be temporary, based on the immediate needs.

Government Housing or Allowances - Survivors are provided rent-free government housing for 180 days or the tax-free allowances for housing appropriate to the soldier's grade for any portion of the 180 day period while not in quarters.

Health Care - A surviving spouse and minor children of the Soldier are normally eligible for space-available medical care at military medical facilities or are covered by TRICARE (MEDICARE after age 65). Dental coverage (United Concordial Company Incorporated (UCCI)) are extended for one year after the member's death.

Identification Card - The NOK should be accompanied to the ID Card Facility to obtain new ID Cards to indicate status changes, i.e., active duty to "AD/DEC" or retired to "RET/DEC".

Income Tax Benefits - The next of kin of a Soldier whose death occurs overseas as a result of terrorist or military action is exempt from paying the decedents income tax for at least the year in which the death occurred. Payments made by the VA are also tax exempt. Additionally, the first \$3000 of the death gratuity is tax exempt, leaving \$3000 taxable. Contact the local office of IRS for information and guidance regarding tax issues.

Legal Assistance - Make an appointment with the Legal Assistance Office and accompany the PNOK to obtain legal advice or assistance. Ensure PNOK is aware of available legal assistance for future assistance.

Servicemembers' Group Life Insurance (SGLI) - The amount of SGLI in force was determined by the service member. Some members decline SGLI coverage. Determination and payment of claim is made by the Office of Servicemembers' Group Life Insurance (OSGLI) under the jurisdiction of the DVA. Application is made on SGLV-8283 (Claim for Death Benefits). Payment is made by OSGLI, normally within 60 days, unless there are complications, i.e., PNOK not definitely established, homicide involved, etc. SGLI is paid to beneficiary(ies) listed on the SGLV-8286.

Social Security Administration - The PNOK must apply in order to receive benefits. An application can be made at any Social Security Office or call **1-800-772-1213** to make application for benefits. A telephonic appointment will be made by the Social Security office. On the date of the appointment arrange to assist the PNOK with any necessary paperwork.

State Benefits - Many States have laws which provide certain rights, benefits and privileges to the spouse and/or children of deceased active duty soldiers. These benefits may include bonuses, education assistance, employment preference, tax exemptions, and others. Seek further information pertaining to a particular state from local government officials, VA Office, and local veterans organizations, i.e., American Legion, Veterans of Foreign Wars (VFW), or Disabled American Veterans Organization.

Travel/Household Goods - Surviving spouse and family members are entitled to travel at government expense to their home within one year of the Soldier's death. Shipment of household goods at government expense is also authorized.

TRICARE - Active Duty Family Member Dental Plan - When a Soldier dies on active duty and has served on active duty for a period of more than 30 days, the enrolled family member(s) will

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continue to receive benefits for 1 year from the month following the month of the sponsor's death, as long as the family member(s) was enrolled in the TFMDP at the time of the sponsor's death. The soldier's survivors do not pay any premiums for this 1 year death benefit.

Unpaid Pay and Allowances - Application for unpaid pay and allowances is made on Standard Form 1174 (Claim for Unpaid Compensation of Deceased Member of the Uniformed Services). This is a lump sum payment made to the beneficiary named by the Soldier on the DD Form 93 (Record of Emergency Data). It includes all pay and allowances due the member by unpaid at the time of death. This includes all of the Soldier's unused accrued leave, even beyond the 60 day limit.

Uniformed Services Survivor Benefit Plan (SBP) - Eligible spouses and children of Soldiers who were retirement eligible at the time of death are entitled to monthly payments under the SBP. The annuity amount for a spouse under age 62 is equal to 55% of the retired pay that would have been payable if the member retired on the date of death. When the spouse is age 62, the benefit is reduced to 35%. A spouse loses entitlement to SBP if remarried under age 55, but may be reinstated if that marriage ends through death or divorce. Application to start the annuity must be made on DD Form 1884 (Application for Annuity Under the Retired Serviceman's Family Protection Plan (RSFPP) and/or Survivor Benefit Plan (SBP)). Detailed information may be obtained from the Installation Retirement Services Office. ***The annuity is taxable.***

VA Educational Benefits - In the event of a service-connected death the unremarried surviving spouse and children ages 26 and below are eligible for education benefits of \$404 per month for 45 months if attending a VA – approved school. (The spouse has 10 years from date of death to complete the 45 months). Additionally, an eligible child over age 14 with a physical or mental disability that impairs pursuit of an education program may receive special restorative training to lessen or overcome that impairment.

VA Home Loan Program - The unmarried surviving spouse of a Soldier who dies on active duty or dies of a service-connected disability is entitled to a VA Home Loan for the purpose of building or purchasing a home; to make repairs, alterations, or improvements in homes already owned; to refinance an existing loan; and other reasons specified by the VA.

*** IMPORTANT DOCUMENTS ***

Most of the following documents are necessary when applying for benefits and settling an estate. The next of kin should locate or know the whereabouts of the documents listed below. Remember, never give the original or a permanent, personal, or family record to another person, even for business purposes. Certified copies have all the legal status of the original and ensures that when the original is needed again it will be available.

- a. Birth Certificates (all family members).
- b. Death Certificates. DD Form 1300 (Report of Casualty). Civilian death certificates can be purchased through the funeral home (at least 12 certified copies recommended).
- c. Marriage Certificate and/or divorce papers.

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- d. Immigration and/or naturalization papers.
- e. Adoption, custody documents.
- f. Separation documents from military service, i.e., DD Form 214, (Certificate of Release or Discharge from Active Duty).
- g. Social Security Number/Card. (For all family members).
- h. Wills, Deeds of Trust.
- i. Insurance policies (life, home, vehicles, boat, etc.)
- j. Income Tax records. (Last 3 years recommended)
- k. Copies of deeds, abstract, mortgages, rental contracts, etc.
- l. Documents referring to bank accounts (checking, savings), loans, securities, stocks, bonds, etc.
- m. References to safe deposit boxes.
- n. Any reference to an outstanding debt.
- o. Titles, automobiles registrations.

Sample letter regarding disposition of remains (death is in CONUS)

NOTE: Tear out this page and give to the PNOK or make a copy.

Department of the Army
Organization Name/Title
City, State, and Zip Code
Date

Casualty and Memorial Affairs Office

Mrs. Susan E. Henderson

123 Old Guard Lane

City, State, and Zip Code

Dear Mrs. Henderson:

The Army desires to assist you in the funeral arrangements of your **(relationship)(rank and name)**.

You have a choice as to whether you want the Army to arrange the preparation and shipment of the remains, or whether you want to make these arrangements.

If you wish, the Army will provide for the embalming and preparation of the remains, a casket that meets Government specifications, a military escort to accompany the remains, and movement by the most expeditious means to a funeral home or a Government cemetery of your choice that has grave space available. The Army will also make arrangements for cremation if you so desire. These services will be provided at Government expense.

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If you desire the Army to prepare and transport the remains, you have a choice of caskets, metal sealer or hardwood non-sealer, depending upon the judgement of Army authorities, if the condition of the remains permits honoring your choice. Normally, if your choice is a hardwood casket, your choice can be honored unless the condition of the remains are such that they are not suitable for viewing at funeral services, notwithstanding the best professional effort. Of course, if your choice is a metal sealer casket, it will be honored without question. You will be informed before the remains are shipped to the funeral home or Government cemetery you selected of the type of casket provided.

Of course, if you desire to make your own arrangements, your funeral home, not the Army will advise you on the appropriate type of casket. You are reminded, however, you will only be reimbursed for preparation and casket in an approximate amount of **(contract price or primary care allowance)** or actual cost, whichever is less, plus what it would have cost the Government to transport the remains to final destination.

Whether the Army or you make all arrangements, an interment allowance will be paid to help defray burial expenses. Maximum allowance is **(current allowance)** if interment is in a civilian cemetery; maximum allowance of **(current allowance)** if consignment is made to a funeral home prior to interment in a National or other Government cemetery; and a maximum allowance of **(current allowance)** if consigned directly to a National or other Government cemetery.

Facilities for viewing the remains are not available at National or other Government cemeteries. Your casualty assistance officer can provide information on availability of grave space in National or other Government cemeteries.

Please express your desired disposition instructions by completing the enclosed DA Form 7302-R (Disposition of Remains Statement) and return to your casualty assistance officer as soon as possible.

Sincerely,

Michael P.
Robinson
Major, United
States Army
Mortuary
Affairs
Representative
Fort Bliss, TX

Enclosure

Sample letter regarding disposition of remains (death is OCONUS)

**Department of the Army
Organization Name/Title
City, State, and Zip Code**

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Date

Casualty and Memorial Affairs Office

Mrs. Susan E. Henderson

123 Old Guard Lane

City, State, and Zip Code

Dear Mrs. Henderson:

The Army desires to assist you in the funeral arrangements of your **(relationship)(rank and name)**.

The remains of your (relationship) will be returned to the United States on the first available aircraft after completion of the necessary mortuary services. The remains will be escorted to the funeral home of your choice or directly to any National or other Government cemetery in which grave space is available. Facilities for viewing the remains are not available at National or other Government cemeteries. The Army will also make arrangements for cremation if you so desire. These services will be provided at Government expense.

If you desire the Army to make arrangements for the remains, you usually have a choice of caskets, metal sealer or hardwood non-sealer, depending upon the condition of the remains and other factors. We will provide you the information you will need to make an informed choice. If information later becomes available that may prevent honoring your initial choice, you will be informed of the reason(s). In any instance, you will be informed before the remains are shipped to the funeral home or Government cemetery you selected of the type of casket provided.

You will be paid an interment allowance to help defray burial expenses. Maximum allowance is **(current allowance)** if interment is in a civilian cemetery; maximum allowance of **(current allowance)** if consignment is made to a funeral home prior to interment in a National or Government cemetery; and a maximum allowance of (current allowance) if consigned directly to a National or Government cemetery. Your casualty assistance officer can provide information on availability of grave space in National or Government cemeteries.

You will be advised of the arrival time of the remains at destination. Please do not set a funeral date until the Army has advised you of the scheduled arrival time of the remains of your **(relationship)** at destination.

