



UNITED STATES MARINE CORPS
Marine Corps Recruit Depot/Western Recruiting Region
1600 Henderson Avenue Suite 238
San Diego, California 92140-5001

DepO 3040.5F
1A
MAR 31 2004

DEPOT ORDER 3040.5F

From: Commanding General
To: Distribution List

Subj: PERSONNEL CASUALTY ADMINISTRATION

Ref: (a) MCO P3040.4
(b) MCO 5740.2F
(c) DepO 5740.1
(d) MCO 1700.24B

Encl: (1) Voice Message Data Sheet
(2) PCR Contact Checklist
(3) Casualty Assistance Calls Officer Appointment Letter

1. Situation. Effective casualty administration, to include reporting, notification and assistance is of vital importance in "taking care of our own." Reference (a) provides guidance for the administration of the Casualty Program throughout the Marine Corps.

2. Cancellation. DepO 3040.5E.

3. Mission. Direct and publish policy for personnel casualty administration within this Command.

4. Execution

a. Commander's Intent and Concept of Operations

(1) Commander's Intent

(a) Casualty administration will be accomplished expeditiously, professionally and per current directives and this Order.

(b) Commanders will ensure that personnel understand all aspects of casualty administration.

(2) Concept of Operations

(a) Personnel Casualty Reports (PCR). The PCR is the primary source of information used to inform the next of kin. When a Marine is a reportable casualty, an immediate voice report and submission of a PCR (immediate precedence Naval Message to Headquarters, U.S. Marine Corps) are required. Submission of either will not be delayed due to

MAR 31 2004

insufficient information. Additional information will be submitted using supplemental PCR messages. Enclosure (1) will be used for the voice report and made to those commands and agencies listed in enclosure (2). PCR formatting and instructions are contained in reference (a).

(b) Serious Incident Report (SIR). On occasion, the release of the SIR is required in addition to the release of the PCR. The SIR is the primary means of notifying CMC of highly visible, media-worthy events. Review references (b) and (c) in order to determine the need for submitting the SIR. When an incident occurs which may require the release of the SIR, first, telephonically notify the C/S, MCRD/WRR, followed by a Voice Report to the HQMC Command Center (MCOC). Commanders are responsible for preparing and releasing the SIR.

(c) PCR Preparation and Release. Follow the procedures outlined in reference (a) and this Order when preparing PCRs and apply the following instructions for special casualty categories.

(1) Defense Casualty Information Processing System (DCIPS) is a web-based reporting application that will replace Defense Message System (DMS) as the standard for preparing and releasing PCRs during CY-04.

(2) Commanding Officer HQSVCBN, RTR, WFTBN, 8th, 9th and 12th MCD are responsible for preparing and releasing PCRs. The Depot Adjutant is available to assist during working hours and the DOOD during non-working hours. Local Control Center (LCC) personnel will support this effort, via the DOOD.

(3) Commanders will evaluate each incident to establish the need for safety, legal, and line of duty investigations.

(4) Per reference (d), reports of deaths by apparent suicide or undetermined deaths where suicide has not been excluded will be reported by completion of DON Suicide Incident Report (DONSIR). The form may be viewed from the following internet site:
<http://www.nhrc.navy.mil/programs/donsir/index.html>

(5) The CO, HQSVCBN is responsible for preparation of the PCR and casualty notification for casualties that do not belong to the Depot, when the CG MCRD/WRR is tasked.

b. Subordinate Element Missions

(1) COs

(a) Implement the casualty reporting procedures outlined in the references and this Order upon notification of a casualty. Prepare and release PCR on members of your organization.

MAR 31 2004

(b) Complete enclosures (1) through (3) for each reportable casualty, as applicable. Enclosure (1), the Voice Message Data Sheet, provides step-by-step instructions and will assist the caller when passing information to higher headquarters. Enclosure (2) is the call checklist used to specify responsibility for making phone calls and passing information forward. Enclosure (3) will assist the commander when assigning a Casualty Assistance Calls Officer (CACO).

(c) If the casualty's reporting unit is unknown or the casualty does not belong to a unit (e.g., retired, or separated for less than 120 days), then the organization first learning of the casualty will immediately notify CMC (MRC) or HQMC Command Center by telephone and follow up with a PCR. If a casualty occurs en route to a new permanent or temporary duty station, the organization first learning of the casualty will immediately inform the casualty's new command by telephone and submit a PCR with the gaining command as an information addressee. Begin the casualty reporting process (voice report to HQMC, senior command) upon learning of a casualty. Do not spend time attempting to determine who has reporting responsibilities until after the voice report has been accomplished. HQMC makes the determination regarding responsibility.

