NASPNCLA INSTRUCTION 1770.1P

Subj: CASUALTY ASSISTANCE CALLS PROGRAM (CACP)

Ref:  
(a) MILPERSMAN 1770  
(b) BUPERSINST 1770.3  
(c) CNRSEINST 1770.3  
(d) OPNAVINST 1770.1

1. Purpose. To establish procedures and responsibilities for implementation of the Personal Notification Program and Casualty Assistance Calls Program (CACP) at NAS Pensacola per references (a), (b), and (c).

2. Cancellation. NASPNCLA INSTRUCTION 1770.1N

3. Background. The Personal Notification Program and the CACP, as established by reference (a) and further implemented by reference (b), are closely coordinated. The primary objective of the program is to ensure personal notification is made to the Primary and Secondary next-of-kin (PNOK/SNOK) in all cases of death and all cases of personnel who are missing, and a Casualty Assistance Calls Officer (CACO) is designated to assist the PNOK/SNOK of members who die or become missing while on active duty, active duty for training, or inactive duty training. The personal notification and CACP are usually carried out by the same individual.

4. Responsibility

   a. Per reference (c), if the service person was a member of a local Navy activity or ship in port and the Next-of-Kin (NOK) resides locally (within 50 miles), that activity or ship will make notification, provide a CACO, and assume CACP responsibility for the NOK.

   b. In addition to responsibility for service members of this command, the Casualty Assistance Calls and Funeral Honors Support (CAC/FHS) Program Coordinator for the Southeastern Zone, Commander, Naval Base, Jacksonville, has assigned the Commanding Officer, NAS Pensacola, responsibility for service persons who were members of activities or ships removed from the local area and whose NOK resides in Escambia, Okaloosa, Santa Rosa, or Walton Counties in Florida; or Conecuh, Covington, Escambia, or Geneva Counties in Alabama. However, because of its location in Santa Rosa County, by verbal agreement, the Commanding Officer, NAS Whiting Field, will assume responsibility for personal notification and for providing a CACO when the NOK resides in the Milton, Florida, area.

   c. The Administrative Officer (AO) is assigned the responsibility for coordinating the CACP. In order to assure the availability of trained and qualified personnel for casualty assistance, the AO will maintain a list of not less than six officers and eight senior enlisted members assigned collateral duty as CACO’s, and will ensure the NAS Pensacola Officer of the Day (OOD) has an up-to-date watchbill of assigned CACO’s. During normal duty
hours, the AO will assign the CACO. However, if a casualty occurs or a
 casualties message is received after normal duty hours, the NAS Pensacola
 Command Duty Officer (CDO) shall have the responsibility of assigning the CACO
 from the watchbill. The AO is responsible for keeping this watchbill up-to-
date and informing those of any changes.

d. Casualty Assistance Calls Officers are responsible for familiarizing
themselves with the provisions of references (a) through (d).

e. The NAS Pensacola Command Chaplain shall provide a Chaplain to
accompany the CACO on the initial condolence visit. During normal working
hours (Monday-Friday, 0730-1600), the CACO shall request Chaplain assistance
from the Command Chaplain. Chaplain assistance required after normal working
hours, on weekends, and holidays shall be coordinated via the NAS Pensacola
OOD.

f. Naval Hospital Pensacola will provide a medical officer to accompany
the CACO when the NOK is known to be ill or has a history of physical
disability. The CACO shall request medical officer assistance from the Naval
Hospital Branch Clinic during normal working hours and from Naval Hospital
Pensacola after hours.

5. Action

a. In all cases where the Commanding Officer, NAS Pensacola, has
responsibility for both the condolence call and the casualty assistance, the
CACO will normally make the first visit on behalf of the Commanding Officer,
offer condolence on behalf of the Navy, and counsel and advise on funeral
arrangements and other emergency matters deemed appropriate.

b. Personal notification should be made as soon as practicable after the
casualty information is received and should be made before a confirming
telegram is received by the NOK. Personal notification should not be made
between the hours of 2400 and 0600 unless the member was hospitalized and
listed as seriously/very seriously ill or injured immediately preceding the
death, or any of the member's NOK are already aware of the death or may learn
of the death through other means.

c. When notification has been accomplished, the officer making the
notification will telephone the Personnel Support Officer at 452-4219 or, if
after duty hours, the OOD at 452-2353, as well as the command requiring the
notification if other than NAS Pensacola. The AO or OOD will immediately
confirm this notification by message. The officer making notification will
also call COMNAVBASE Jacksonville and report notification completed or report
any unusual delay or problem encountered to the following:

CAC/FHS Program Coordinator (Code N111) DSN: 942-4106/4010
during working hours (0730-1630): Commercial: (904) 542-4106

COMNAVBASE Jacksonville Duty Officer BEEPER: (904) 346-7842
during nonworking hours, weekends, and holidays
d. Pursuant to reference (d), a standby CACO will be assigned only at the direction of Chief of Naval Personnel when all the following conditions exist:

(1) The member is placed on the very seriously ill/injured list and is in imminent danger of loss of life; and

(2) Member's NOK reside overseas from the place of hospitalization.

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