

Casualty Assistance Calls Officer (CACO)
Action Checklist and
After Action Report (AAR) -
 specific actions to be considered
 as a casualty case progresses through typical phases

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Phase	Definition	Tally of CACO actions to consider
A	<u>Initial phase.</u> Includes notification of NOK, initial actions to inform chain of command, caretaking of NOK, and limited decisions and claims. Conceptually, Day 1.	11
B	<u>Follow-up through Burial.</u> Includes mortuary, transportation, PADD, funeral, burial, honors, funeral travel, some claims, and caretaking of NOK. Conceptually, Day 2 through Burial.	34
C	<u>Adjustment.</u> Includes claims for funeral expenses along with other claims not yet made. Begin to receive results of Phase B claims. Continued caretaking of NOK. Conceptually, Weeks 2-4.	48
D	<u>Maintenance.</u> Most claims should yield results. Reduced caretaking of NOK. Conceptually, Month 2 forward.	15
E	<u>Long-term care.</u> Resource for bumps in the road. Minimal caretaking of most NOK, as-needed support for a few. Conceptually, Year 2 forward.	0

Reality check

Phases are a rational concept, useful for administration, planning, and thoroughness. Death is a rational fact, but grief and grieving are human reactions. They are emotional, not rational. Recognize with compassion that grief is not a linear, rational, neatly-administered process. These phases are a concept. Be flexible. Be patient.