



UNITED STATES MARINE CORPS
MARINE CORPS INSTALLATIONS PACIFIC-MCB CAMP BUTLER
UNIT 35001
FPO AP 96373-5001

MCIPAC-MCBBO 1752.1B
MCCS/PSC

APR 24 2020

MARINE CORPS INSTALLATIONS PACIFIC-MCB CAMP BUTLER ORDER 1752.1B

From: Commanding General, Marine Corps Installations Pacific-MCB Camp Butler
To: Distribution List

Subj: MARINE CORPS COMMUNITY SERVICES MASS CASUALTY/CRISIS ACTION SUPPORT

Ref: (a) DoDI 1342.22, "Military Family Readiness," February 13, 2017
(b) MCO P1754.10A
(c) 5 U.S.C. 552a
(d) SECNAVINST 5211.5F

1. Situation. In accordance with reference (a), Department of Defense (DoD) installations shall develop and maintain a written statement of policy that establishes, implements, and sustains emergency family assistance (EFA) under the authority of the installation management plan. At a minimum, plans shall describe the mission of the Emergency Family Assistance Center (EFAC) as promoting short- and long-term recovery and the return to a stable environment and mission ready status for DoD personnel and their families following an all-hazards incident, delivery of noncombatant repatriation assistance for DoD/non-DoD civilian employees and DoD/non-DoD family members affected by an authorized/ordered departure from an overseas country throughout the entire safe haven period.

2. Cancellation. MCIPAC-MCBBO 1752.1A.

3. Mission. To outline possible Marine Corps Community Services (MCCS) EFA support roles in the event of a wide range of crises, all-hazards incidents, and noncombatant repatriation assistance.

4. Execution

a. Commander's Intent

(1) An organizational relationship between Okinawa-based commands, installation services providers, and MCCS should exist in order to provide family support in preparing for mitigating the consequences of, responding to, and recovering from, mass casualties, noncombatant repatriation, evacuations, or other crises. This Order provides action support guidance for Camp Commanders, installation staff agencies, and MCCS program managers.

(2) This Order is intended as a guide for developing supporting plans to the installation disaster preparedness plans. Each actual crisis situation will be different; this Order is intended to be comprehensive, but flexible enough to cover a wide variety of circumstances.

(3) MCCS is an important resource for commands. A thorough understanding of services provided and a clear organizational relationship is critical for crisis response. This Order addresses the range of crises for

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which MCCS may be called to action and explains the type of response and support that may be required.

b. Concept of Operations

(1) Under the direction of the Assistant Chief of Staff (AC/S), MCCS, Marine Corps Installations Pacific-MCB Camp Butler (MCIPAC-MCBB), the Deputy AC/S MCCS, MCIPAC-MCBB, and the Deputy Director, Marine and Family Programs, MCCS, MCBB, an EFAC may be activated and remain open 24 hours a day, 7 days a week until the crisis is over.

(2) Portions of MCCS Marine and Family Programs, which includes the Personal and Professional Development (P&PD) Branch and the Behavioral Health Branch, may cease normal operations.

(3) The EFAC will primarily be staffed by employees from Marine and Family Programs and located at Marine and Family Programs building 445, Camp Foster, unless otherwise dictated by the crisis response situation.

(4) In accordance with references (a) and (b), the EFAC will provide consolidated, around-the-clock assistance for victims' families, to include crisis intervention, assessment, care, and Information and Referral (I&R) services. The following EFAC services may be available to the installation in support of their response to a crisis event:

(a) Grief and trauma counseling for personnel affected by the crisis.

(b) Private rooms where Casualty Assistance Calls Officers (CACOs) can notify, or meet with, next of kin.

(c) Private rooms for individual counseling.

(d) Temporary shelter or rest areas set up with cots, blankets, pillows, and chairs.

(e) Information services/telephone call center.

(f) Temporary childcare and toys for children.

(g) Chaplain services.

(h) Other government and community agency services, to include Navy-Marine Corps Relief Society, American Red Cross, legal services, personnel support, and others as required.

(i) Refreshments provided by dining facilities, American Red Cross, private donations, or commercial sponsors.

(j) Diagram of EFAC disseminated to ensure everyone is aware of the location of available EFAC services.

(k) Follow-up support groups as required.

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(l) Internet access for family members.

(m) Relevant I&R Program website resource information.

(5) EFAC standard operating procedures will contain or address at a minimum the following information:

(a) A sequence of activities for activating, sustaining, and deactivating the EFAC.

(b) Criteria for assessing the types of services required based on the type of incident.

(c) Organizational responsibilities and plans for coordination among organizations supporting the family assistance response effort.

(d) Responsibilities of the EFAC functional areas and staff positions that comprise management, administration, and public affairs.

(e) EFAC operational component, to include the types of services to be provided, personnel requirements, and coordination among service providers.

(f) Plans for assessing the need for community support.

(g) Integration of the EFA plan as part of the installation emergency management plan.

(h) An equipment and materials checklist to activate the EFAC.

(i) Identification of medical needs and information on available medical services.

(j) Coordination with casualty and mortuary affairs.

(k) Religious and pastoral care.

(l) Psychosocial services, including assessment of non-medical counseling and referrals to military or community medical providers for persons requiring clinical mental health services.

(m) Housing or temporary lodging services.

