



DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
2 NAVY ANNEX
WASHINGTON, DC 20380-1775

IN REPLY REFER TO:

CMC-MHP-10
22 Jul 96

WHITE LETTER NO. 07-96

From: Commandant of the Marine Corps

To: All General Officers
All Commanding Officers
All Officers in Charge

Subj: CASUALTY ASSISTANCE CALLS

1. Taking the extra step that exemplifies concerned leadership in taking care of our own is a sacred trust given to those who bear the title Marine. I expect all Marines to be "on watch", always at the ready to serve the families of our fallen comrades. Assignment as a Casualty Assistance Call Officer (CACO) is psychologically and emotionally demanding, but is an integral part of the sacred trust given to those that bear the title Marine... to take care of their own.

2. Every casualty assistance call is unique but shares one commonality--absolute responsiveness to the needs of the Marine's family. It is critically important that family members are personally notified by a Marine who is both concerned and knowledgeable in casualty assistance procedures--this requires CACO's to become intimately familiar with MCO P3040.4D, the Marine Corps Casualty Procedures Manual. This Manual has been carefully written to provide the necessary information to make each casualty assistance call a success. Ensure your unit or local reserve chaplain is an integral member of the CACO team. Rely on all of your resources. I encourage CACO's to ask for help in questionable cases and use the chain of command--if need be, all the way up to this Headquarters. I want them to know they have my full support in responding to the needs of these families. The Casualty Duty Officer is available to provide answers and assistance 24 hours a day through the Marine Corps Command Center at DSN 225-7366 or (703) 695-7366.

3. I also expect CACO's to be aware of the importance of getting the facts and relaying them to the family as quickly as practical. It is important that CACO's contact the deceased Marine's command to verify all information prior to notification. CACO's must ensure that they do not provide unsubstantiated