Please express your desired disposition instructions by completing the enclosed DA Form 7302-R (Disposition of Remains Statement) and return to your casualty assistance officer as soon as possible.

Sincerely,

Michael E.
Robinson
Major, United
States Army
Mortuary
Affairs
Representativ

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e
Fort Bliss,
Texas

Enclosure

Sample - Disposition of Remains Statement

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DISPOSITION OF REMAINS STATEMENT	
For use of this form, see AR 638-2; the proponent agency is ODCSPER	
DATA REQUIRED BY THE PRIVACY ACT OF 1974	
AUTHORITY:	Title 10 USC, Sections 1481 through 1488; EO 9397.
PRINCIPAL PURPOSE:	To record disposition of remains desired by next of kin.
ROUTINE USES:	By Department of Army to enable next of kin to apply for authorized benefits.
DISCLOSURE:	Disclosure of requested information is voluntary; however, if not provided, benefits cannot be provided.
1. NAME OF DECEASED <i>(Last, First, Middle Initial)</i>	2. RANK OF DECEASED
3. SSN OF DECEASED	
4. NAME AND ADDRESS OF NEXT OF KIN ENTITLED TO DIRECT DISPOSITION	
5. RELATIONSHIP TO DECEASED	
6. DESIRED DISPOSITION OF REMAINS <i>(Check and initial appropriate option)</i>	
<p>OPTION 1 <input type="checkbox"/></p> <p>_____</p> <p><i>(Initials)</i></p>	<p>The remains be prepared, dressed, casketed and transported to the funeral home named below with subsequent interment in a civilian cemetery. NAME AND ADDRESS OF FUNERAL HOME AND, IF KNOWN, CIVILIAN CEMETERY:</p> <p>MY FIRST CHOICE OF CASKET IS: <i>(Select one)</i> <input type="checkbox"/> METAL <input type="checkbox"/> WOOD</p> <p>Reimbursement for interment expenses not to exceed \$ _____</p>
<p>OPTION 2 <input type="checkbox"/></p> <p>_____</p> <p><i>(Initials)</i></p>	<p>The remains be prepared, dressed, casketed and transported to the funeral home named below with subsequent interment in a Government cemetery. NAME AND ADDRESS OF FUNERAL HOME AND GOVERNMENT CEMETERY:</p> <p>MY FIRST CHOICE OF CASKET IS: <i>(Select one)</i> <input type="checkbox"/> METAL <input type="checkbox"/> WOOD</p> <p>Reimbursement for interment expenses not to exceed \$ _____</p>
<p>OPTION 3 <input type="checkbox"/></p> <p>_____</p> <p><i>(Initials)</i></p>	<p>The remains be prepared, dressed, casketed and transported direct to Government cemetery named below. NAME AND ADDRESS OF GOVERNMENT CEMETERY:</p> <p>MY FIRST CHOICE OF CASKET IS: <i>(Select one)</i> <input type="checkbox"/> METAL <input type="checkbox"/> WOOD</p> <p>Reimbursement for interment expenses not to exceed \$ _____</p>
<p>OPTION 4 <input type="checkbox"/></p> <p>_____</p> <p><i>(Initials)</i></p>	<p>I desire the remains be cremated. I authorize the U.S. Army to act as my agent in arranging the cremation. I certify that I have the legal right to make this authorization and agree that I will hold the U.S. Army, my agent, harmless against any liability on account of cremation. I also request that the inurned cremated remains be escorted by a military escort to: <i>(NAME AND ADDRESS OF FUNERAL HOME AND/OR CEMETERY)</i></p> <p>MY CHOICE OF URN IS: <i>(Select one)</i> <input type="checkbox"/> BRONZE <input type="checkbox"/> WOOD</p> <p>Reimbursement for interment expenses not to exceed amounts in options 1, 2, & 3 depending on interment in civilian or government cemetery and use of funeral home or direct consignment to government cemetery.</p>
<p>OPTION 5 <input type="checkbox"/></p> <p>_____</p> <p><i>(Initials)</i></p>	<p>I desire to make all arrangements. Release remains to the following funeral home. NAME AND ADDRESS OF FUNERAL HOME:</p> <p>Reimbursement for preparation, dressing, and casketing of remains not to exceed \$ _____</p> <p>Reimbursement for interment expenses not to exceed amounts in options 1 and 2 depending on interment in civilian or government cemetery. Reimbursement of transportation charges for transportation of remains not to exceed amount it would have cost the Government to transport the remains.</p>
7. AUTHORIZATION	
I, the undersigned, authorize the release of remains and desire disposition to be effected as indicated above.	
a. DATE	
b. TYPED OR PRINTED NAME OF WITNESS	d. TYPED OR PRINTED NAME OF NEXT OF KIN
c. SIGNATURE OF WITNESS	e. SIGNATURE OF NEXT OF KIN

S A M P L E

SAMPLE OF A REQUEST FOR COPY OF AUTOPSY REPORT

Mrs. Susan A. America
180 Easy Street
City, State, Zip Code
(123) 456-7890

(Date)

Chief, Customer Service Division
Corporate Executive Information Systems
ATTN: MCHS-IN (Frances Mandell)
1216 Stanley Road, Suite 25
Fort Sam Houston, Texas 78234-6025

Dear Sir:

My husband, Sergeant First Class Robert A. America, 987-65-4321, died at Grafenwoeher, Germany, on June 2, 1997, as a result of injuries received while the driver of a privately owned vehicle that was involved in an accident.

I am his wife. Enclosed is a copy of the completed Final DD Form 1300 (Report of Casualty). Upon completion, please forward a copy of the "Autopsy Report" to the above address.

Sincerely,

Susan A. America
Enclosure

SAMPLE OF A REQUEST FOR A COPY OF ACCIDENT REPORT

Mrs. Susan A. America
180 Easy Street
City, State, Zip Code
(123) 456-7890

(Date)

Commander
U.S. Army Safety Center
ATTN: CSSC-ZJA
Fort Rucker, Alabama 36362-5363

Dear Sir:

My son, Michael David America, 911-123-4567, died at Parsberg, Germany on August 22, 1997. I am his mother. Enclosed is a copy of the completed Final DD Form 1300 (Report of Casualty). Upon completion of your investigation, please forward a copy of the "Accident Report" to the above address:

S A M P L E

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Sincerely,

Susan A. America
Enclosure

SAMPLE OF A REQUEST FOR A COPY OF CID/MP REPORT

Mrs. Susan A. America
180 Easy Street
City, State, Zip Code
(123) 456-7890

(Date)

Criminal Investigation Division
U.S. Army Crime Records Center
ATTN: FOIA Division/Privacy Act
6010 6th Street
Fort Belvoir, VA 22060-5585

Dear Sir:

My husband, Sergeant First Class Robert A. America, 987-65-4321, died at Grafenwoeher, Germany, on June 2, 1997, as a result of injuries received while the driver of a privately owned vehicle that was involved in an accident.

I am his wife. Enclosed is a copy of the completed Final DD Form 1300 (Report of Casualty). Upon completion of your investigation, please forward a copy of the complete Criminal Investigation Division Report and Military Police Report to the above address.

Sincerely,

Susan A. America
Enclosure

SAMPLE OF A REQUEST FOR COMPLETE COPY OF REPORT OF INVESTIGATION (LOD)

Mrs. Susan A. America
1234 Easy Street
City, Street, Zip Code
(123) 4546-7890

(Date)

Commander
U.S. Total Army Personnel Command
ATTN: TAPC-PED-A

S A M P L E

S A M P L E

2461 Eisenhower Avenue
Alexandria, Virginia 22331-0482

Dear Sir:

My husband, Sergeant First Class Robert A. America, 987-65-4321, died at Grafenwoeher, Germany, on June 2, 1997, as a result of injuries received while the driver of a privately owned vehicle that was involved in an accident.

I am his wife. Upon completion of the Line of Duty investigation, please forward a copy of the "Report of Investigation" (Line-of-Duty) to the above address.

Sincerely,

Susan A. America
Enclosure

Casualty Assistance Report

S A M P L E

SAMPLE

M	TAB	TAB	TAB	TAB
CASUALTY ASSISTANCE REPORT				DATE
For use of this form, see AR 600-8-1; the proponent agency is The Commander MILPERCEN				

TO:	FROM:
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DECEASED OR MISSING

1. LAST NAME - FIRST NAME - MIDDLE INITIAL	2. GRADE	3. SERVICE NO./SSN
4. ORGANIZATION AND STATION		
5. Death or Missing Status	a. DATE	b. PLACE
6. Death - Interment	a. DATE	b. PLACE

NEXT OF KIN AND DEPENDENTS

7. GIVE NEXT OF KIN FIRST AND ADULT NEXT OF KIN SECOND, INDICATE IF SAME.

LAST NAME - FIRST NAME - MIDDLE INITIAL	ADDRESS	RELATIONSHIP	CONTACTED	
			YES	NO

8. a. NEW ADDRESS OF NEXT OF KIN (No., street, city, and state). IF MOVING b. SCHEDULED DATE OF ARRIVAL

IN THE FOLLOWING LIST OF ACTIONS AND/OR BENEFITS INDICATE THE DATE OR DATES THAT ACTION WAS TAKEN. SPECIFY TYPE OF ACTION AS FOLLOWS: COUNSELLING (C), ASSISTANCE (A) OR REFERRAL (R), CLAIM OR APPLICATION SUBMITTED (CS), NO ACTION REQUIRED (NA), COUNSELLED, NO ACTION REQUIRED (CNA).

ITEM	ACTION	DATE(S)
9. Initial Contact Made (include time with date) ¹		
10. Death Gratuity Pay ²		
11. DA Pamphlet 608-4 Furnished (Active)		
12. DA Pamphlet 600-5 Furnished (Retired)		
13. Burial Arrangements and Rights		
a. Funeral Services		
b. Military Honors		
c. National or Post Cemetery		
d. Assistance at National/Post Cemetery		
e. Flag to Drape Casket		
f. Headstone or Marker or Monetary Allowance		
g. Reimbursement for Preparation and Transportation of remains if privately arranged ²		
h. Interment Allowance ²		
14. Financial Assistance (AER, ARS, or ARC) ¹		
15. Unpaid Pay & Allowance		
16. Veterans Education Asst Program		

¹ Which may be applicable to "missing" personnel cases.
² NOT generally applicable to retired personnel cases.