(n) Transportation.

(o) Translation and interpreter services.

(p) Child and youth services.

(q) Legal services.

(r) Financial services, including assistance with insurance, entitlements, and benefits.

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(s) I&R services.

(t) Personnel locator assistance.

(u) Address measures to provide security, access control, and protection of privacy and documentation of any medical services provided; casualty and mortuary related information, including media-neutral life cycle management of associated records.

(v) Coordination with installation family readiness groups, as appropriate.

c. Subordinate Element Missions

(1) AC/S, MCCS, MCIPAC-MCBB. Serve as the overall advisor to the Commanding General (CG), MCIPAC-MCBB, on regional MCCS support matters during a crisis event.

(2) Deputy AC/S, MCCS, MCIPAC-MCBB. Serve as the overall advisor to the CG, MCIPAC-MCBB, on local MCCS support matters during a crisis event.

(3) Deputy Director, Marine and Family Programs, MCCS, MCBB. Serve as the overall advisor on EFA support matters.

(4) Deputy Director, Business and Support, MCCS, MCBB. Serve as the overall advisor on business and support matters.

(5) Chief, MCCS Personal and Professional Development Branch. Oversee EFAC operations while providing advice regarding all MCCS programs involved.

(6) Chief, MCCS Family Care Branch. Upon activation of the EFAC, coordinate closely with the EFAC Coordinator to provide adequate extended childcare to the fullest extent possible for staff and volunteers assisting in the crisis action, as well as for grieving families or other families in need.

(7) Chief, MCCS Logistics Branch. Upon activation of the EFAC, coordinate closely with EFAC Coordinator to ensure all EFAC logistical support needs are provided to the fullest extent possible.

(8) Chief, MCCS Behavioral Health Branch. Upon activation of the EFAC, coordinate closely with EFAC Coordinator to ensure all EFAC non-medical counseling and referral support needs are provided.

(9) Director, MCCS P&PD-Resources. Upon activation of the EFAC, serve as the EFAC Coordinator and assume the following roles:

(a) Supervise crisis response activities of the EFAC.

(b) Coordinate support and resources for the EFAC from MCCS and non-MCCS agencies to include the Navy-Marine Corps Relief Society, American Red Cross, chaplains, legal assistance office, CACOs, MCIPAC-MCBB Communication Strategy and Operations (CommStrat), MCIPAC-MCBB G-6, Civilian

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Human Resources Office, U.S. Consulate General Naha, United Services Organization, and government agencies/organizations from outside the installation, etc.

- (c) Assign appropriate EFAC staff roles and responsibilities.
- (d) Ensure staff recall is complete and the EFAC is operational 24/7.
- (e) Brief EFAC staff members on the nature and status of the crisis.
- (f) Ensure family members are receiving adequate care and accurate information.
- (g) Coordinate consolidated I&R efforts with command elements.
- (h) Coordinate additional staff augmentation with volunteers, if needed.
- (i) Coordinate EFAC child care and logistical requirements.
- (j) Coordinate and document humanitarian support services and actions provided by EFAC, as well as resources made available from other DoD or family support agencies.
- (k) Liaise regularly with the MCCS Marketing Branch, MCIPAC-MCBB CommStrat, and other installation crisis staff members.
- (l) Ensure EFAC staff members and volunteers receive appropriate stress debriefing.
- (m) Effect direct liaison with MCCS representative to Base Emergency Operations Center.
- (n) Coordinate the de-establishment of the EFAC following the crisis.
- (10) Director, MCCS Behavioral Health-Family Advocacy Program. Upon activation of EFAC, serve as the EFAC Clinical Services Coordinator and assume the following roles:
 - (a) Ensure qualified staff provide trauma and stress debriefings.
 - (b) Provide personal, family, and group counseling services.
 - (c) Establish non-medical counseling triage services designed to strategically address the specific crisis situation that may include traumatic loss of life, mass casualty, continuing danger, etc. Ensure personal referrals are provided for those requiring mental health, psychiatric, Chaplain Corps, or other related services.

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d. Coordinating Instructions

(1) Camp Commanders and installation staff agencies will ensure close coordination with installation service providers to ensure mass casualty/crisis action recall rosters are accurate and maintained.

(2) Agencies will make appropriate coordination and use of available resources to support a coordinated community response to any crisis.

5. Administration and Logistics

a. Recommendations for changes to this Order should be submitted to the Chief, MCCS Personal and Professional Development Branch for review.

b. Any misuse of unauthorized disclosure of personally identifiable information (PII) may result in both civil and criminal penalties. The privacy of an individual is a personal and fundamental right that shall be respected and protected. The need to collect, use, maintain, or disseminate PII about individuals for purposes of discharging its statutory responsibilities should be balanced against the individuals' right to be protected against unwarranted invasion of privacy. All collection, use, maintenance, or dissemination of PII will be in accordance with the Privacy Act of 1974, as amended, reference (c) and implemented by reference (d).

6. Command and Signal

a. Command. This Order is applicable to members of the United States Armed Forces and members of the civilian component assigned to MCIPAC-MCBB installation commands and other tenants and activities operating on MCIPAC-MCBB facilities and areas in Okinawa.

b. Signal. This Order is effective the date signed.


W. J. BOWERS

DISTRIBUTION: List C