DEPARTMENT OF THE NAVY
U.S. NAVAL SUPPORT ACTIVITY
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NAVSUPPACT NAPLES INST 1770.1D
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7 JUN 2011

NAVSUPPACT NAPLES INSTRUCTION 1770.1D

From: Commanding Officer, U.S. Naval Support Activity, Naples, Italy

Subj: CASUALTY ASSISTANCE CALLS/FUNERAL HONORS (CAC/FH) PROGRAM

Ref: (a) OPNAVINST 1770.1 (Series)
(b) MILPERSMAN 1770

1. Purpose. To establish procedures, delineate responsibilities and provide administrative guidance for U.S. Naval Support Activity (NAVSUPPACT), Naples, Italy Casualty Assistance Calls and Funeral Honors Support Program per references (a) and (b), and to outline the duties of the Casualty Assistance Calls Officer (CACO). This instruction ensures that in the event of a casualty of a military member or dependent of a military member, a CACO will be assigned. This instruction is a complete revision and should be read in its entirety.

2. Cancellation. NAVSUPPACT NAPLES INST 1770.1C

3. Duties and Responsibilities

a. The Administration Officer will be responsible for administration of the program, provide training for the designated CACOs, and function as program coordinator.

b. All NSA Command Duty Officers are required to be CACOs. Personnel assigned as CACO will consist of one primary officer, one alternate officer, one primary enlisted member and one alternate enlisted member. Assigned officers must have at least two years of active duty. Chaplain Corps and Recruiting personnel are not permitted to be CACOs. Assigned enlisted members must be E-7 or above.

c. Designated CACOs will perform their duties in accordance with references (a) and (b) and those explained below:

(1) Attend CACO training.

(2) Inform the program coordinator prior to being absent from the command for any reason, such as when requesting official leave, temporary additional duty, sick in quarters, etc. This is essential for planning purposes to ensure a CACO is available at all times.

(3) When assigned a case or as directed by the Commanding Officer the CACO will personally notify primary and secondary next of kin (NOK) in all cases of death, missing due to hostile acts (MIA), and in cases when a service member is absent from his/her duty station involuntarily (DUSTWUN - duty status - whereabouts unknown).

(4) Provide additional information of incident to the primary and secondary NOK.

(5) Inquire as to the needs of the family and extend assistance.

(6) Notify proper authorities if immediate financial assistance is required for NOK.

(7) Assist in the arrangement of funeral or memorial services and in providing honors and a chaplain if requested.

(8) Assist in the transportation arrangements for the deceased as well as dependents escort, as required.

(9) Assist in the completion of survivor benefits applications.

(10) Be available to be designated as a stand-by CACO in the event a member is seriously ill/injured and death is imminent.

4. Area Coordinator. Per reference (a), NAVSUPPACT Naples will notify Region for any CACO related issues.

5. CACO Guidance. The following guidelines are provided to assist CACOs and the program coordinator in determining whether NAVSUPPACT Naples will provide a CACO in the event of a casualty, or whether NAVSUPPACT Naples will task the Naval activity nearest to the NOK to provide the CACO:

a. If the casualty is a member of the NAVSUPPACT Naples and the NOK resides nearby, the Commanding Officer NAVSUPPACT Naples will effect personal notification.

b. The Commanding Officer will notify the primary and secondary NOK of NAVSUPPACT Naples members who become seriously ill/injured and are being treated in a Naval hospital.

c. If the NOK of the service members reported as seriously ill/injured who are assigned to a command not belonging to NAVSUPPACT Naples, the notification will be done by the service member's Commanding Officer.

d. If the service member's command is outside of Italy, but the NOK resides within Italy, responsibility for effecting notification will be assigned by BUPERS via Commander Navy Region Europe, Africa, Southwest Asia.

6. Discussion. Notification of a casualty or serious injury or illness of personnel may be received by the duty office. Command Duty Officers will follow the standard operating procedure provided in the duty office.

R. B. RABUSE

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