CONTINUED ON REVERSE

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FORMS PREPARATION AND ASSISTANCE

The following is a list of forms needed when making applications for benefits and entitlements. Ensure the forms are available for preparation when you visit the appropriate agency.

DA Form 1594 (Daily Staff Journal or Duty Officer Log)

DA Form 4475-R (Data Required by the Privacy Act of 1974 - Personal Information from the NOK of a Deceased Service Member)

DA Form 5516 (Casualty Assistance Referral Card)

DD Form 397 (Claim Certification and Voucher for Death Gratuity Payment)

DD Form 1172 (Application for Uniformed Services Identification DEERS Enrollment Card)

DD Form 1375 (Request for Payment of Funeral and/or Interment Expenses)

DD Form 1701 (Inventory of Household Goods)

DD Form 1884 (Application for Annuity Under the Retirees Serviceman's Family Protection Plan (RSFPP) and/or Survivor Benefit Plan (SBP))

SGLV-8283 (Claim for Death Benefits)

Standard Form 180 (Request Pertaining to Military Records)

Standard Form 1174 (Claim for Unpaid Compensation of Deceased Member of the Uniformed Services)

Standard Form 1199a (Direct Deposit Sign-Up Form)

Standard Form 2800 (Application for Death Benefits - Civil Service Retirement System)

CSF Form FE-6 (Claim for Death Benefits (Federal Employee's Group Life Insurance))

VA Form 21-530 (Application for Burial Benefits)

VA Form 21-534 (Application for Dependency and Indemnity Compensation or Death Pension by Surviving Spouse or Child)

VA Form 21-535 (Application for Dependency and Indemnity Compensations by Parents)

VA Form 21-4138 (Statement in Support of Claim)

VA Form 21-4142 (Authorization for Release of Information)

VA Form 21-8834 (Application for Reimbursement of Headstone or Marker Expenses)

VA Form 22-5490 (Application for Survivor's and Dependents' Educational Assistance)

VA Form 40-1330 (Application for Headstone or Marker to Placement in a Private or Local Cemetery)

VA Form 29-4125 (Claim for One Sum Payment)

VA Form 29-4125A (Claim for Monthly Payments, National Service Life Insurance)

VA Form 90-2008 (Application for United States Flag for Burial Purposes)

SSA-24 (Application for Survivors Benefits)

FMS Form 2231 (FASTSTART DIRECT/DEPOSIT)

AVAILABLE BENEFITS AND ENTITLEMENTS (Active Duty)

Benefit or Entitlement		Explanation of Benefits
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	Active Duty	
Emergency financial assistance	Eligible in time of emergency need	See Army Emergency Relief (AER) or American Red Cross representatives
Care of remains of soldier	Eligible	Army assumes responsibility and will prepare and casket the remains at no charge to the family. If family assumes responsibility - reimbursement up to applicable government contract amount or \$1750.00, whichever is less.
Burial Allowance	Eligible	\$3100 if shipped to a funeral home for interment in a civilian cemetery; \$2000 when shipped to a funeral home for burial in a National or Post cemetery; \$110 if shipped directly to the National or Post cemetery for interment.
Transportation of Remains	Eligible	If Army arranges preparation of remains, all transportation is paid. If the family assumes responsibility, they will be reimbursed what it would have cost the government to transport the remains.
Burial in National Cemetery	Eligible	Space may also be reserved for a spouse Minor/handicapped children may also be buried in National / Post cemetery.
Military Funeral	Eligible	Provided by Army installation responsible for

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		interment is to take place
Burial Allowance Payable by Social Security	Limited to those who have a surviving spouse or child eligible to receive Social Security benefits	\$255 paid in one lump sum to spouse. If no surviving spouse, it is paid to child(ren) who are eligible to draw Security benefits.
Travel and Per Diem to Burial Services	Eligible	Spouse and dependent children (to include illegitimate children) only. If no surviving spouse or children, then parents (including step-parents). Per diem 2 days only
Death Gratuity	Eligible	\$6,000 payable within 72 hours after death (AD death only). If there is no spouse, child(ren) will be paid; however, DFAS will make the payment, but not within 72 hours.
Unpaid Pay and Allowances	Eligible.	Payable to designated beneficiary to include accrued leave.
VA payment of Dependency Indemnity Compensation (DIC)	Eligible if death is service-connected	A claim must be filed. If VA considers the death service connected, payment is made monthly. Monthly rate is \$861 for all ranks. \$217 for each child; DIC payment stops upon re-marriage.
VA Dependents Educational Assistance	Eligible if death is service connected	Spouse and children between 18 and 26 years are eligible for 45 months of VA education benefits. Spouse has 10 years from date of death to complete. Children have until their 26 th birthday.

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Payment by VA of Pension to Widow not entitled to DIC	Subject to income limitations	If death is not service-connected and total income is limited.
Post Exchange	Eligible	Must have current ID Card.
Motion Picture Facilities	Eligible	Must have current ID Card.
Commissary	Eligible	Must have current ID Card.
Recreation Facilities	Eligible	Must have current ID Card.
Shipment of Personal Effects	Eligible	To the place of residence of the authorized recipient, if the recipient did not reside with the deceased soldier.
Travel of dependents and shipment of household goods and personal effects at government expense.	Eligible	ONE TIME MOVE. Spouse and dependent children may move one time at government expense. Household goods will not be moved a greater distance than the personal travel was; i.e., if transportation for the family was from Ft Hood, TX to Washington State, then that is the greatest distance that the household goods can be shipped. Also, one motor vehicle can be shipped at government expense on this move.
Medical care from civilian sources through TRICARE	Eligible. Consult TRICARE health benefits advisor or representative at patient administrative department of nearby uniformed service medical treatment facility.	New ID cards and DEERS enrollment is necessary. After age 65 will not be entitled to civilian medical care.
MEDICARE	Eligible at age 65	Spouse / handicapped

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		Social Security office should be consulted on children.
Servicemembers' Group Life Insurance (SGLI) proceeds	Eligible. Payable to beneficiary(ies) designated by soldier.	\$200,000 unless otherwise indicated by member on the election form. Claims are filed with the office of OSGLI by the designated beneficiary(ies).
Veterans Group Life Insurance (VGLI)	Not eligible	Provided active duty soldier is eligible for retirement
Payment of survivor benefit plan (SBP) annuity	Eligible	
Social Security	Eligible when widow(er) reaches age 60/62 or earlier if 100% disabled, or immediately if caring for dependent child who is under 16 years old or disabled.	Spouse's benefits before age 60/62 depends upon for dependent children and earnings.
Dental Care	Limited eligibility. Routine dental care may be provided at installations overseas and at certain installations in CONUS when authorized by the Secretary of the Army.	Each installation has different policies. Check the installation near you to see what dental services they provide.
Family Member Dental Plan	Eligible.	For a period of 1 year if member dies while on AD for a period of 30 days or more and dependents were enrolled prior to death.
BAH/Quarters Allowance	Eligible if soldier was eligible at time of death	Family members may remain in quarters up to 180 days after death without charge, or a combination of quarters and BAH not to exceed 180

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		do not live in quarters are paid monthly by DFAS for 180 days BAH plus VHA. If member was not eligible for BAH, then it is not paid.
Montgomery GI Bill (Title 30)	Eligible, if member participated	For reimbursement, VA application by beneficiary through VA.
Grave and Memorial Markers	Eligible	Grave and Memorial markers are provided for the grave site of those interred in private or National Cemeteries without charge and shipped at government expense to the consignee designated. <u>The cost of placing a marker in a private cemetery must be born by the applicant.</u> The Funeral Director should assist in asking an application for stones to be set in private cemeteries. An application is not required for National cemeteries.

**AVAILABLE BENEFITS AND ENTITLEMENTS
(Retiree)**

Benefit or Entitlement	Member Dies In a Retired Status	Explanation of Benefits
Emergency Financial Assistance (e.g. AER, American Red Cross)	Eligible in time of valid emergency need.financial	CAO will assist with application when necessary
Care of remains of soldier provided by military authority	Eligible if continuously hospitalized from date of retirement to date of death	When eligible the assumes responsibility and will

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		<p>applies: The Army casket the remains at no charge to the family. If family assumes responsibility - reimburse up to the applicable government contract amount or \$1,750, whichever is less.</p>
<p>Burial Allowance for Soldier Payable by US Army</p>	<p>Eligible if continuously hospitalized from date of retirement to date of death</p>	<p>\$3,100 if shipped to a funeral home for interment in civilian or private cemetery. \$2000 when shipped to a funeral home for burial in a national or post cemetery. \$110 if shipped directly to the national or post cemetery for interment.</p>
<p>Transportation of Remains</p>	<p>Eligible if:</p> <ol style="list-style-type: none"> 1. Continuously hospitalized from date of retirement to date of death. 2. Retiree is a properly admitted in a government hospital at the time of death. 3. Space available from OCONUS to port of entry for retirees and their dependents. 	<ol style="list-style-type: none"> 1. If Army arranges preparation of remains, all transportation is paid. If family assumes responsibility they will be reimbursed what it would have cost the government to transport the remains. 2. Funeral director should coordinate payment patient with the nearest CAC. Paid from hospital to last place of permanent residence at time of admittance. 3. Family must request assistance through

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		of State.
Burial in National Cemetery	Eligible	Space may also be reserved for a spouse. Minor/handicapped children may be buried in national or post cemetery, but sponsor must agree to be interred in same cemetery.
Military Funeral	Eligible	Provided by Army installation responsible for the geographic area where interment is to take place (resources permitting).
Burial Allowance Payable by VA	Limited to those eligible for VA or compensation. (Exception: Not eligible if allowance is paid by US Army).	The funeral director usually completes the claim form and has the next of kin sign it. The funeral director submits the claim to DVA. When he receives the payment, he will deduct if from the funeral bill, or refund it if the bill has been paid. If the funeral director does not submit the claim, the next of kin may file directly with the DVA for the burial allowance.
Burial Allowance Payable by Social Security	Eligible	\$255 paid, lump sum to spouse. If no surviving spouse, it is paid to child(ren) who are eligible to receive social security benefits.
Death Gratuity (\$6,000)	Eligible only if death was service-connected and within 120 days of retirement.	Payment will be made by DFAS-Cleveland, after coordination with DVA for adjudication to determine the death claim is service-connected.

