

# U.S. Army CARE Team

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## Commander Quick Guide

### Purpose

CARE (CAssualty REsponse) Teams provide short-term, temporary, practical and emotional support to Families following death, serious injury, suicide, DUSTWUN/MIA, or other traumatic incidents. Support stabilizes the Family until their natural support network is present. CARE Teams are optional and used only at Family approval.

### Commander Responsibilities

- Decide if a CARE Team is appropriate
- Approve who will support the Family
- Ensure CARE Team members are trained and ready prior to activation
- Provide guidance, limits, and duration of support
- Enforce confidentiality
- Monitor volunteer well-being
- Approve disengagement and After Action Review

### When to Activate

Activate AFTER PNOK notification is complete AND the Family agrees to CARE Team support. Typical support duration is 72 hours to 2 weeks, depending on Family need.

### What CARE Teams Do

- Screen calls & manage messages
- Assist with logistics & household support
- Coordinate meals
- Assist with childcare coordination
- Assist visiting Family
- Provide compassionate presence

## What CARE Teams Do NOT Do

- Brief or advise on benefits or entitlements
- Provide money or financial advice
- Make funeral arrangements
- Provide counseling
- Speak to media
- Replace the Command, CAO, or Chaplain

## Confidentiality

Privacy is non-negotiable. CARE Teams only share information with Commander/Rear D, CAO, Chaplain, or CARE Team Coordinator. Emergency crisis support as needed.

## Activation Flow

Incident → PNOK Notification → Commander Decision → GO Team Assess → CARE Team Support → Disengage → AAR

## Red Flag Situations

- Emotional crisis beyond normal grieving
- Threats of self-harm or harm to others
- Domestic safety concerns
- Escalate to Chaplain or call 911 when appropriate

## End State

Family stabilized • dignity protected • privacy honored • support transitioned



ACS Soldier and Family Readiness

<https://carson.armymwr.com/programs/family-readiness-group-frg>



ACS Deployment and Reintegration

<https://carson.armymwr.com/programs/mobilization-deployment-readiness-stability-support-operations-mdrso>