



## UNITED STATES MARINE CORPS

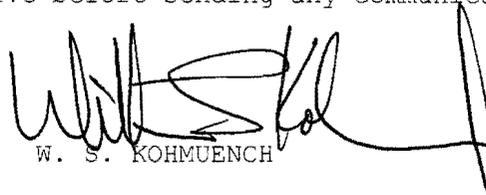
MARINE WING SUPPORT SQUADRON 273  
MARINE WING SUPPORT GROUP 27  
2D MARINE AIRCRAFT WING, U.S. MARINE CORPS  
POST OFFICE BOX 66038  
BEAUFORT, SC 29904-6038

IN REPLY REFER TO  
1000  
FRO  
19 Sep 11

### POLICY LETTER 08-11

From: Commanding Officer, Marine Wing Support Squadron 273  
To: Derrick Wells, Family Readiness Officer, Marine Wing Support Squadron 273  
Subj: FAMILY READINESS CRISIS COMMUNICATIONS  
Ref: (a) MCO 1754.9

1. The reference directs unit level policy establishment for information dissemination 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 Unit, Personal and Family Readiness Program (UPFRP) purposes include an entire unit family being killed in a car accident, a base closure due to impending hurricane or other weather phenomena, or an aircraft crash in the country/vicinity of a deployed unit.
2. 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. Disseminated information will not interfere with or precede the Marine Corps policy for casualty notification.
3. Each crisis occurrence will dictate the method of communication and will not necessarily be the same. I, or my authorized representative, will advise the FRO on which Organizational Communication System to use. Options available include these or any combination thereof: Marine On-line (MOL); unit website; newsletter; email; toll free hotline; or word of mouth. I will normally personally approve the content of the communication.
4. My underlying desire is to provide timely and accurate communication to 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.

  
W. S. KOHMUENCH