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<p>Travel of Dependents, shipment of household goods and personal effects at Government Expense</p>	<p>Eligible if retiree has not moved to home of selection subsequent to retirement (can be done within 12 months after retirement or 12 months plus length of hospitalization)</p>	<p>ONE TIME MOVE. Spouse and dependent children may move one time at government expense. however, household goods will not be moved a greater distance that the personal travel; e.g., transportation for the family was from Ft Hood to Washington State, then that is the greatest distance the household goods can be shipped.</p>
<p>Dependency Indemnity Compensation (DIC)</p>	<p>Eligible if death is due to service-connected cause</p>	<p>A claim must be filed with VA. If VA considers and the death is service-connected, payment is made monthly. VA has current rates.</p>
<p>Payment of Unpaid Pay and Allowances</p>	<p>Eligible. Payable to designated beneficiary or by law.</p>	<p>DFAS-CL will send forms to the next of kin upon notification that retiree has died. Payment will be made for the number of days the retiree lived in the month. Any check received after death must must be returned to DFAS-CL. If pay is by direct deposit, the next of kin should notify the financial institution to return the whole month's pay to DFAS- CL.</p>
<p>Education Benefit</p>	<p>Eligible if death is due to service- connected cause</p>	<p>Spouse and children between 18 and 26 years are eligible for 45 months of VA educational benefits(received due to the members disability). Spouse has 10 years from date of death to complete the 45 months. Children have until their 26th birthday.</p>

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Payment by VA of Pension to Widow not Entitled to DIC	Subject to income limitations	If death is not service-connected and of total income is limited, VA considers need in granting pension
Medical Care at Uniformed Service Facilities	Eligible.	Yes. New ID Cards must be issued and enrollment in DEERS must be updated. ID Cards are issued every 4 years unless eligibility changes before the 4 years will be completed, e.g., child's 21st birthday or spouse's 65th birthday.
Medical care from civilian sources through TRICARE	Eligible. Consult TRICARE Benefits Advisor of PAD of uniformed service and medical treatment facility before seeking medical care from civilian sources.	New ID Card and DEERS enrollment is necessary. After age 65, not entitled to civilian medical care. Medical care, uniformed services or TRICARE, is lost if spouse remarries.
MEDICARE	Eligible at age 65	Spouse/handicapped children may be eligible. Social Security Office should be consulted on children.
Dental Care	Limited Eligibility. Routine dental care may be provided at installations overseas and certain installations in CONUS when dental services are provided.	Each installation has different policies. Also, check the installation nearest to you to see what authorized by the Secretary of the Army.
Family Member Dental Plan	Not eligible	
Social Security monthly benefits	Eligible when widow(er) reaches age 60 or earlier if 100% disabled, or immediately if caring for	Spouse's benefits before age 60/62, depends upon care for dependent children and earnings.

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	under 16 years old or disabled.	
Payment of SBP Annuity	Eligible to receive payment each month plus cost of adjustment if member elected to provide protection.	NOTE: The annuity is reduced by amount of DIC payments (with rebate of premium where indicated) and by military related social security benefit payment when applicable.
SGLI Proceeds Maximum of \$200,000 (if not reduced or refused by member)	Eligible if date of death is before end of 120th day after retirement or within 12 months if retired for total disability and OSGLI has approved a 1 year disability extension.	\$200,000 unless otherwise indicated on the election form SGLV-8286. Claim is submitted on SGLV-8283 to OSGLI, Newark, NJ. (address is on form)
VGLI Proceeds (Maximum \$200,000 (but not more than the amount of SGLI the member had in force at time of separation)).	Eligible if currently insured.	Retiree must elect to be insured within the first 120 days after retirement.
NSLI Proceeds	Eligible if currently insured.	File claim thru the nearest VA Office.
Theaters	Eligible	Must have current ID Card.
Commissary	Eligible	Must have current ID Card.
Recreation Facilities	Eligible	Must have current ID Card.
Grave and Memorial Markers	Eligible	Grave and Memorial markers are provided for the gravesites of those interred in private or national cemeteries without charge and shipped at government expense to the consignee designated. The cost of placing marker in a private cemetery must be borne by the applicant. The

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		assist in making an application for stones to be set in private cemeteries. An application is not required for national cemeteries.
Emergency Financial Assistance (e.g. AER, American Red Cross)	Eligible in time of valid emergency financial need.	CAO will assist with application when necessary
Care of remains of soldier provided by military authority	Eligible if continuously hospitalized from date of retirement to date of death.	When eligible the following applies: The Army assumes responsibility and will prepare and casket the remains at no charge to the family. If family assumes responsibility - reimburse up to the applicable government contract amount or \$1,750, whichever is less.
Burial Allowance for Soldier Payable by US Army	Eligible if continuously hospitalized from date of retirement to date of death	\$3,100 if shipped to a funeral home for interment in civilian or private cemetery. \$2000 when shipped to a funeral home for burial in a national or post cemetery. \$110 if shipped directly to the national or post cemetery for interment.
Transportation of Remains	Eligible if: 1. Continuously hospitalized from date of retirement to date of death. 2. Retiree is a properly admitted in a government hospital at the place time of death. 3. Space available from OCONUS to port of entry for retirees and their dependents.	1. If Army arranges preparation transportation is paid. If family assumes responsibility, of remains, all they will be reimbursed what it would have cost the government to transport the remains. 2. Funeral director should coordinate payment patient with the nearest CAC. Paid

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		<p>permanent residence at time of admittance. 3. Family must request assistance through the US Department of State</p>
Burial in National Cemetery	Eligible	<p>Space may also be reserved for a spouse. Minor/handicapped children may be buried in national or post cemetery, but sponsor must agree to be interred in same cemetery.</p>
Military Funeral	Eligible	<p>Provided by Army installation responsible for the geographic area where interment is to take place (resources permitting).</p>
Burial Allowance Payable by VA	Limited to those eligible for VA or compensation. (Exception: Not eligible if allowance is paid by US Army).	<p>The funeral director usually completes the claim form and has the next of kin sign it. The funeral director submits the claim to DVA. When he receives the payment, he will deduct it from the funeral bill, or refund it if the bill has been paid. If the funeral director does not submit the claim, the next of kin may file directly with the DVA for the burial allowance.</p>
Burial Allowance Payable by Social Security	Eligible	<p>\$255 paid, lump sum to spouse. If no surviving spouse, it is paid to child(ren) who are eligible to receive social security benefits.</p>
Death Gratuity (\$6,000)	Eligible only if death was service-connected and within 120 days of retirement.	<p>Payment will be made by DFAS-Cleveland, after coordination with DVA for</p>

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		the death claim is service-connected.
Travel of Dependents, shipment of household goods and personal effects at Government Expense	Eligible if retiree has not moved to home of selection subsequent to retirement (can be done within 12 months after retirement or 12 months plus length of hospitalization)	ONE TIME MOVE. Spouse and dependent children may move one time at government expense. however, household goods will not be moved a greater distance than the personal travel; e.g., transportation for the family was from Ft Hood to Washington State, then that is the greatest distance the household goods can be shipped.
Dependency Indemnity Compensation (DIC)	Eligible if death is due to service-connected cause.	A claim must be filed with VA. If VA considers and the death is service-connected, payment is made monthly. VA has current rates.
Payment of Unpaid Pay and Allowances	Eligible. Payable to designated beneficiary or by law.	DFAS-CL will send forms to the next of kin upon notification that retiree has died. Payment will be made for the number of days the retiree lived in the month. Any check received after death must be returned to DFAS-CL. If pay is by direct deposit, the next of kin should notify the financial institution to return the whole month's pay to DFAS-CL.
Education Benefit	Eligible if death is due to service-connected cause	Spouse and children between 18 and 26 years are eligible for 45 months of VA educational benefits(received due to the members disability). Spouse has 10 years from

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		the 45 months. Children have until their 26th birthday.
Payment by VA of Pension to Widow not Entitled to DIC	Subject to income limitations.	If death is not service-connected and if total income is limited, VA considers need in granting pension.
Medical Care at Uniformed Service Facilities	Eligible.	Yes. New ID Cards must be issued and enrollment in DEERS must be updated. ID Cards are issued every 4 years unless eligibility changes before the 4 years will be completed, e.g., child's 21st birthday or spouse's 65th birthday.
Medical care from civilian sources through TRICARE	Eligible. Consult TRICARE Benefits Advisor of PAD of uniformed service and medical treatment facility before seeking medical care from civilian sources.	New ID Card and DEERS enrollment is necessary. After age 65, not entitled to civilian medical care. Medical care, uniformed services or TRICARE, is lost if spouse remarries.
MEDICARE	Eligible at age 65	Spouse/handicapped children may be eligible. Social Security Office should be consulted on children.
Dental Care	Limited Eligibility. Routine dental care may be provided at installations overseas and certain installations in CONUS when dental services are provided.	Each installation has different policies. Also, check the installation nearest to you to see what authorized by the Secretary of the Army.
Family Member Dental Plan	Not eligible	

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benefits	reaches age 60 or earlier if 100% disabled, or immediately if caring for dependent child who is under 16 years old or disabled	age 60/62, depends upon care for dependent children and earnings.
Payment of SBP Annuity	Eligible to receive payment each month plus cost of adjustment if member elected to provide protection.	NOTE: The annuity is reduced by amount of DIC payments (with rebate of premium where indicated) and by military related social security benefit payment when applicable.
SGLI Proceeds Maximum of \$200,000 (if not reduced or refused by member)	Eligible if date of death is before end of 120th day after retirement or within 12 months if retired for total disability and OSGLI has approved a 1 year disability extension.	\$200,000 unless otherwise indicated on the election form SGLV-8286. Claim is submitted on SGLV-8283 to OSGLI, Newark, NJ. (address is on form)
VGLI Proceeds (Maximum \$200,000 (but not more than the amount of SGLI the member had in force at time of separation)).	Eligible if currently insured.	Retiree must elect to be insured within the first 120 days after retirement.
NSLI Proceeds	Eligible if currently insured.	File claim thru the nearest VA Office.
Theaters	Eligible	Must have current ID Card.
Commissary	Eligible	Must have current ID Card.
Recreation Facilities	Eligible	Must have current ID Card.
Grave and Memorial Markers	Eligible	Grave and Memorial markers are provided for the gravesites of those interred in private or national cemeteries without charge and shipped at government expense to the

