



# CARE TEAM NOTEBOOK

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21st Theater Sustainment Command

The contents of this binder are resources and information for CARE Teams, Go Teams, and the Families of the fallen Soldier to assist you now and in the future

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## CARE TEAM/GO TEAM ASSISTANCE PLAN

### 0 – 1 HOURS: INITIAL ASSESMENT – GO TEAM

- The Go Team is notified and sent ONLY if the Family requests this assistance.
- Provide initial emotional support/comfort
- Explain to Primary Next of Kin (PNOK) why you are there, who you are, and what assistance you can provide.
- Assess immediate concerns for first 24 hours
  - PNOK work schedule (may need to call and cancel shifts)
  - Children: picked up from activities/school
  - Financial: In the event the Family needs money, this matter should be addressed with the CAO or Rear Detachment Commander who can assist the Family in getting emergency financial assistance. CARE Team volunteers should not lend money to a Family or provide financial service. CARE Team volunteers should not solicit information about family finances, such as bills, rent, etc.
  - Anything that must be covered in the first 24 hours
  - Assess initial need for assistance with meals and check for allergies, special food needs, estimated number of people to feed, etc.
  - Assess need for child care, pet care, home care, etc.
- Clarify whether PNOK wants to take calls/visitors. May be asked to screen calls
- Explain and begin a Contact Log
- Determine who, if anyone, the PNOK would like to have contacted to come over
- Coordinate with unit Rear Detachment Commander (RDC) and Chaplain

### 1 – 6 HOURS: INITIAL ASSISTANCE – GO TEAM/CARE TEAM TRANSITION

- Provide continued emotional support
- Assist with phone calls and visitors
- Continue to maintain Contact Log
- Go Team Leaders calls Care Team Leader and relays family's needs for Care Team assistance
- Care Team Leader may begin making calls to Meal Coordinator to develop meal plan for first night food (finger foods, cold cuts, etc.)
- Care Team Leader may begin making calls to Child Care Coordinator to develop child care plan for first day/night

- Care Team arrives and PNOK home and transitions with Go Team
- Coordinate with Rear Detachment Commander (RDC), Chaplain, and Casualty Assistance Officer

#### 6 – 24 HOURS: INITIAL PLANNING/CONTINUED ASSISTANCE – CARE TEAM

- Re-assess need for in-home/overnight care beyond first night
- Re-assess need for short term meals beyond the first night (2-3 days)
  - Verify food allergies/special needs
  - Clarify who the person or persons are who will be bringing food to the home
  - Clarify expected number of people at the home for meal planning
- Re-assess needs for second and third day (childcare, pet care, transportation for extended family or friends from airport, etc.)
- Establish correct contact phone number or numbers for Care Team members with PNOK before leaving the home
- Identify plan for second day (ex: “will call” or time expected to come over, time to drop off meals, etc.)
- Continue Contact Log and turn over to the PNOK or family/friend to continue if Care Team is leaving the home
- Provide **Consistent** assistance for Meals, Childcare, and Home care
- Coordinate with unit Rear Detachment Commander (RDC), Chaplain and Casualty Assistance Officer (CAO)

***Let the Family maintain control over what they can reasonably do for themselves. Let the Family identify their needs rather than telling the Family. You can make suggestions or offer to help in a particular way, but you must seek feedback from the Family on these suggestions/offers. It is important not to contribute to the Family’s stress by being overbearing or “overly helpful”.***

#### 24 – 72 HOURS FORWARD: SUBSEQUENT ASSISTANCE – CARE TEAM

- Provide agreed-upon assistance with meals, childcare, and home care
- Assist extended family with transportation, finding lodging, installation access
- Determine the need to coordinate with extended family, church, PNOK co-workers, etc., for meal planning
- Assess the need for extended (3-14 days) assistance with meals, childcare or home care

- Coordinate with unit Rear Detachment Commander (RDC), Chaplain and Casualty Assistance Officer (CAO)

