



DEPARTMENT OF THE ARMY
U.S. ARMY COMBINED ARMS SUPPORT COMMAND AND FORT LEE
2221 ADAMS AVENUE
FORT LEE, VIRGINIA 23801-2102

CASCOM POLICY 21-25

ATCL- CG (100)

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: U.S. Army Combined Arms Support Command and Fort Lee Policy Letter - Casualty Operations Personnel Support

1. Purpose: Outline procedures and guidance for the selection and appointment of Officers and senior Non-Commissioned Officers for casualty assistance operations in the Fort Lee Casualty Assistance Center area of responsibility.
2. References:
 - a. Army Regulation (AR) 638-8, Army Casualty Program, 7 June 2019.
 - b. AR 600-25, Salutes, Honors and Courtesy, 10 September 2019.
 - c. AR 638-2, Army Mortuary Affairs Program, 13 August 2021.
 - d. AR 220-45, Duty Rosters, 16 August 2021.
3. Scope: All Families of our deceased Soldiers and Department of the Army Civilians deserve the very best assistance during the most turbulent times of their lives. Personnel selected to serve as a casualty notification or assistance officer must be knowledgeable, competent, dependable and sympathetic. The actions of the casualty assistance team affect how the American people view the Army. Therefore, the duties performed must display dedication and adherence to the Army values.
 - a. The Garrison Commander will establish, resource, and operate casualty assistance operations that accomplish the requirements established in AR 638-8. Personnel are provided to support casualty assistance operations via the CASCOM Operations Order (OPORD) process. The Garrison Commander, through the Casualty Assistance Center, will ensure internal control procedures exist to validate training and certification of casualty assistance personnel prior to the first day of the report month.
 - b. All Soldiers in the rank of Captain through Colonel, Chief Warrant Officer Two through Chief Warrant Officer Five, and Sergeant First Class through Sergeant Major will receive Casualty Assistance Officer/Casualty Notification Officer training within **60 days of arrival**. **Commandants/Commanders** will ensure selected Soldiers on the duty roster present a favorable image of the Army. Army Regulation 638-8 paragraphs 4-5 and 5-3 require CAOs and CNOs to have at least six or more years of service before being appointed. Additionally, Chaplains, Criminal Investigative Detective

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Agents, Judge Advocates, and Doctors will not be eligible for this duty.

Commandants/Commanders will submit a monthly, by-name, roster of military personnel available for duty, to the G 3/5/7, no later than the 5th of each month. Any changes to this list after submission must be approved by the undersigned.

c. The CASCOM G-3/5/7 will manage the program for CASCOM. All special and coordinating instructions will be distributed through the CASCOM OPOD process.

d. **Commandants/Commanders** will develop internal review procedures and ensure all eligible personnel are trained. Personnel appointed duty as members of the Casualty Notification Officer and Casualty Assistance Officer will be released from all conflicting duties and requirements. Casualty assistance duty will take precedence over all military duties to include, but not limited to, temporary duty, duty roster, detail assignments, ordinary leave and passes and field training exercise requirements. Once selected for casualty assistance duty, personnel will be placed on a consolidated duty roster by the Garrison Commander and are subject to recall by the Casualty Assistance Center until released from casualty assistance duty.

e. **Commandants/Commanders** will ensure eligible Soldiers complete the classroom training and maintain their certification while assigned to Fort Lee. The classroom training will be scheduled by the Casualty Assistance Center on the third Tuesday, Wednesday and Thursday of each month from 0830-1600. The initial classroom certification expires one year after completion of training. Recertification may be obtained by completing the online training within 365 days of certification or by re-attendance at the classroom training. The Casualty Assistance Center point of contact is Ms. Amber Hendricks at amber.l.hendricks.civ@mail.mil or (804)734-6034.

4. It is imperative that our military personnel are trained and ready when notified to assist military families in need. The support and execution of casualty assistance is a **“no fail mission”**. We will support and execute the above mission in accordance with the highest military standards.

5. This policy is in effect until superseded or rescinded.

6. Point of contact for this memorandum is the undersigned at (804)734-6034.

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MARK T. SIMERLY
Major General, U.S. Army
Commanding

DISTRIBUTION:
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