(d) MCRD subordinate commands to the Battalion level and WRR subordinate commands to the District level will train and appoint, in writing, a minimum of three officers and three SNCOs (E-7 and above) to serve as CACOs for a period of one year, and to provide support to smaller subordinate units as required. Reference (a) provides guidance on seniority waivers for assignment of CACOs. The CACO making notification will be the same rank or senior to the casualty.

(e) Ensure that personnel assigned as CACOs are available for contact to ensure the accomplishment of casualty notification during non-working hours.

(f) Provide a copy of the appointment letter assigning CACOs to the Depot Adjutant. Enclosure (3) provides a sample format for the appointment letter.

(g) Brief all escorts per Chapter 2 of reference (a).

(h) Do not release unverified information to any requester. Forward all requests for information to the appropriate PAO.

(i) Provide maximum assistance to CACOs in completing and mailing travel claims authorized by CMC (MRC).

(j) Ensure timely issuance of travel orders, as applicable.

(3) AC/S G-2/3. Coordinate funeral support requirements.

(4) AC/S, Religious Ministries. The Depot Duty Chaplain will accompany the CACO designated to make the notification/call to

MAR 31 2004

NOK. The CO WFTBn has a Battalion Chaplain who will accompany the CACO on notification calls when possible. At 8th, 9th, and 12th Marine Corps Districts, a Reserve Chaplain, if available, will accompany the CACO designated to make the notification call to NOK.

(5) Depot Medical Officer. Promptly notify the San Diego County Coroner of the death of any person occurring on the premises of the Depot. A specific request will be made to the County Coroner to not release any names to news media until notification of the NOK has been effected.

(6) Public Affairs Officer. Prepare an appropriate press release and ensure that only releasable information is provided to requesting organizations or individuals regarding casualty events.

(7) Casualty Assistance Calls Officer (CACO). All CACOs will be thoroughly familiar with the provisions of reference (a), and shall contact HQMC (MRC) and their organization Adjutant for additional information or assistance. It is highly encouraged that a fellow Marine and/or chaplain accompany the CACO to serve as a witness of the appointment. Questions of a technical nature, or outside the area of assignment, will be referred to the organization adjutant or CMC (MRC).

(a) The CACO will maintain liaison between the NOK, and the casualty's CO to ensure that all available assistance is provided.

(b) CACOs will not develop a personal relationship with the NOK. Assistance beyond that outlined in the reference and the CACO package received from HQMC will be referred to the appropriate Command Adjutant for resolution.

(c) The CACO will make such calls and take such actions as necessary to ensure the NOK is provided with the most current information concerning the casualty and provide all necessary follow-on assistance. Detailed guidance concerning CACO assistance can be found in reference (a), Chapter 4.

(d) The CACO will complete the Casualty Assistance Calls Report (CACR) after completion of the duties as outlined in paragraph 2003 of reference (a). The CACO should make notations on the report as the case progresses. The organization Adjutant will be advised whenever the NOK expresses dissatisfaction with any aspect of assistance. Forward the CACR (with two copies) to the Depot Adjutant for review by the C/S prior to forwarding to HQMC.

(8) DOOD/DSNCOOD. Upon notification of a casualty, call the C/S. Ascertain whether the organization OOD has notified CMC (MCOC/MRC). If the OOD has not done so, direct the OOD to notify CMC (MCOC/MRC), using enclosure (1). The organization will assume responsibility for subsequent telephonic reports, preparation of the PCR, and supplemental messages.

MAR 31 2004

Supervise the implementation of the casualty reporting procedures outlined in reference (a) and this Order.

(a) Make initial and supplemental notification to the personnel listed in enclosure (2).

(b) Do not release any information to sources outside the Depot and/or the Marine's parent command. Only personnel with a "need to know" (CG, C/S, SSec, Depot Adjutant Staff, Marine's CO, XO, Adjutant, Duty Personnel etc.) will be provided information.

(c) Review reference (c) to determine if a Serious Incident Report is required.

(9) Depot Adjutant. Oversee and supervise the implementation of the procedures outlined in this Order and those requirements outlined in reference (a). Periodically, train and educate organizational adjutants on casualty affairs.

5. Administration and Logistics. Comply with the procedures outlined in reference (a) and this Order.

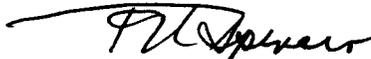
a. Ensure personnel with a need to know are notified of all reportable casualties, including: C/S, Casualty's CO, Depot PAO, G-1, Depot Adjutant, HR Office (for civilian employees), Command Chaplain, and the Medical Officer.

b. Complete enclosure (2) and return it to the Depot Adjutant.

6. Command and Signal

a. Command. This Order is applicable to MCRD and WRR.

b. Signal. This Order is effective on the date signed.


T. W. SPENCER
Chief of Staff

DISTRIBUTION: A

MAR 31 2004

VOICE MESSAGE DATA SHEET

The following information will be used to collect and transmit voice reports on casualties to higher authority. Under no circumstances will unverified information be provided.