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		<p>cost of placing marker in a private cemetery must be borne by the applicant. The funeral director should assist in making an application for stones to be set in private cemeteries. An application is not required for national cemeteries.</p>
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**AVAILABLE BENEFITS AND ENTITLEMENTS
DEPENDENT OF AN ACTIVE DUTY SOLDIER***

Benefit or Entitlement	Death of a Dependent	Explanation of Benefits
Emergency Financial Assistance	Eligible in time of emergency financial need.	Unit Commander will assist when necessary.
Care of Remains (CONUS) (OCONUS)	1. Not Eligible 2. Eligible	The soldier must reimburse the Army for preparing the remains and purchase of casket.
Transportation of Remains	Eligible	The soldier will be reimbursed the cost of moving the remains from the place of death to the place of final disposition.
Burial Allowance (Payable by Army or DVA)	Not Eligible	
Burial Allowance Payable by Social Security Administration (SSA)	Eligibility determined by SSA	\$255 paid in one lump sum to spouse(not paid for death of a child).
Burial in a National or Post Cemetery	Eligible	Spouse and minor/handicapped children may be buried in any National/post cemetery with available space.
Military Funeral Travel and Per Diem to Attend Funeral	Not Eligible	

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Social Security monthly benefit	Eligibility determined by SSAI	Amount determined by SSA (not paid for death of a child).
* Benefits and entitlements are based solely upon the deceased's status as a dependent. The deceased may be authorized other benefits based upon eligibility in another status (e.g., veteran, DVA or retiree).		

**ENTITLEMENT TO PAY AND ALLOWANCES WHILE IN A MISSING STATUS
(Detained, Beleaguered, Besieged, Missing-In-Action, Captured)**

Benefit or Entitlement	Member is in a Missing Status	Explanation of Benefit
Pay	Eligible	A member who enters a missing status is entitled to the pay and allowances to which entitled when the missing status began or to which the member becomes entitled later.
BAH and BAS	Eligible	Member without dependents are entitled to BAH at the without-dependent rate. Enlisted members are entitled to BAS at the rate payable when rations in kind are not available.
Allotments	Eligible	Allotments in effect before a member enters a missing status may be continued.
Withholding Income Tax		While in a missing status, wages are not subject to withholding of Federal and State Income Taxes.
Accrued Leave	Eligible	Members, while in a missing status, can accumulate leave without regard to any leave accrual limitations. Leave accumulated while in a missing status may not be taken but shall be paid.
Movement of dependents	Eligible	Members dependents are entitled to a move after soldier is held for 29 days.
	Eligible	

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Assistance		for fees, supplies, books and all expenses incurred while attending an educational institution after the soldier is held for 90 days. Assistance is effective beginning on date held captive
Filing Federal and State Taxes	Eligible	Members are eligible for delay in filing annual taxes to the IRS.
Savings Allotment	Eligible	Military Service Secretaries may allot part or all of a Captive's pay and allowances (except what is already allotted) to an interest-bearing savings fund that is maintained by the Secretary of the Treasury. Withdrawal procedures are established by the Secretary of the Treasury.
Per Diem	Eligible	Member is eligible for 50% of the average world- wide per diem rate. Payable upon release from missing status.
Former Captive Payment	Eligible	Entitlement may only be authorized by the SECDEF. Requires that SECDEF make "Hostile Action" determination. The Service Secretary will provide the names and dates of entitlements to DFAS-Center.
Prisoner of War Compensation	Eligible	Payment authorized by Congress for a specific period of captivity as a POW is made by the Secretary of the Treasury and is not considered to be a Uniformed Services pay and allowances entitlement.

CASUALTY ASSISTANCE OFFICER BRIEFING CHECKLIST

1. Prior to initial contact:

- a. Review circumstances surrounding casualty incident.
- b. Talk with casualty notifier.
- c. Review Chapter 6, AR 600-8-1.
- d. Review Casualty Assistance Officer Guide.

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2. CAO Initial Contact with PNOK:

- a. Uniform.
- b. Telephone PNOK within 24 hours to schedule visit.
- c. Visit should be brief to complete following actions:
 - (1) Confirm 45 day address.
 - (2) Advise on status of remains.
 - (3) Explain death gratuity entitlement.
 - (4) Provide copy of DA Pam 608-4 (AD) / 600-5 (Retired).
 - (5) Disposition of remains instructions to PADD.
 - (6) Discuss benefits if asked by the PNOK.
 - (7) Provide PNOK a DA Form 5516.
- d. Record actions completed on DA Form 2204-R (Casualty Assistance Report).

3. CAO second visit with PNOK:

- a. Limit business to the following:
 - (1) Death gratuity.
 - (2) Completion of DA Form 7302-R - (PADD only)
 - (3) Preparation for funeral.
 - (4) Answering other specific questions.
- b. Advise PADD on Government Entitlements.
 - (1) Preparation and disposition of remains.
 - (2) Reimbursements for incidental burial expenses.
- c. Advise PADD on available National Cemeteries.
- d. PADD degree of involvement in funeral arrangements.

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4. Awaiting arrival of remains:

- a. Visit PNOK regularly to discuss matters.
- b. Make preliminary funeral plans.
 - (1) OIC/NCOIC for military honors.
 - (2) Coordinate chaplain support.
 - (3) Establish transportation needs.
- c. Contact funeral director daily on remains arrival.
- d. Meet NOK to establish tentative funeral date.
- e. Finalize funeral arrangements with the PADD after arrival of the remains.

5. Meeting the remains/escort:

- a. Funeral Director/CAO meet remains.
- b. CAO escorts NOK to funeral home when the Funeral Director is ready.
- c. Ensure funeral director or escort has flag(s) for presentation at funeral services.
- d. Ensure flag and flag case are available for presentation.

6. Funeral Requirements:

- a. Military or civilian.
- b. Full military honors or simple honors.
- c. Military chaplain or civilian clergy.
- d. CAO attends funeral as representative of the Secretary of the Army.
- e. Review with the PADD prior to the funeral, the sequence of events at the funeral.
- f. Fulfill PADD funeral desires if possible.
- g. Check Burial Detail and monitor its performance.

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h. Coordinate with funeral detail/funeral director on position of firing squad and bugler as well as presentation of the flag and flag case.

i. Presentation of Lapel Buttons.

7. Visits after the funeral:

a. Schedule visit with NOK two days after funeral.

b. Encourage NOK to review DA Pam 608-4 and DA Pam 600-5.

c. Present information on benefits and entitlements.

d. Assist NOK in filing for benefits and entitlements.

e. Assist NOK in obtaining new ID Card.

f. Escort NOK to VA and Social Security Administration.

g. If NOK desires, assist in preparing correspondence to request reports of investigation.

8. Conclusion:

a. CAO duties are completed when applications are submitted, however, the CAO has a moral obligation to ensure benefits are received.

b. Although CAO actions are complete, before departure, ensure the PNOK is furnished complete telephone numbers for the CAC and knows where to go for assistance should further service be required.

c. Completed **INTERIM** or **FINAL** report, DA Form 2204-R will be returned upon completion, but no later than 120 days after assistance begins.

9. Performing Duties as a CAO for the NOK of Missing, Detained, Beleaguered, Besieged, or Captured Personnel.

a. Review Section IV and V, Chapter 6, AR600-8-1. (Furnish the CAO a copy)

b. At the earliest opportunity, review the insert "Responding to the Media".

c. Provide/arrange for the CAO to pick-up 2 cellular telephones.

d. Provide/arrange for the CAO, to pick-up a laptop computer equipped with a modem..

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e. Provide extra copies of "Entitlement to Pay and Allowances While in a Missing Status".

f. Instruct the CAO to maintain log of duties performed on DA Form 1594. (Provide extra copies of DA Form 1594)

**CAO Signature
Signature**

Date

Briefer

Date

APPENDIX 4 - CASUALTY NOTIFICATION OFFICER GUIDE



NOTIFICATION GUIDE Casualty Notification Officer



April 1999

- 1 The Selection
- 2 The Preparation
- 3 The Location of Next of Kin
- 4 Meeting the Next of Kin
- 5 The Notification
- 6 The Departure
- 7 After the Notification
- 8 Final Comments
- Directory
- Casualty Notification Officer Briefing Checklist
- Record of Casualty Notification Actions

1. The Selection

You have been selected by your installation commander to perform casualty notification duties for

_____.

2. The Preparation

You are about to embark on what will be one of the most difficult duties you will be called upon to perform in your military career. You represent the Secretary of the Army. Your duty as a Casualty Notification Officer (CNO) has priority over all other duties. This guide will provide enough information to assist you in preparing and completing a casualty notification and ease some of the anxiety often experienced by individuals when called upon to perform this sensitive task. Your duties as a CNO are designed to soften the "blow", if possible, and to show

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the United States Army is genuinely concerned with its personnel and their families. Every notification is unique as a result of the individuals involved and the circumstances surrounding the incident. You must convey in every action and deed, the sincere concern of the United States Army for the feelings of the next of kin (NOK). Being prepared, sincere and alert to the needs of the NOK at the time of notification will reduce some of the shock that is normal under these circumstances. Remember, nothing can substitute for common sense, good judgment and sensitivity in making a casualty notification. The following information will help you during the pre-notification phase and in performing the actual notification:

- a. The NOK will be notified promptly in an appropriate, dignified and understanding manner by a uniformed service representative. You will wear the Class A uniform and present a soldierly appearance when making notification.**

- b. The Army's policy is to make personal notification to the primary next of kin (PNOK) and secondary next of kin (SNOK) of the deceased soldier within 4 hours after notification of the death. Notification should take place during the hours from 0600 to 2200 local time unless otherwise directed. The time limits established for notification may have to be adjusted due to distances involved or other conditions, such as adverse weather. All attempts will be made to notify the PNOK first, if your efforts to contact the PNOK are unsuccessful, then contact the Casualty Area Command (CAC), immediately for guidance.**

- c. Learn as much as you can about the casualty, the NOK, and the circumstances surrounding the incident.**

- d. The CAC will provide the name, relationship and address of the NOK you will be notifying and any special conditions you should be aware of (if known).**

- e. Have on hand the name and telephone number of the local hospital, local ambulance service and fire department rescue squad.**

- f. Memorize the script you will use in paragraph 5b (below).**

- g. Review the following video's:**
 - (1) Casualty Notification (26 min)**
 - (2) Notifying Emotional Next of Kin. (8 min)**
 - (3) Notifying Hostile Next of Kin. (6 min)**

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(4) Survivor Notification and Assistance. (10 min)

h. Review AR 600-8-1 (Casualty Operations), Chapter 4, Notification.

