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DEPARTMENT OF THE ARMY
ST. LOUIS DISTRICT, CORPS OF ENGINEERS
1222 SPRUCE STREET
ST. LOUIS, MO 63103-2833

CEMVS-HR

Regulation
No. 600-1-1

21 January 2000

Personnel
CASUALTY NOTIFICATION AND ASSISTANCE

1. PURPOSE. To establish policy and procedures for casualty notification and assistance within the St. Louis District.
2. APPLICABILITY. The provisions of this regulation apply to all organizational elements of the St. Louis District.
3. REFERENCE. AR 600-8-1, Army Casualty Operations/Assistance/Insurance, 20 Oct 94.
4. RESPONSIBILITIES.
 - a. The District Commander is responsible for making notification of next of kin in the event an employee dies or is reported missing while on duty.
 - b. Division/Office Chiefs are responsible for the following:
 - (1) Ensuring serious on-the-job injuries, instances of employees missing while on duty and deaths are properly reported through the chain of command.
 - (2) Ensuring injuries and traumatic physical emergencies are properly reported to the next of kin when applicable under procedures below.
 - (3) Appointing a Casualty Assistance Officer upon an employee death, whether on- or off-duty.

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(4) Releasing Casualty Assistance Officers from conflicting duties and providing duty time and official vehicles or travel reimbursement.

(5) Ensuring supervisors maintain up-to-date emergency contact information on employees and promptly provide the information to the person making next of kin notification. This information may be collected on MVS Form 848, a sample of which is at Appendix A. Completed MVS Forms 848 should be kept in a locked file and protected from unauthorized disclosure.

5. PROCEDURES.

a. Casualty Notification.

(1) Command notification. In the event of an employee death or employee missing while on duty or a critical injury, the person in charge at the work site will immediately, after taking care of coordinating treatment/transport, notify his/her supervisory chain and the District Commander or deputy in the Commander's absence.

(2) Family notification - injuries/traumatic physical emergencies. The supervisor or a senior employee on site will make family notifications when an employee is injured or becomes seriously ill at work. If the employee is able to express his/her desires for family notification, their desires will be followed. If the employee is unable to communicate, the family will be notified as requested on the employee's emergency contact form.

(3) Family notification - death or missing while on duty. The Commander or his/her representative will make Next of Kin (NOK) notification in cases of death or missing while on duty. In the event a personal visit would cause unacceptable delay, the Commander may designate someone nearer to the NOK to act for him/her.

(4) In the event of a death or employee missing while on duty, the Chief of the organization where emergency notification information is maintained must quickly access that information and provide it to the Commander or his/her representative.

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(5) The Commander, or his/her representative, will generally take a female employee along with him/her when making death or missing notification to a female NOK. The notifications will normally be made between 0600 and 2200 hours. The notifier will remain with the NOK and do whatever is needed to contact other family members and assist by whatever means possible until such time that family members or friends arrive and indicate they need no further assistance.

b. Casualty Assistance.

(1) The Commander will consult with the employee's Division/Office Chief to appoint a Casualty Assistance Officer (CAO) upon employee death, either on or off duty. A CAO may be appointed, at the discretion of the Commander, when an employee is critically injured or missing while on the job. If there are no volunteers from the employing organization, the employee's supervisor will serve as the CAO. Division/Office Chiefs should discuss this policy with employees and consider pre-identifying employees who may be willing to be CAOs.

(2) The CAO will be relieved from conflicting duties so that all needed assistance is given to the NOK. He/she must determine the needs and assist in every way possible.

(3) Employees are entitled to use duty time and government vehicles or, if more reasonable, mileage reimbursement for their private vehicles to perform CAO assistance. Government vehicles may be operated beyond the normal permissible operating distance. There is no limit on the amount of duty time authorized or the duration of the CAO appointment.

(4) The CAO should contact the person who made initial notification to the NOK. The notifier can provide insight on the reaction of the family, whether there is hostility, and so forth. This will assist the CAO with the initial contact.