Subject	Non Death	Yes No		Death	Yes No
1. Grade, first name, middle initial, last name, SSN/MOS, component/sex (M or F) (If not active duty or reserve, state civilian, dependent, or retired).					
<hr/> <hr/> <hr/> <hr/>					
2. Casualty (Type/Status/Category)	Type	Hostile	Yes No	NonHostile	Yes No
Circle the appropriate Type.					
a. Circle the appropriate status of reportable casualties.	Status		Deceased Duty Status Whereabouts Unknown (DUSTWUN) (Note 1), Missing (Note 2), Very Seriously Injured (VSI) (Note 3), Seriously Injured (SI) (Note 4), Incapacitating Illness or Injury (III) (Note 5), Not Seriously Injured (NSI) (Note 6), or Special Patient (SPECAT) (Note 7)		
b. Circle the appropriate Category	Category		1. KIA Killed in Action (Note 8) 2. DWRIA (Died of Wounds Received in Action) (Note 9) 3. WIA (Wounded in Action) (Note 10) 4. None (Self Explanatory)		

ENCLOSURE (1)

MAR 31 2004

Note 1: Duty Status Whereabouts Unknown - DUSTWUN: A transitory casualty status, applicable only to military personnel, that is used when the responsible commander suspects the member may be a casualty whose absence is involuntary, but does not feel sufficient evidence currently exists to make a definite determination of missing or deceased.

Note 2: Not used.

Note 3: Very Seriously Ill or Injured (VSI): The casualty status of a person whose illness or injury is classified by medical authority to be of such severity that life is imminently endangered.

Note 4: Seriously Ill or Injured (SI): The casualty status of a person whose illness or injury is classified by medical authority to be of such severity that there is cause for immediate concern, but there is no imminent danger to life.

Note 5: Incapacitating Illness or Injury (III): The casualty status of a person whose illness or injury requires hospitalization but medical authority does not classify as VSI or SI and the illness or injury makes the person physically or mentally unable to communicate with the NOK.

Note 6: Not Seriously Injured (NSI): The casualty status of a person whose injury may or may not require hospitalization, medical authority does not classify as VSI, SI or III, and the person can communicate with the NOK. This status will **only be used when reporting those not seriously injured in a mass casualty incident.**

Note 7: Special Category (SPECAT): All casualties regardless of condition which are not otherwise reportable but involve:

- a. Severe injury such as loss of sight or limb, paralysis, or permanent and unsightly disfigurement or a portion of the body exposed to public view;
- b. Incurable or terminal disease (Acquired Immune Deficiency Syndrome is not classified as a terminal disease and should only be reported if otherwise reportable under this paragraph);
- c. Diagnosed psychotic condition requiring hospitalization;
- d. Attempted suicide and suicide gestures verified by a medical authority (status such on the PCR). All suicide attempts and gestures by active duty personnel will be reported (except gestures by recruits will not be reported). State on the PCR whether or not SNM wants NOK notified.

Note 8: Killed in Action: A casualty category applicable to a hostile casualty, other than the victim of terrorist activity, who is killed outright or who dies as a result of wounds or other injuries before reaching a medical treatment facility.

Note 9: Died of Wounds Received in Action (DWRIA): A casualty category applicable to a hostile casualty, other than the victim of terrorist activity, who dies of wounds or other injuries received in action after having reached a medical treatment facility.

MAR 31 2004

Note 10: Wounded in Action: A casualty category applicable to a hostile casualty, other than the victim of terrorist activity, who has incurred an injury due to an external agent or cause. The term encompasses all kinds of wounds and other injuries incurred in action, where there is a piercing of the body, as in a penetration or perforated wound, or none, as in the contused wound. These include fractures, burns, blast concussions, all effects of biological and chemical warfare agents, and the effects of exposure to ionizing radiation or any other destructive weapon or agent. The hostile casualty's status may be VSI, SI, III, or NSI.

3. Diagnosis of Injury - Enter complete diagnosis; use medical term and plain language explanation as verified by medical authority. State if an autopsy will be conducted.	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
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4. Condition/prognosis or time, date, and place of death.	Condition: (As determined by attending Physician) Circle the applicable condition	Good Critical Fair Serious Very Serious Grave
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			Prognosis: (As determined by attending Physician)	<hr/> <hr/> <hr/>
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			If Dead: List local time, and geographical place of death. Same as line 5 if applicable.	Time: _____ Date: _____ Geo Place: _____
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5. Local time, date and geographical place of incident (i.e., 1200, 020512, 10 miles east of Boise, Idaho (include specific town/city and country/province). If classified, place on supplemental classified PCR.	<hr/> <hr/> <hr/> <hr/> <hr/>
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PCR CONTACT CHECKLIST

