



COMMANDING OFFICER'S FAMILY READINESS CRISIS COMMUNICATIONS POLICY

1. Unit, Personal and Family Readiness Program (UPFRP), MCO 1754.9A, directs the establishment of policy at the unit level by which information is disseminated to the Marines, their spouses and designated parents/extended family members in the event of a crisis. Examples of a crisis or perceived crisis for the UPFRP purpose include an entire unit family being killed in a car accident, a base closure due to impending hurricane or other weather phenomena, or a helicopter crash in the country/vicinity of a deployed unit.
2. It is my policy that information disseminated will not interfere with or precede the Marine Corps policy for casualty notification. The Family Readiness Officer (FRO) has no role in the casualty notification process; therefore, any unsolicited communication from the FRO that is deemed necessary by the commander shall be passed through the Casualty Assistance Calls Officer.
3. Each crisis occurrence will dictate the method of communication and will not necessarily be the same. I, or my representative, will advise the FRO on which part of the Organizational Communication System to use and I will normally personally approve the content of the communication. Options available include these or any combination thereof.
 - a. Marine Online
 - b. Unit E-Marine Site
 - c. Unit Website
 - d. Newsletter
 - e. Email
 - f. Toll Free Marine Corps Hotline
 - g. Word of mouth
4. My underlying desire is to provide timely and accurate communication to the Marines, spouses, and family members. The FRO should proactively seek guidance from me or my designated representative before sending any communication during or following a crisis situation.


Alfred M. Sanchez
Lieutenant Colonel, USMC
Commanding