



**DEPARTMENT OF THE ARMY**  
UNITED STATES ARMY COMBINED ARMS SUPPORT COMMAND  
2221 ADAMS AVENUE  
FORT LEE VIRGINIA 23801-2102

CASCOM POLICY #16-07

ATCL-CG

21 November 2016

MEMORANDUM FOR SEE DISTRIBUTION

**SUBJECT:** United States Army Combined Arms Support Command and Fort Lee Casualty Operations Personnel Support Policy

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. AR 638-8, Army Casualty Program, 23 June 2015.
- b. AR 600-25, Salutes, Honors and Visits of Courtesy, 24 September 2004.
- c. AR 638-2, Army Mortuary Affairs Program, 23 June 2015.
- d. AR 220-45, Duty Rosters, 27 November 2012.

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 is my executive agent to carry out casualty assistance operations with personnel provided via the Combined Arms Support Command (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 90

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c. The CASCOM G-3/5/7 will manage the program for CASCOM.

d. All units will develop internal review procedures and ensure all eligible personnel are trained. Personnel appointed duty as Casualty Notification Officer or Casualty Assistance Officer will be released from conflicting duties and requirements. Casualty assistance duty will take precedence over peacetime military duties to include, but not limited to, temporary duty, duty roster, detail assignments, ordinary leave, pass 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. All units 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 1 year after completion of training. Recertification may be obtained by completing the online training within 1 year of certification or by re-attendance at the classroom training. The Casualty Assistance Center point of contact is Cheryl Christian at [Cheryl.d.christian.civ@mail.mil](mailto:Cheryl.d.christian.civ@mail.mil) or 804-734-6038.

4. The support and execution of casualty assistance is a no fail mission. We must support and execute the above mission in accordance with the highest military standards.

5. The point of contact for this memorandum is the CASCOM Operations Officer at [usarmy.lee.tradoc.mbx.lee-scoe-g3-mailbox@mail.mil](mailto:usarmy.lee.tradoc.mbx.lee-scoe-g3-mailbox@mail.mil) or 804-765-7465.



DARRELL K. WILLIAMS  
Major General, U.S. Army  
Commanding

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