(5) The CAO should communicate by telephone with the NOK within 24 hours after notification. The CAO should identify him/her self and the fact that he/she will be assisting and arrange a time and date for the initial visit. In determining the appropriate timing, consider whether the immediate logistical needs of the NOK are being met. The CAO will not

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state that he or she has been "appointed" or give the impression that assisting is a chore or inconvenience.

(6) During the initial visit to the NOK, the CAO should:

(a) Ensure the relationship with the NOK is kept on a professional level. The CAO should never become personally involved, seek favors, borrow or loan money, and so forth.

(b) Be brief. Determine the immediate needs of the NOK and render prompt, courteous assistance. Assist, if needed, in transportation, e.g. to hospital or to arrange funeral/burial.

(c) Assist in identifying possible options for emergency financial assistance, if needed, through such avenues as Army Emergency Relief, American Red Cross, or the person's church.

(d) Identify whether military honors are desired if deceased employee was a veteran. Assist in contacting and coordinating with the appropriate military organization.

(e) Assist NOK, when desired, in contacting family members or friends of the employee, to include children by a former marriage, or notifying them of funeral arrangements.

(f) Get information on the NOK's address and telephone number, names of employee's children and their ages, and whether the employee had previous marriage(s) where former spouse(s) may have spousal entitlements. Provide this information after the visit to the Human Resources Office (HRO) benefits advisor.

(g) Leave a listing of the CAO's name and telephone numbers where he/she may be reached during business and non-business hours. Also provide the name and phone number of the HRO benefits advisor.

(h) Wait until a later visit to discuss benefits unless the NOK specifically asks about them. Advise the NOK that you will visit later with a HRO benefits advisor.

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(7) CAOs should not influence the NOK's funeral decisions or become involved in selection of merchandise or monetary transactions. Should the NOK ask for an opinion, the CAO should tactfully decline. The CAO should attend the funeral as the District's representative.

(8) Two days after a funeral, the CAO should call and make an appointment to visit the NOK along with a HRO benefits advisor. The visit should be scheduled to occur after the NOK has received benefits forms in the mail from the Office of Personnel Management and preferably after receipt of a death certificate. The NOK may wish to have others present.

(9) The CAO should visit and call the NOK as often as needed to ensure that his or her welfare is being looked after. If needed, the CAO may escort the NOK to the regional offices of the VA and the Social Security Administration.

(10) CAO duties continue until all one-time benefits are received and recurring benefit payments begin. The CAO should telephone the NOK during the time when the NOK should be receiving benefits checks. If the checks have not been received or are not in the expected amount, the CAO may assist the NOK with making a call or writing a letter.



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APPENDIX A
MVS Form 848

DISTRIBUTION:
SF
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APPENDIX A

Emergency Contact Information

PRIVACY ACT STATEMENT

AUTHORITY: 10 USC 3012. PRINCIPAL PURPOSE: This form is to identify the persons the employee desires to be notified in case of emergency or death. The purpose of soliciting the addresses and telephone numbers is to facilitate emergency notification. ROUTINE USES: None. DISCLOSURE: Voluntary; however, failure to provide personal information may delay notification of the employee's family during or after an emergency or death.

1. NAME (LAST, FIRST, MIDDLE INITIAL)	2. HOME TELEPHONE:	ALTERNATE TELEPHONE: CELL: _____ CAR: _____ PAGER: _____
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4. PRESENT ADDRESS (STREET, CITY, STATE AND ZIP CODE)

5. IN CASE OF EMERGENCY, PLEASE NOTIFY:

1ST CHOICE:

NAME: _____

RELATIONSHIP: _____

STREET, CITY, STATE, & ZIP CODE: _____

TELEPHONE NUMBER: HOME: _____ WORK: _____ OTHER: _____

2ND CHOICE:

NAME: _____

RELATIONSHIP: _____

STREET, CITY, STATE, & ZIP CODE: _____

TELEPHONE NUMBER: HOME: _____ WORK: _____ OTHER: _____

3RD CHOICE:

NAME: _____

RELATIONSHIP: _____

STREET, CITY, STATE, & ZIP CODE: _____

TELEPHONE NUMBER: HOME: _____ WORK: _____ OTHER: _____

SIGNATURE: _____ Date: _____