

FRG SCRIPTS

FRG SCRIPT #1:

All FRG leaders should have this message ready at all times. If they are contacted at any time regarding a KIA downrange, they should respond with this script unless they have been specifically authorized to respond differently.

“I have received no official information regarding any incident down range at this time, and cannot confirm or deny what you are asking. If there has been an incident, we will contact you as soon as we can to let you know how you can receive more information. If you have heard of an incident through back channels, please do not spread that information to others until official channels have had time to work.”

FRG SCRIPT #2:

To be used once notification is complete, but before DTG for the Emergency FRG Townhall Meeting is set. This message will only be used as a response to calls, it will not be disseminated through Key Callers or the FRG.

“I can confirm that there has been an incident (KIA or WIA) downrange, but I do not know any details. The Families of Soldiers involved have already been notified. The Rear Detachment Commander is gathering the facts and planning an Emergency FRG Townhall Meeting. We will be contacting you within the next 24 hours with the time and place of the Townhall Meeting.”

FRG SCRIPT #3:

To be used once notification is complete to inform Family members of time and location for the critical incident brief. FRG Leaders and POCs should not attempt to distribute details along with this call, or discuss rumors/news.

"Hi, This is (POC name) from (Company/Battalion). There is a report of an incident; I do not know any details. The Rear Detachment Commander is gathering the facts. All involved family members have been notified. There will be an incident briefing at (location) at (date/time). If possible, please find childcare as this information is intended for adults only. If you do not have child care available, it will be provided at the meeting. Will you need childcare? If so, what are the names and ages of your children?"

If a POC reaches voice mail, or an answering machine, the following message should be left:

“This is (key caller) from (unit/company). I have important unit information for you. This is NOT in reference to YOUR Soldier. Please call me at (phone number) as soon as possible. It is (date) at (time). Thank you.”

CRITICAL INCIDENT BRIEFING FORMAT:

The big idea of this meeting is to quell rumors, alleviate the Family members' fears and concerns, and to provide support options.

DSTB Rear Detachment Commander:

Welcome

Introduction

Agenda

Incident Description: *Rear-D CDR puts out as much detail as allowed/prudent (no OPSEC details, or gory details), and reassures them that their Soldiers are safe (if they weren't notified) and that the Families of killed/injured Soldiers are being supported.*

“There was an incident involving our unit yesterday that resulted in the loss / wounding of ___ Soldiers. All official family notifications are complete. The unit and the rest of the Soldiers are doing well and continue their mission in and around (City). The exact location of the unit cannot be disclosed for operational security.”

The incident occurred on (date), Fort Carson time, which resulted in the loss of (Rank / Name) and (#) wounded when he/they (describe incident in general terms). State rank and name of the KIA Soldier: remains will be flown to Dover Air Force Base where an escort team from our unit will escort to the funeral location in (State). The (#) wounded Soldiers are recovering in (location).”

Questions: *At this time, the Rear-D Commander should answer questions from the FRG members. The answers 'I don't have that information' or 'I can't disclose that information' are perfectly acceptable. Casualty Notification procedures should be explained, and Families should be reassured as much as possible.*

DIV FRG Advisor, Care Team Leader and/or other representative: *General details regarding the Family/Spouse should be given here, with care taken to respect privacy. Care Team Leader should know wishes of NOK by this time.*

- Current status of spouse (as required)
- Spouse wishes
- Support for the spouse (meals, etc)

Chaplain, MFLC or Social Services Representative: *Should cover some of the common reactions to grief, to help Family members see that the stress/emotions that they are feeling are normal reactions to a crisis. Chaplain could also briefly talk about how to support someone who is grieving, and should end with words of comfort and a prayer.*

- Normalizes grief reactions/experiences
- Words of comfort
- Prayer
- Where to get support/help for themselves

Rear-Detachment Commander: *Closes the meeting, provides proposed Fort Carson and deployed Memorial time(s) and location, and offers the opportunity for them to talk individually to the Chaplain and MFLCs.*