3. The Location of Next of Kin

a. Locating the NOK -

(1) Utilizing the last known address of the NOK, proceed to the residence of the NOK.

(2) Familiarize yourself with the location of the NOK. If the NOK resides within an area that you deem unsafe, request a police escort (the CAC can assist with the request).

(3) Make your visit as inconspicuous as possible without calling undue attention to the unusual presence of the military.

b. Inability to locate the NOK -

(1) If it appears the NOK is not at home, don't park in front of the residence and wait for their return. You may contact neighbors, friends, clergy, the police department, or the local postmaster, for the NOK's present whereabouts. Use caution and do not disclose the full purpose of your mission except to the NOK. The preferred place of notification is at the NOK's residence.

(2) If you are unable to locate the NOK or the NOK has moved from the immediate area, don't leave the local area. Immediately telephone the CAC for instructions.

4. Meeting the Next of Kin

a. Identify yourself to the NOK; for example: "I am Captain Sam Robinson from Company A, 2d Battalion, 21st Infantry, Fort Bragg, North Carolina".

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b. Ensure you are speaking to the correct person(s). For example, "Are you Mr. Tommy L. Jones? Are you the father of Sergeant Robert L. Jones"?

c. If at least one person to be notified is home, state that you have an important message to deliver and ask permission to enter the residence. For example, "I have an important message to deliver from the Secretary of the Army, may I come in, Mr. Jones."

5. The Notification

a. Do not hurry, be as natural as possible in speech, manner, and method of delivery.

b. Convey one of the following scripts to the NOK (without reading from script):

(1) For death cases: "The Secretary of the Army has asked me to express his deep regret that your (relationship; son, Robert or husband, Edward; etc.) (died/was killed in action) in (country/state) on (date). (State the circumstances provided by the Casualty Area Command.) The Secretary extends his deepest sympathy to you and your family in your tragic loss."

(2) For missing cases: "The Secretary of the Army has asked me to inform you that your (relationship; son, John or daughter, Janet; etc.) has been reported (DUSTWUN/Missing/Missing in action) in (country/state) since (date). (State the circumstances provided by the Casualty Area Command.) When we receive more information, you will be promptly notified. The Secretary extends his deepest sympathy to you and your family during this trying period."

(3) For deaths resulting from friendly fire: "The Secretary of the Army has asked me to express his deep regret that your (relationship) (died/was killed in action) in (country) on (date). State the circumstances). His/her death is result of suspected friendly fire. A formal investigation is being conducted. You will be further advised as additional information is received. The Secretary extends his deepest sympathy to you and your family in your tragic loss."

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(4) For deaths - positive identification not complete:
"The Secretary of the Army has asked me to express his deep regret that your (Relationship of deceased to NOK - son, daughter, husband) is believed to (have died) or (been killed in action) on (date of death), at (location). A body matching (Soldiers Name) description was found in (location). Cause of death at this time is under investigation. The local authorities are currently trying to establish positive identification. You will be notified as soon as identification has been established. The Secretary extends his deepest sympathy to you and your family during this trying period".

c. Do not extend overly sympathetic gestures that may be taken the wrong way. Use good judgment by not passing gory or embarrassing details.

d. **IMPORTANT! Do not physically touch the NOK in any manner unless there is shock or fainting.** Summon medical assistance immediately, if necessary.

e. Be alert to any adverse reaction to the news. If there are no other adult members of the family at home and the news produces a shock, it may be helpful for someone to be with the next of kin. If so, ask, "Is there anything I can do?" or "May I call someone or ask a neighbor to step in to assist?"

f. Ensure the NOK is informed of the following -

(1) In death cases, advise the PNOK that the Army has various disposition options, benefits, and allowances available and they should delay making any decisions on care and preparation of the remains until they have been fully briefed by the mortuary officer or the Casualty Assistance Officer (CAO).

(2) You need to verify the NOK's complete name, telephone number, and a 45-day mailing address at this time. (Complete the attached DA Form XXXX-R (Record of Casualty Notification Actions).

(3) They will be contacted within 24 hours by a CAO, who will arrange for a personal visit at their convenience (PNOK only).

(4) Personal notification will be made to the SNOK.

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(5) In order to improve the timeliness of NOK notification and reduce notification efforts, the CNO should validate with the notified NOK other NOK address information listed on the casualty's DD Form 93 (Record of Emergency Data), and the DA Form XXXX-R (Record of Casualty Notifications Actions). If discrepancies are noted the CNO should pass the information to the CAC immediately. These actions could preclude another CNO from going to a wrong/outdated address.

(6) A letter, which will give more details, will be coming from the soldier's commander.

(7) They will receive a confirming telegram/mailgram confirming the information you have passed.

g. Information you should not discuss -

(1) Specific questions on subjects, such as insurance, death gratuity, final pay, autopsies or investigations, etc. If asked, advise the NOK that the CAO will discuss these subjects with the PNOK.

(2) Details on mortuary affairs.

(3) Personal effects of the soldier.

(4) Questions relating to line of duty, neglect, errors of judgment or the responsibility of other personnel concerned with the incident.

(5) Your prior experiences or personal conjecture.

(6) In short, limit your discussion to information contained in the message you delivered and **DO NOT DISCUSS MATTERS THAT YOU ARE NOT QUALIFIED TO DISCUSS.**

6. The Departure

a. Ensure the attached DA Form XXXX-R (Record of Casualty Notification Actions) is completed.

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- b. Stay with the NOK as long as needed, but depart the residence professionally, as soon as possible.**
- c. Announce your departure from the residence, for example, "Mr. Jones, I must be returning to Fort Bragg, again, on behalf of the Secretary of the Army, please accept the United States Army's deepest condolences".**

7. After the Notification

- a. Immediately, after departure from the residence and before returning home, telephone the CAC and advise them of:
 - (1) Time of notification.**
 - (2) Confirmed address.**
 - (3) Home telephone number(s) where NOK can be contacted.**
 - (4) Any unusual events or comments by the NOK.**
 - (5) Notify the CAC of any NOK address changes that may effect other notification actions.****
- b. Upon return, immediately - provide the completed DA Form XXXX-R to the CAC.**

8. Final Comments

- a. This guide is not intended to replace or circumvent existing regulations. However, this guide should serve as a beneficial tool in facilitating casualty notifications.**
- b. It is understandable that, for both the "first time" and the "experienced notification officer", there will be a certain degree of reluctance and anxiety. Your anxiety can be somewhat reduced by being well prepared, by maintaining close communication with the CAC, and, as earlier mentioned, use common sense and good judgment.**

D I R E C T O R Y

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DA Casualty Operations Division

1-800-626-3317;(703) 325-7990/91

Casualty Area Command

Mortuary Representative

Public Affairs Office

Military Hospital (Emergency)

Hospital (Emergency)

Military Police

Sheriff Department

Police Department

Power Company

Gas Company

Post Office

Ambulance Service

Rescue Squad

Chaplain's Office

Red Cross

Army Emergency Relief

National Headquarters, Army Emergency Relief

(703) 428-0000

Personnel Records Branch

Transition Center

CASUALTY NOTIFICATION OFFICER BRIEFING CHECKLIST

Prior to dispatching a Casualty Notification Officer (CNO), to perform the difficult duties of notifying a next of kin (NOK), he/she should be briefed on the following major subjects.

- _____ 1. Uniform
- _____ 2. Transportation
- _____ 3. Casualty Notification Video
- _____ 4. Chaplain
- _____ 5. Notification standards
- _____ 6. Required reading (Casualty Notification Guide) along with Chapter 4, AR 600-8-1.

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- _____ 7. Notification information
- _____ 8. DA Form XXXX-R (Record of Casualty Notification Actions) Immediately, upon return, provide the completed form to the CAC.
- _____ 9. Actions required after notification
- _____ 10. DA Form 7302-R (Disposition of Remains Statement)
- _____ 11. Casualty Assistance Officer
- _____ 12. Locating NOK (copy of DD Form 93 (Record of Emergency Data) attached)
- _____ 13. Verify the address of the PNOK and SNOK. (Immediately, notify CAC (telephonically) of any address changes).
- _____ 14. Report to Installation Casualty Office
- _____ 15. Beeper / Mobile Telephone
- _____ 16. Hand Receipt

