



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
US ARMY INSTALLATION MANAGEMENT COMMAND
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT SILL
4700 N.W. MOW-WAY ROAD, SUITE 143
FORT SILL, OKLAHOMA 73503-9019

IMSIL-HRM-C (638-8)

15 April 2021

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Casualty Assistance Officer and Casualty Notification Officer Training CY21 (Change 2)

1. In accordance with, Chapter 1, Section II, Paragraph 1-35 of AR 638-8, *Army Casualty Program*, dated 07 June 2019, Unit Commanders:

In support of notification and assistance missions, local Army CDRs will—

a. Designate a sufficient pool of qualified personnel for the responsible CAC to train, certify, and appoint for CNO or CAO duties.

b. Release the CAO from all conflicting obligations and requirements until the CAC releases the CAO back to the unit.

c. Ensure all personnel are trained in the proper completion and use of DA Form 1156.

d. Implement procedures to preclude unauthorized communication with the NOK concerning casualty incidents until after official notification has been completed.

e. In accordance with, Chapter 5, Section 5-14(a) of AR 600-20, *Army Command Policy*, dated 06 November 2014, Unit Commanders:

Commanders will conduct a memorial event (Memorial Ceremony or Memorial Service) for every Soldier who dies while assigned to their unit, regardless of the manner of death to include suicides. Commanders will notify the CAC of the time and place of the unit memorial events.

2. Only Soldiers in the rank of captain and higher, warrant officers in the rank of chief warrant officer two and higher, and noncommissioned officers in the rank of sergeant first class and higher are eligible to be trained and certified to serve as a Casualty Notification Officer (CNO) and Casualty Assistance Officer (CAO). It is requested that all personnel be interviewed before being selected for the training. Successful completion of the training will result in your Soldiers receiving certification for the honor of caring for families as a CNO or CAO.

3. General information about the training is listed below:

a. The CAO/CNO training and certification course is a three-day session, from 0830-1600 each day.

b. All classes will be conducted in building 4700, second floor, room 219 (please see bulletin board as you exit the elevator, for any changes).

c. The dresswear for the training is duty uniform or appropriate civilian attire. No food or drink is allowed in the classroom at any time.

d. Students who are absent for more than one (1) hour of training will not be allowed to continue and must be rescheduled to complete the training.

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e. The training schedule for Calendar Year 2021 is at Enclosure 1.

f. There are 25 seats available in each class on a first-come-first-serve basis. The CNO/CAO certification is good for one (1) year only, and must be current to remain eligible to perform CNO/CAO duties.

5. There are two (2) methods to recertify: a) retake the classroom course or b) one month before certification expiring, complete the online recertification exam, which is available on the JKO website at <https://www.jko.jfcom.mil>.

6. A roster of attendees must be submitted to the CAC, no later than the close of business, two days prior to the class start date. **We MUST have a minimum of four (4) participants, in order to conduct this three (3) day course.** It is requested that all personnel be interviewed prior to being selected for the training. Please e-mailed to the undersigned at santonio.denton.civ@mail.mil (580) 442-0291 and/or Mr. Malcolm Solomon at: malcolm.d.solomon.civ@mail.mil, 580-442-4627

Santonio Denton
Santonio (Tony) Denton
Casualty Training Instructor
Casualty Assistance Center

Encl
CY21 Class Schedule

DISTRIBUTION:

Chief, Military Personnel Division
Chief, Casualty Assistance Center
CSM, Garrison Command
CSM, 30th ADA Bde
CSM, 31st ADA Bde
CSM, 75th FiB
CSM, 428th FA Bde
CSM, 434th FA Bde
SGM, FCOE 3/5/7
SILL EOC Tasking
Casualty Staff

**2021 Casualty Assistance Officer (CAO)/Casualty Notification Officer (CNO)
Training Schedule**

05 - 07 January

12 - 14 January

06 - 08 April

13 - 15 April

13 - 15 July

20 - 22 July

05 - 07 October

19 - 21 October

02 - 04 February

09 - 11 February

04 - 06 May

11 - 13 May

03 - 05 August

10 - 12 August

02 - 04 November

16 - 18 November

02 - 04 March

09 - 11 March

01 - 03 June

08 - 10 June

14 - 16 September

21 - 23 September

07 - 09 December

14 - 16 December