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?

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

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)* ______________
__________________________________________________________________________________________
__________________________________________________________________________________________

Contact Information:
CST Members:__________________________________________________________  
__________________________________________________________  
__________________________________________________________
Sister Command CSTs:_________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
ISIC CST or leadership spouses:__________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
Ombudsman:______________________________________________________________
__________________________________________________________________________________________
FRG President:___________________________________________________________
__________________________________________________________________________________________
Command PAO:___________________________________________________________
__________________________________________________________________________________________
Command CACO:___________________________________________________________
__________________________________________________________________________________________