Signature of Notifier _____ Signature of Briefer _____

Date _____

Record of Casualty Notification Actions

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RECORD OF CASUALTY NOTIFICATION ACTIONS For use of this form see AR XXX-XX; the proponent agency is ODCSPER		
1a. NAME OF DECEASED (<i>Last, First, Middle</i>)	1b. GRADE/RANK	1c. SSN
1d. ORGANIZATION AND STATION		
1e. DATE OF DEATH	1f. PLACE OF DEATH	
1g. DATE OF BIRTH	1h. PLACE OF BIRTH (<i>City, State or Country</i>)	
1i. CAUSE/CIRCUMSTANCES		
2a. DATE AND TIME OF NOTIFICATION		2b. PLACE OF NOTIFICATION
2c. NAME OF PNOK (<i>Last, First, Middle</i>)		2d. SSN
		2e. RELATIONSHIP
2f. DOB	2g. TELEPHONE	2h. CONFIRMED 45-DAY ADDRESS
3a. DATE AND TIME OF NOTIFICATION		3b. PLACE OF NOTIFICATION
3c. NAME OF SNOK (<i>Last, First, Middle</i>)		3d. SSN
		3e. RELATIONSHIP
3f. DOB	3g. TELEPHONE	3h. CONFIRMED 45-DAY ADDRESS
4a. DATE AND TIME OF NOTIFICATION		4b. PLACE OF NOTIFICATION
4c. NAME OF OTHER NOK (<i>Last, First, Middle</i>)		4d. SSN
		4e. RELATIONSHIP
4f. DOB	4g. TELEPHONE	4h. CONFIRMED 45-DAY ADDRESS
5a. NAME (<i>Last, First, Middle</i>), ADDRESS AND SSN OF EACH CHILD		5b. PERSON WITH WHOM CHILD RESIDES, AND RELATIONSHIP TO CHILD (<i>i.e., PNOK, SNOK, OTHER NOK</i>)
		5c. CHILD'S DATE OF BIRTH

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ITEM 5 CONTINUED:		
<p>6. Ensure you relay the following information to the PNOK prior to departure:</p> <ul style="list-style-type: none"> a. A mailgram will be sent to PNOK and SNOK residing in CONUS verifying the information you have just provided them. b. A Casualty Assistance Officer (CAO) will contact them within 24 hours to arrange a personal visit at their convenience (PNOK /PADD only). c. A representative of the Army will provide the PADD information concerning their options, allowances, and benefits for the preparation and internment of the remains. d. Obtain Casualty Date/Place of Birth (See item 1g and 1h) 		
<p>7. ADDITIONAL INFORMATION (CAO will collect supporting documentation.)</p> <ul style="list-style-type: none"> a. WAS CASUALTY EVER DIVORCED? <input type="checkbox"/> YES <input type="checkbox"/> NO b. ARE PARENTS DIVORCED? <input type="checkbox"/> YES <input type="checkbox"/> NO c. WERE THERE ANY HEALTH PROBLEMS NOTED? <input type="checkbox"/> YES <input type="checkbox"/> NO d. WERE THERE ANY LANGUAGE BARRIERS WITH NOK? <input type="checkbox"/> YES <input type="checkbox"/> NO <p style="padding-left: 40px;">PRINCIPAL LANGUAGE IF OTHER THAN ENGLISH: _____</p>		
<p>8. After departure from the residence:</p> <ul style="list-style-type: none"> a. Immediately call the CAC, telephone _____, to relay that notification has been completed. If you are unable to reach CAC personnel, please call DA Casualty at (703) 325-7990. Please call collect. Advise CAC of any problems. If notification is not completed within 4 hours after your departure, inform the CAC of the notification delays. b. Upon return, immediately provide this completed form to the CAC. 		
<p>9. LIST QUESTIONS THE NOK MAY HAVE. (Give to the CAC/CAO)</p> 		
<p>10. COMMENTS</p> 		
11a. NAME OF CASUALTY NOTIFIER	11b. RANK	11c. ORGANIZATION
11d. HOME PHONE	11e. DUTY PHONE	11f. SIGNATURE

APPENDIX 5 - GENERAL INQUIRIES

1. **How can I obtain a copy of an unaccounted- for service member's Individual Deceased Personnel File (IDPF)?**

To request a copy of an unaccounted-for service member's IDPF, family members should submit their request to our office via phone, 1-800-892-2490 or e-mail, tapcper@hoffman.army.mil

If you are a member of the general public (no relation to the service member), you should submit your request through Freedom of Information Act (FOIA) channels.

The Total Army Personnel Command

ATTN: TAPC-PAO (FOIA)

2461 Eisenhower Avenue

Alexandria, Virginia 22331-0482

2. **How can I obtain a copy of the service member's military service records?**

To request a copy of the service member's military service records, contact the National Personnel Records Center (NPRC), St. Louis, MO to request Standard Form (SF) 180, Request Pertaining to Military Records, at the following (314) 538-4261 or fax (314) 538-4175. To obtain additional information, you may visit NPRC's web site:

<http://www.nara.gov/regional/mpr.html>

3. **How can I obtain replacement medals awarded to an unaccounted-for soldier?**

Request for issuance or replacement of military service medals, decorations, and awards can be obtained by completing Standard Form (SF) 180 and forwarding it to the National Personnel Records Center. A copy of SF 180 may be obtained from the following web site: <http://www.nara.gov/regional/mprsf180.html>

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4. How do I apply for a Government Headstone or Marker?

Applications for standard government headstones or markers for installation in a private or state veterans' cemetery may be obtained by completing VA Form 40-1330.

Completed forms should be mailed to the Memorial Programs Service, Department of Veterans Affairs, 810 Vermont Ave, NW. Washington, DC 20420-0001. For more information on Headstones or Markers, to include eligibility requirements, you may call the Department of Veterans affairs at 1-800-827-1000 or visit the following web site:

<http://www.cem.va.gov/hm>

5. How do I obtain a POW/MIA bracelet?

To order bracelets and have a name and/or other specifics engraved for you, the address and phone number are as follows:

Stemarco Engraving
1908 East 7th Street
Odessa, Texas 79761
(915) 334-6900

To order bracelets with a POW/MIA's name already engraved (non specific), the address to submit your request is as follows:

Ohio Chapter MIA/POW
P.O. Box 14853
Columbus, Ohio 43214

6. What is the plan for remains located at the Honolulu Memorial (Punchbowl)?

The Department of Defense has a policy to facilitate the use of mitochondrial DNA (mtDNA) technology to identify Korean War and WWII remains previously classified as "unknowns". The Central Identification Laboratory, Hawaii (CILHI) is undertaking an effort to identify previously unknown remains now located in the National Memorial

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Cemetery of the Pacific . Although we have made great progress in the recovery/identification of remains, the process is very involved, often lengthy, and there are a limited number of cases that can be handled at one time. On September 15, 1996, the remains of two Korean War servicemen were disinterred. Those remains are currently under analysis. We want to continue to collect mtDNA blood samples from relatives of unaccounted-for soldiers for possible use in future efforts to identify remains.

7. How do you determine which sites are excavated in North Korea?

Sites scheduled for excavation in North Korea are selected jointly by Defense POW/Missing Personnel Office (DPMO), as overseer/policy advisor, and the Central Identification Laboratory Hawaii (CILHI), the recovery operators. During the site selection process, all possible sites are considered, including battlefield losses, aircraft crash sites, U.N. cemeteries, and POW camps.

A list of potential sites is submitted to the North Koreans for review and access approval.

We select potential sites based on the following:

- Known losses listed in U.S. databases; areas providing more possible recoveries are given higher priority
- Site is not near a sensitive North Korean military facility
- Terrain of site is suitable for recovery operations

8. How do I obtain information on benefits and entitlements?

We suggest you contact the Department of Veterans Affairs regarding benefits and entitlement questions. You may contact them via the following web address:

<http://www.vba.va.gov/BENEFITS/address>

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APPENDIX 6 - RAMP CEREMONY TIMELINE

The following is a copy of the timeline for a Ramp Ceremony.

- T-4 hrs
Rehearsal (key leaders, chaplain, casket detail, color guard, vehicle drivers, honor guard, unit guide)
- T-1hr, 30 mins
-Aircraft arrives and is positioned (all cargo is downloaded immediately)
- T-1hr
-Unit arrives to airfield
- T-45 min
-Full rehearsal
- T-45 mins
-TCP emplaced
- T-15 mins
-Remains begin movement from CAS
- T hour
-Vehicles arrive at ramp and ceremony begins
- T+20-25 min
-Ceremony is completed
- T+30
-Aircraft taxis and takes off

SAMPLE

CEREMONY SEQUENCE OF EVENTS

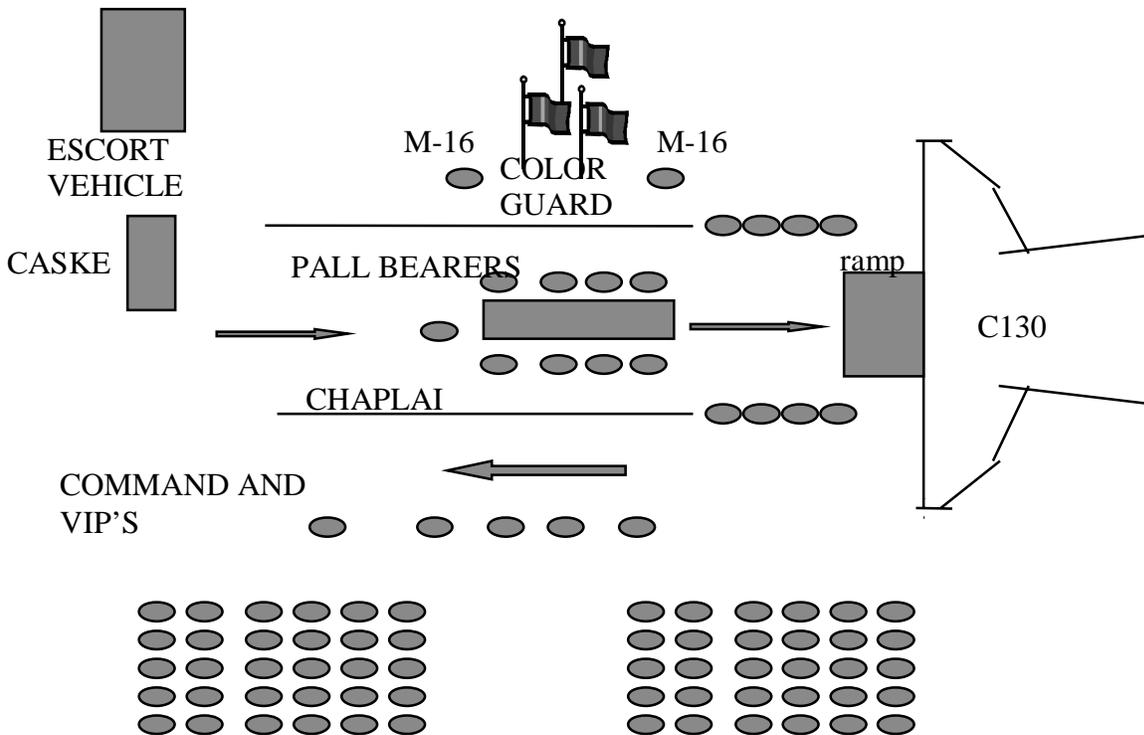
1. Just prior to arrival of the escort vehicle and casket vehicle(s), soldiers and leaders are in position at Parade Rest (See figure 1).
2. As the escort vehicle and casket vehicle arrive, the unit CSM commands the formation to ATTENTION.
3. Vehicle stop and casket detail unloads casket from vehicle and proceeds to the casket stand. As soon as the casket starts moving to the casket stand the unit CSM gives the command PRESENT, ARMS.
4. Once the caskets are set on the stand, and the casket details are at attention, the CSM gives the command ORDER, ARMS.
5. The chaplain speaks.
6. At the conclusion of the Chaplain's remarks the casket detail picks the casket up off the stand and simultaneously the CSM gives the command PRESENT, ARMS to the formation
7. The casket detail carries the casket onto the aircraft. As the casket approaches the aircraft, the honor guard presents arms individually as the casket moves by each soldier in tandem with the soldier across from them.
8. Once the caskets are onboard the aircraft, the CSM gives the command to ORDER, ARMS.
9. Once the ramp comes up the aircrew takes control of the casket, and the casket detail exits the aircraft from the front. As this occurs, the escort officer/soldier enters the aircraft.
10. The formation of unit members should be equal in squads as well as ranks. When the aircraft is moving to the taxiway the following movements need to take place:
 - a. When the aircraft has reached the taxiway the CSM will give the command to the unit formation RIGHT FACE, FORWARD MARCH to the metal gate or other predetermined location. Upon reaching that point the CSM will give the command HALT.
 - b. When the ramp of the aircraft starts to go up the honor guard will move smartly to fall in behind the color guard. As the pallbearers depart the aircraft they will move smartly to fall in with the honor guard in equal ranks. When the CSM gives the command RIGHT FACE, FORWARD MARCH to the unit formation the color guard will execute a WHEEL LEFT, FORWARD MARCH, upon reaching the metal gate or other predetermined location the senior soldier of the color guard (soldier carrying National

