



CARE TEAM SUPPORT

A CARE TEAM offers emotional support and practical assistance to Family Members of injured and fallen Soldiers. You will be asked if you wish to receive this support, which is provided by the unit.

If you accept, a small group of trained Care Team volunteers will be sent to assist and support your family for about 72 hours to 2 weeks depending on your needs.

What Does A Care Team Do?

- Answer phone, screen calls and visitors
- Arrange help with household matters, reschedule appointments, run errands, and provide meal support
- Babysit or make temporary childcare arrangements
- Keep a log of your questions for the Casualty Assistance Officer (CAO) or Unit Commander/Rear Detachment Commander
- Provide transportation and/or accompany family to local medical/rehabilitation facility
- Assist visiting family members and friends with installation access and/or lodging

What A Care Team Does Not Do

- Make funeral arrangements (i.e., handled by the CAO and unit)
- Provide information about benefits or entitlements (i.e., handled by the CAO and unit leadership)
- Offer any type of counseling

Care Team volunteers are not trained as grief counselors, but rather to provide assistance and comfort.

Does A Care Team Have To Visit?

No, it is optional.

★ Regardless of whether you accept or decline a Care Team, your Family will still receive assistance from the unit and others.



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UNIT CONTACTS FOR CASUALTY ASSISTANCE

Label Area

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KEY RESOURCES FOR CASUALTY ASSISTANCE

Army Family Programs – www.myarmylifetoo.com
Information about Army Family Programs & Services

U.S. Army Wounded Warrior Program (AW2)
1-800-237-1336 or www.aw2.army.mil
Assistance to Families who have a Wounded Warrior,
8:00 am - 4:30 pm EST, M-F

Wounded Soldier and Family Hotline
1-800-984-8523 or www.armyfamiliesonline.org
Help to resolve medical related issues, 24/7

Army Casualty and Memorial Affairs Operations Center
1-866-272-5841 or
www.hrc.army.mil/site/active/tagd/cmaoc/ffccc/index.htm
Long term support to Families of Fallen Soldiers connecting survivors to services, 24/7

Army Information Line – 1-800-833-6622
Information, useful resources and referral services when exhausted all other resources 8:00 am - 4:30 pm EST, M-F

Military Severely Injured Center – 1-888-774-1361
www.militaryonesource.com (search for MSI Center)
Centralized support to assist Families about benefits, identifying resources, and obtaining counseling, information, and community support, 24/7

Military OneSource – 1-800-342-9647 or
www.militaryonesource.com
Assistance to Soldiers and Families with child care, personal finances, emotional support during deployments, relocation information, resources needed for special circumstances, or private counseling in the local community 24/7

Department of Defense's Military Homefront
www.militaryhomefront.dod.mil

Department of Veteran's Affairs
www.va.gov

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