



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

MCIPAC-MCBBO 1752.1A  
MCCS/PSC  
2 MAY 2016

MARINE CORPS INSTALLATIONS PACIFIC-MCB CAMP BUTLER ORDER 1752.1A

From: Commanding General  
To: Distribution List

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

Ref: (a) OPNAVINST 1754.1B  
(b) MCO P1754.10

1. Situation. In accordance with reference (a), an organizational relationship between Okinawa-based commands and Marine Corps Community Services (MCCS) should exist in order to provide family support in preparing for mitigating the consequences of, responding to, and recovering from, mass casualties, noncombatant evacuations, or other crisis. This Order provides action support guidance for Camp Commanders, base staff agencies, and MCCS program managers.

2. Cancellation. MCIPACO 1752.1.

3. Mission. To outline possible MCCS support roles in the event of a wide range of crises: Disaster Evacuation Plan, Emergency Repatriation Plan, Emergency Shelter Program, Noncombatant Evacuation Operation, and etc.

4. Execution

a. Commander's Intent

(1) During a crisis event and at the direction of the Commanding General (CG), Marine Corps Installations Pacific-MCB Camp Butler (MCIPAC-MCBB), certain MCCS functions will cease normal operations.

(2) Under the direction of the Assistant Chief of Staff (AC/S), MCCS, and the Chief, MCCS Marine and Family Programs Branch, a Community and Family Assistance Center (CFAC) may be activated and may remain open 24 hours a day, 7 days a week until the crisis is over. The MCCS Marine and Family Programs Branch, which includes the Personal and Professional Development (P&PD)-Resources, P&PD-Education and Career Services, Behavioral Health-Family Advocacy Program, Behavioral Health-Substance Abuse Counseling Center, Behavioral Health-Community Counseling Program, and Marine Corps Family Team Building, will cease normal operations. The CFAC will be staffed by employees from all of Marine and Family Programs. The CFAC will be located at Marine and Family Programs building 445, Camp Foster, unless otherwise dictated by the crisis response situation.

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(3) In accordance with the references, the mission of the CFAC, following a disaster, will be to provide a consolidated, around-the-clock assistance center for victims' families, to include crisis intervention, assessment, care, and Information and Referral (I&R) services. The following CFAC 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 (CACO) 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 CFAC disseminated to ensure everyone is aware of the location of available CFAC services.
- (k) Follow-up support groups as required.
- (l) Internet access for family members.
- (m) Relevant I&R Program website resource information.

b. Concept of Operations

(1) MCCA 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 which MCCA may be called to action and explains the type of response and support that may be required.

(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.

c. Coordinating Instructions

(1) Camp Commanders and Base Staff. All Camp Commanders and base staff agencies are directed to include the AC/S, MCCS and the Chief, MCCS Marine and Family Programs Branch on their mass casualty/crisis action recall list. Agencies will make appropriate coordination and use of available resources to support a coordinated community response to any crisis.

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

(3) Chief, MCCS Marine and Family Programs Branch. Oversee CFAC operations while providing advice regarding all MCCS programs involved.

(4) Chief, MCCS Family Care Branch. Upon activation of the CFAC, will coordinate closely with the CFAC 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.

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

(6) Director, MCCS P&PD-Resources. Upon activation of the CFAC, becomes CFAC Coordinator. Roles include, but are not limited to:

(a) Supervises crisis response activities of the CFAC.

(b) Coordinates support and resources for the CFAC from MCCS and non-MCCS agencies to include the Navy-Marine Corps Relief Society, American Red Cross, Chaplains, Legal Assistance Office, CACOs, Public Affairs Office (PAO), G-6 Communications, Civilian Human Resources Office, American Consulate General Office Naha, United Services Organization, and government agencies/organizations from outside the installation, and etc.

(c) Assigns appropriate CFAC staff roles and responsibilities.

(d) Ensures staff recall is complete and CFAC is operational 24/7.

(e) Briefs CFAC team members on the nature and status of the crisis.

(f) Ensures family members are receiving adequate care and accurate information.

(g) Coordinates consolidated information and referral efforts with command elements.

(h) Coordinates additional staff augmentation with volunteers, if needed.

(i) Coordinates CFAC child care and logistical requirements.

(j) Coordinates and documents humanitarian support services and actions provided by CFAC, as well as resources made available from other Department of Defense or family support agencies.

(k) Liaises regularly with the MCCA Marketing Department, PAO, MCIPAC-MCBB, and other installation crisis team members.

(l) Ensures CFAC staff receives appropriate stress debriefing.

(m) Effects direct liaison with MCCA representative to Base Emergency Operations Center (BEOC).

(n) Coordinates the de-establishment of the CFAC following the crisis.

(7) Director, MCCA Behavioral Health-Family Advocacy Program. Upon activation of CFAC, becomes CFAC Clinical Services Coordinator. Roles include, but are not limited to:

(a) Ensures qualified staff provide trauma and stress debriefings.

(b) Provides personal, family, and group counseling services.

(c) Establishes non-medical counseling triage services. These services are designed to strategically address the specific crisis situation such as traumatic loss of life, mass casualty, continuing danger, and etc. Personal referrals are also provided for those requiring mental health, psychiatric, Chaplain Corps, or related services.

#### 5. Administration and Logistics


a. Submit recommendations for changes to this Order to the Chief, MCCA Marine and Family Programs Branch with supporting rationale.

b. The generation, collection, or distribution of personally identifiable information and management of privacy sensitive information shall be in accordance with the Privacy Act of 1974. Any unauthorized review, use, disclosure or distribution is prohibited.

#### 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 on Okinawa.

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

  
S. A. MACKEY  
Chief of Staff

DISTRIBUTION: List C