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Colors) will command HALT. When the Color Guard WHEEL is completed, the NCOIC of the casket detail will give the command FORWARD MARCH, COLUMN LEFT, MARCH to march right up behind the color guard. Vehicle drivers and assistants will remain with vehicles.

c. The dignitaries will smartly fall in at the metal gate or predetermined location between the unit and the color guard. As the aircraft proceeds down the runway the CSM will give the command PRESENT ARMS when the aircraft has passed by the formation the CSM will give the order ORDER ARMS. This concludes the ceremony. The CSM then give the order DISMISSED (See figure 1)



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PERSONNEL REQUIREMENTS

1. Casket Detail (1 X NCOIC and 8 soldiers) for each casket
2. Honor Guard at the aircraft (Suggest 20 soldiers)
3. Unit Leadership (Commander, CSM, Co Cdr, 1SG, Chaplain)
4. Color Guard (Unit provides all colors, Soldier requirements to be determined by the number of colors +2 riflemen)
5. Unit formation (To be determined by the unit)

EQUIPMENT REQUIREMENTS

1. Escort Vehicle and Casket Vehicle (Provided by CAS Tenants)
2. Casket stand (Provided by CAS)
3. Buses (Provided by BRS Coordinated by CAS)

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AAR COMMENTS

Short "call to worship" type statement.

Short Prayer
Benediction.

Total time No more then 30 seconds! This sounds short but here is why:

1. The bodies are packed in ice. This container can weigh between 300 and 500 lbs. depending on the size of the individual! Although you will have 6 pallbearers they have trouble carrying a container weighing that much for a long time/great distance. In addition the handles are very small and with that much weight can really cut into a person's hand. (Note we almost had two incidents where they dropped it because of the time they were required to hold it).

2. So we kept it very short and to the point.

3. It took me several tries but I finally convinced the S3 CSM he should get stands so the pall barriers could take a much needed break. He kept wanting me to shorten down the ceremony. Evidently the long march from the vehicle in the blazing sun, in full battle rattle to the ceremonial spot and then to the plane was OK; it was just my 30 seconds that was causing the problem.

After several conversations I convinced him I can only speak so fast and cut so much out. He finally agreed (especially after they almost dropped a container off the back end of aircraft. The stands worked out well, looked good and it gave the pall barriers a much needed break. They merely set the container down on the stands while I did my thing. It also help me in allowing me to pace myself in a more professional manner. And since these are filmed with a copy going to the family it sounded a lot better then when I was trying to hurry.

4. The tricky part was getting my helmet off and on without loosing the slip of paper my stuff was written on. (I have learned not to trust myself or my memory with such things especially when the entire world is watching). This takes another 15-20 seconds or more the soldiers have to stand there holding the container.

Again there seems to be no written format for all this including taking the helmet off. So you can pretty much do what you want. But I found Scott McCrystal's procedure worked out well.

S A M P L E

5. Because of the weight, don't let them make those pallbearers carry that container any further than necessary. If you sweet talk the Air Force you would be surprised how close they can park the plane to the ceremonial site or how close you can park the vehicle carrying the body. The instinct is to just get "big guys." Trust me, that is no guarantee. That is one reason why the CSM finally got stands. He just couldn't find guys big enough, who could carry that much weight for very long.

6. The overall ceremony was:

I would be waiting along with the official party but off to one side. The vehicle approached, stopped and the pall bearers retrieved the casket and slowly walked it to the a predetermined point just in front of the honor guard, (soldiers from each nation holding their nations flags). They would stop and face inward.

As the pallbearers passed my location I would fall in behind. When they had stopped and faced inward, I would remove my helmet and do my thing, and then replace my helmet. At this time the pallbearers would execute a turning movement and march slowly through the honor guard and into the tail of the aircraft while everyone saluted. The ramp would close and the plane taxied away.

S A M P L E

**APPENDIX 7 -
KEY PERSONNEL & AGENCY ROSTER**

DIRECTORY
Casualty Assistance

DA Casualty Operations Division Telephone Number

Casualty Operations Center	1-800-626-3317	(703) 325-7990/1/2	DSN 221-xxxx
Disposition of Remains		(703) 325-5322	DSN 221-xxxx
Personal Effects		(703) 325-5322	DSN 221-xxxx
Preparation of DD Form 1300		(703) 325-5316	DSN 221-xxxx
SGLI Certification		(703) 325-5316	DSN 221-xxxx

***STATE BUREAU OF VITAL STATISTICS** (To obtain certified copies of State Death Certificate)
(Check with Funeral Director, they can assist in obtaining Death Certificate)

Defense Finance Accounting System (DFAS)

DFAS-Indianapolis	Arrears of Pay	(317) 510-0237 / 8	DSN 699-xxxx
	Death Travel Claims	(317) 510-4258	DSN 699-xxxx
DFAS-Cleveland	Customer Service	1-800-321-1080	
	Customer Service FAX	1-800-469-6559	
	Casualty	1-800-269-5170	DSN 580-xxxx
DFAS-Denver	Annuitants Customer Service	1-800-435-3396	
	FAX	1-800-982-8459	
	Foreign Annuitants	(303) 676-6552	

INSTALLATION ADJUTANT GENERAL DIVISION

Adjutant General Bldg--
Casualty Area Command Bldg--
Chief, PSC Bldg--
Line of Duty Bldg--
ID Cards Bldg--
Retirements Services Bldg--
Transition Center Bldg—

S A M P L E

SAMPLE

Mortuary Services Officer Bldg--
Travel Services Office Bldg--

AMERICAN RED CROSS

Field Director Bldg--
Hospital Field Director Bldg--

ARMY COMMUNITY SERVICES (ACS)

ACS Coordinator Bldg--
Army Emergency Relief (AER) Bldg--

TRANSPORTATION SERVICES

Household Goods (Outbound) Bldg--
Household Goods (In-Bound) Bldg--
Transportation Motor Pool Bldg--

HOUSING DIVISION

Family Housing Bldg--

CHAPLAIN'S OFFICE

Post Chaplain Office Bldg--
Marriage & Family Life Center Bldg--
Problem (After Duty Hours) Bldg--

LEGAL ASSISTANCE OFFICE

SJA, Legal Assistance Office Bldg--

SOCIAL SECURITY ADMINISTRATION

Social Security 1-800-772-1213
State Office
Local Office

DEPARTMENT OF VETERANS AFFAIRS (DVA)

Information on VA Benefits 1-800-827-1000
State VA Commissioner
State VA Regional Office
Life Insurance 1-800-669-8477
Education Loan 1-800-326-8276
State VA Medical Centers
Office of Servicemen's Group Life Insurance 1-800-419-1473
Veterans Group Life Insurance 1-800-419-1473

ARMY/AIR FORCE MUTUAL AID

Customer Service 1-800-336-4538
(703) 522-3060

SAMPLE

S A M P L E

PUBLIC AFFAIRS OFFICE (PAO)

Installation PAO Bldg--

CEMETERY

Post Cemetery

National Cemetery

Chief, Military Honors & Funeral Details

HOSPITAL

Patient Administration

TRICARE

TRICARE Family Member Dental Plan (TFMDP) 1-800-866-8499

Delta Dental - Retiree Dental Plan 1-888-336-3260

For Enrollment 1-888-838-8737

MILITARY CLOTHING SALES

Sales Bldg--

Awards Bldg--

Post Exchange (PX)

DDP

Tragedy Assistance Program for Survivors, INC. (TAPS)

1-800-368-TAPS

1-800-959-TAPS

DA Casualty Operations Division

1-800-626-3317;(703) 325-7990/91

Casualty Area Command

Mortuary Representative

Public Affairs Office

Military Hospital (Emergency)

Hospital (Emergency)

Military Police

Sheriff Department

Police Department

Power Company

S A M P L E

Gas Company

Post Office

Ambulance Service

Rescue Squad

Chaplain's Office

Red Cross

Army Emergency Relief

National Headquarters, Army Emergency Relief (703) 428-0000

Personnel Records Branch

Transition Center