

# Mishap and Casualty Preparation

## Command Support Team (CST)

- Is there one already established?
- Are the right people involved?  
(Recommend CO/XO/CMC spouses, OMBUDSMAN, FRG President)
- Do CO/XO/CMC know who is leading and involved in CST?

## Mishap Communication Plan:

- Does the CST have a clear understanding of how mishap information will flow from the command?
- Does the CST have a plan for sharing information with affected and unaffected spouses? Officer and Enlisted?
- \*Recommend using scripts developed now

## Notification Network:

- Has the CST established a notification and communication network?
- \*Recommend email-to-text
- \*Not Recommended: phone trees/social media/Facebook/group texts

## Establishing and Managing Expectations:

- Have the command and CST established clear expectations about communications and actions following a mishap or high profile incident? Why?
  - Enables notification and investigation processes to work effectively
  - Manages individual expectations for “when will I know something?”
- Have command/CST expectations and communication plans been communicated to military personnel and spouse organizations? (e.g. CST letter to spouses, command policy statement, mishap brief)

## Do you know:

Sister commands' CSTs?  
ISIC CST or leadership spouses?  
Ombudsmen? FRG?  
Command PAO and CACO?

- What information will come from the command, when, and from whom?
- How and when will that information filter from CST to spouses?
- What limitations have been set for social media?
- What types of information can be shared with friends/family and when?
- Interaction with news media?
- When is it appropriate to reach out to affected families? **Hint: NEVER before official notification**

## Other Considerations:

- Page 2 and EDF currency (does command have one for every member?)
- Delegate responsibilities (both inside and outside command)
- CST Participation in command quarterly mishap drills?
- Spouse Education – who will provide? What does Fleet and Family Support offer?)
- Coordinate with base CDC for emergency childcare

**\*Develop your scripts with your Command Triad as soon as possible and keep it at the ready.**

# Mishap and Casualty Preparation

## Contact Information:

CST Members: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Sister Command CSTs: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

ISIC CST or leadership spouses: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Ombudsman: \_\_\_\_\_

\_\_\_\_\_

FRG President: \_\_\_\_\_

\_\_\_\_\_

Command PAO: \_\_\_\_\_

\_\_\_\_\_

Command CACO: \_\_\_\_\_

\_\_\_\_\_

## Establish Communication Expectations:

What information will come from the command? \_\_\_\_\_

\_\_\_\_\_

When? \_\_\_\_\_

From whom? \_\_\_\_\_

How will that information filter from CST to spouses? \_\_\_\_\_

\_\_\_\_\_

When? \_\_\_\_\_

What limitations have been set for social media? \_\_\_\_\_

\_\_\_\_\_

What types of information can be shared with friends/family and when?

\_\_\_\_\_

\_\_\_\_\_

What guidelines have been set for news media interaction? \_\_\_\_\_

\_\_\_\_\_

When is it appropriate to reach out to affected families? (**NEVER before official notification**)

\_\_\_\_\_

Please have these discussions with your Command Triad and CST together; as soon as possible.