### 72 HOURS FORWARD: AS-NEEDED ASSISTANCE – CARE TEAM

- Provide consistent, as-needed assistance with meals, childcare, and home care
- If assistance IS needed, develop a plan/schedule that includes an endpoint (usually when the family leaves the local area for funeral or 14 days out)
- Clarify and agree on the plan with the family/PNOK
- Provide comfort and emotional support during funeral/memorial planning and ceremonies
- Coordinate with unit Rear Detachment Commander (RDC), Chaplain and Casualty Assistance Officer (CAO)

# CARE TEAM/GO TEAM ASSESSMENT SHEET

SOLDIER INFORMATION	
Soldier Rank and Name	
Primary Next of Kin Name	
<b>UNIT NAME</b>	
FRG Leader/Representative	
Status	<input type="checkbox"/> Wounded in Action <input type="checkbox"/> Killed in Action
CARE TEAM CALL	
Care Team Leader Name	
Care Team Leader called	Date: _____ Time: _____
Care Team activated	Date: _____ Time: _____
FAMILY ASSESSMENT	
Primary Next of Kin NAME	<input type="checkbox"/> Spouse <input type="checkbox"/> Parent <input type="checkbox"/> Other: _____
Is English spoken in home?	<input type="checkbox"/> YES <input type="checkbox"/> NO (Language: _____)
Children at home?	<input type="checkbox"/> YES <input type="checkbox"/> NO children at home
	<b>Names, ages of children:</b> _____ <b>School Name:</b> _____
	_____
	_____
	_____
Transportation from school needed?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Childcare Provider?	<input type="checkbox"/> YES <input type="checkbox"/> NO
	Name: _____ Phone number: _____

IMMEDIATE FAMILY INFORMATION	
<b>Immediate family in the local area?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO  <b>Notes:</b>
<b>Have they been notified?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO  <b>Notes:</b>
<b>Designated Emergency Point of Contact (EPOC)</b>	
<b>Has the EPOC been notified?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO  <b>Number(s) to call:</b>
HOME ASSESSMENT	
<b>Family to remain in area?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO  <b>New location:</b>
<b>Meals required?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO  <b>For how many people?</b>

<p><b>Meals required? (cont)</b></p>	<p><b>For how many days?</b></p> <p><b>Food allergies/preferences?</b></p>
<p><b>Pet Care or Kenneling required?</b></p>	<p><input type="checkbox"/> <b>YES</b>    <input type="checkbox"/> <b>NO</b></p> <p><b>Pet type:</b>    <b>Name:</b>    <b>Notes:</b></p> <hr/> <hr/> <hr/> <hr/>
<p><b>Home Care/Cleaning required?</b></p>	<p><input type="checkbox"/> <b>YES</b>    <input type="checkbox"/> <b>NO</b></p> <p><b>Notes:</b></p>
<p><b>Lawn/Yard Care required?</b></p>	<p><input type="checkbox"/> <b>YES</b>    <input type="checkbox"/> <b>NO</b></p> <p><b>Notes:</b></p>

**FAMILY LOGISTICS**

<b>Transportation required for incoming family?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO  <b>Notes:</b>
<b>Medical appointments to be made or changed?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO  <b>Notes:</b>
<b>Other appointments or commitments to be made or changed?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO  <b>Notes:</b>

**CALL TEAM**

<b>Need to call extended family or friends?</b>	<input type="checkbox"/> YES <input type="checkbox"/> NO
<b>Name:</b>	<b>Relationship:</b>
<b>Number(s):</b>	

*(Use the backside of this paper for more names, if needed.)*

<h2 style="margin: 0;">CARE TEAM</h2> <h3 style="margin: 0;">Meal Coordinator Log</h3>
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Family Being Assisted:	
Number of Family Members:	
Allergies:	
Food Preferences:	
“Drop-Off” Person to Family’s House:	
Meeting Location/Time for Providers:	
Drop-Off Time to Family:	

Day 1	Food/Dish	Name of Meal Provider	Address/Phone
Breakfast			
Lunch			
Dinner			

Day 2	Food/Dish	Name of Meal Provider	Address/Phone
Breakfast			
Lunch			
Dinner			

Day 3	Food/Dish	Name of Meal Provider	Address/Phone
Breakfast			
Lunch			
Dinner			

<b>Day 4</b>	<b>Food/Dish</b>	<b>Name of Meal Provider</b>	<b>Address/Phone</b>
Breakfast			
Lunch			
Dinner			

