



UNITED STATES MARINE CORPS
MARINE CORPS LOGISTICS COMMAND
814 RADFORD BLVD, STE 20201
ALBANY, GA 31704-0201

1700
L01

APR 11 2012

From: Commanding General
To: Distribution List

Subj: FAMILY READINESS CRISIS COMMUNICATIONS POLICY

Ref: (a) MCO 1754.9

1. Purpose. My intent is to provide timely and accurate communication to the Marines, spouses, and family members in the event of a crisis. The Family Readiness Officer (FRO) will proactively seek guidance from me or the Chief of Staff before sending any communication during or following a crisis situation.

2. Cancellation. This letter will remain in effect until revision or when indicated by the appropriate authority.

3. Information. Pursuant to reference (a), the Unit Personal and Family Readiness Program (UPFRP) directs the establishment of policy by which information is disseminated to the Marines, spouses, and designated parents/extended family members in the event of a crisis. Examples of a crisis or perceived crisis for this purpose include an entire unit family being killed in a car accident, a base closure due to an impending hurricane or other weather phenomena, gate closures due to a security breach or a helicopter crash in the country/vicinity of our deployed members.

a. The FRO and appointed volunteers of the program have no role in the casualty notification process; therefore, any unsolicited communication from the FRO that is deemed necessary by the Commanding General, shall be passed through the Casualty Assistance Calls Officer (CACO). Information disseminated by Marine Corps Logistics Command personnel will not interfere with or precede the Marine Corps policy for casualty notification.

b. Each crisis occurrence will dictate the method of communication and will not necessarily be the same. I, or the Chief of Staff, will advise the FRO on which part of the Organizational Communication System (OCS) to use and will personally approve the content of the communication. Options available include one or a combination of the methods listed below:

- (1) Marine Online
- (2) eMarine
- (3) Newsletter
- (4) Email
- (5) Town Hall Meeting
- (6) Any additional methods available at my disposal

4. The FRO will be available to liaison with the various support programs/agencies on base or in the community that can provide assistance in the event of a crisis.

5. My underlying desire is to provide accurate and timely communication to the Marines, spouses, and family members.


C. L. HUDSON