RANK/NAME OF CALLER: _____ RANK/NAME OF PERSON BEING REPORTED ON: _____
RANK/NAME OF FAX SENDER: _____

OGANIZATION COMMANDER NOTIFIES THE BELOW AGENCIES

UNIT	PHONE	FAX ** check box once fax is sent	TIME	DATE	POC RANK & NAME
MCRD/WRR C/S	Cell (619)723-7949				
MCRD/WRR ADJ DEPOT DUTY	DSN 524-8734/8735 DUTY 524-8700	DSN 524-8766 [] DSN 524-8766			
HQMC CASUALTY CNTR (MRC)	(<i>WORKING HOURS</i>) DSN 278-9512 (<i>AFTER HOURS</i>) DSN 225-7366 DUTY CELL (703)801-8644	DSN 278-9823 [] COMM (703)784-4134 [] (<i>After Hours</i>) DSN 227-2986 []			
HQMC COMMAND CENTER (AFTER HOURS) (MCOC)	DSN 225-7366 DUTY CELL (703) 801- 8644				
EMAIL					
MCCC3@HQMC.USMC.MIL [] MCCC2@HQMC.USMC.MIL [] MCCC1@HQMC.USMC.MIL []					
DECEDENT AFFAIRS (Balboa)	Comm (619) 532-8305				
DECEDENT AFFAIRS (CAMPEN)	Comm (760) 725-1296 DSN 365-1296				
DISTRICTS	Local Hospital				

MCRD/WRR DEPOT ADJ OR DUTY (AFTER HOURS) NOTIFIES THE BELOW AGENCIES

MCRD C/S	(<i>WORKING HOURS</i>) Comm 619-524-8703 DSN 524-8703 Cell 619-723-7949	Comm 619-524-8766			
MCRC (Districts)	(<i>WORKING HOURS</i>) DSN 278-9429/9430 (<i>AFTER HOURS</i>) DSN 278-9007/9008	DSN 278-9861 []			
TECOM	DSN 278-3730/3731 NO AFTER HRS #	DSN 278-3724 []			
MCRD/WRR PAO	DSN 524-8715 Recall Binder has after duty #	DSN 524-8718 []			
CHAPLAIN	DSN 524-8820 Cell 619-218-3832 (SEE DUTY BULLETIN FOR ON- CALL CHAPLAIN #)	DSN 524-8846 []			
MEDICAL OFFICER	DSN 524-4079/1565 No after hours #	DSN 525-0587 []			
AC/S INSPECTOR	DSN 524-8791	(619) 524-8827 []			

RED CROSS HQS: 703-206-6181/5

***IMMEDIATELY SUBMIT A VOICE REPORT TO HQMC CASUALTY DUTY OFFICER WHEN A REPORTABLE CASUALTY INCIDENT OCCURS AND FOLLOW WITH A PCR. THE INITIAL REPORT SHOULD BE MADE ASAP BUT NO LATER THAN 15 MINUTES AFTER LEARNING OF THE INCIDENT.**

ENCLOSURE (2)

DepO 3040.5F
MAR 31 2004

CASUALTY ASSISTANCE CALLS OFFICER APPOINTMENT LETTER

3040
1

From: Commanding Officer (Unit)
To: Grade, First Name Initial Last Name SSN/MOS Component
Subj: ASSIGNMENT AS CASUALTY ASSISTANCE CALLS OFFICER
Ref: (a) DepO 3040.5F
(b) MCO 3040.4

1. Per the references, you are hereby appointed as a Casualty Assistance Calls Officer for this command.
2. You will familiarize yourself with the references and be especially familiar with Chapter 2 of reference (b). Your responsibilities include but are not limited to:
 - a. Making liaison with the HQMC Casualty Branch for guidance prior to making any casualty notification.
 - b. Ensuring that you have a chaplain with you when you make notification.
 - c. Making notification in person to the proper Next of Kin.
 - d. Ensuring that you understand what benefits are available to the NOK to include but not limited to: Pay and Allotments, Death Gratuity, Arrears of Pay, Life Insurance, Burial Allowances, Invitational Travel Orders, Transportation of Dependents, Vacating Government Quarters, Basic Allowance of Housing, ID Cards, Survivor Benefit Plan, Dependency Indemnity Compensation, and Social Security Benefits etc.
3. Your assignment to this responsibility is of the utmost importance. How you conduct yourself and assist the bereaved family may be one of the last acts and impressions that the family has of the Marine Corps and how we "Take Care of Our Own." Ensure that your assistance to the family is professional, courteous and prompt.
4. Any questions you have regarding your responsibilities will be addressed to the Adjutant.

//s//

Copy to:
Depot Adj
OOD Binder

ENCLOSURE (3)