<b>Day 5</b>	<b>Food/Dish</b>	<b>Name of Meal Provider</b>	<b>Address/Phone</b>
Breakfast			
Lunch			
Dinner			

<b>Day 6</b>	<b>Food/Dish</b>	<b>Name of Meal Provider</b>	<b>Address/Phone</b>
Breakfast			
Lunch			
Dinner			

<b>Day 7</b>	<b>Food/Dish</b>	<b>Name of Meal Provider</b>	<b>Address/Phone</b>
Breakfast			
Lunch			
Dinner			

## SURVIVOR RESOURCES

**U.S. Army Human Resources Command.** Good source for Army regulations and publications. Also provides a direct link to the Army Casualty Website. <https://hrc.army.mil>

**Lifelines.** This website provides good information about financial preparation, coping with trauma and many other topics associated with death of a family member as well as death of the active-duty member. [www.lifelines.navy.mil](http://www.lifelines.navy.mil)

**USAA ED Foundation.** This website provides invaluable information on topics ranging from coping with the emotional loss of a loved one to practical advice on dealing with financial and legal issues. It also provides a checklist for What to Do If Your Spouse Dies. [www.usaaedfoundation.org](http://www.usaaedfoundation.org)

**Family Service members' Group Life Insurance.** Provides information and contact numbers for Family Service members' Group Life Insurance. [www.insurance.va.gov](http://www.insurance.va.gov)

**Gold Star Wives.** This military survivor's organization has been serving war widows from all conflicts and service connected disabilities since 1945. [www.Goldstarwives.com](http://www.Goldstarwives.com)

**TAPS.** TAPS offers peer support and assists survivors through a wide variety of programs. [www.taps.org](http://www.taps.org)

**OEF Family Fund.** Provides for the Families of those who have been killed or severely disabled during Operation Iraqi Freedom and Operation Enduring Freedom with funds for immediate or long-term needs; Fund a National Memorial dedicated to the men and women who lost their lives in our country's War on Terror. <http://www.oefamilyfund.org>

**Operation Thankful Nation.** We would like to send a free keepsake package to every family who has lost a loved one. <http://operationthankfulnation.com>

**Armed Forces Services Corporation.** The Relief Societies have partnered with AFSC to sponsor membership in AFSC for widows of active duty deaths after 9-11 (effective dates vary by service). The Relief Society pays the lifetime membership fee in AFSC for the widow. We have developed a webpage in our site that specifically addresses eligibility and services under that program. <http://www.afsc-usa.com/societies.html>

**Killed In Action Fund.** The pursuit of liberating these victims of oppression in Afghanistan and Iraq, the ultimate sacrifice is being made by hundreds of America's finest young military personnel. Many leave behind a spouse and small children. It is the goal of the Enduring Freedom KIA fund to give financial aid to those deserving families.

Enduring Freedom Killed in Action Fund has recently increased their grants but you will need to contact them. JoAnne Miller is the contact person: email: [jmiller@thirdstone.net](mailto:jmiller@thirdstone.net); telephone: (949) 719-9678; address: 405 Vista Roma, Newport Beach CA 92660.

<http://www.killedinactionfund.org>

**Operation Ensuring Christmas.** For children of soldiers killed in Iraq and Afghanistan.....

<http://www.operationensuringchristmas.org>

**Special Operations Warrior Foundation (SOWF).** Provides college scholarship grants, based on need, along with financial aid and educational counseling to the children of Special Operations personnel who were killed in an operational mission or training accident.

<http://www.specialops.org>

**Foundation Heroes Fund.** The fund provides unrestricted grants to the families of military personnel who have given their lives in the current operations in defense of our country. The gifts, \$10,000 to each dependent family and an additional \$5,000 per child, are intended to help these families through any immediate or long-term financial difficulties they may face.

[http://www.intrepidmuseum.org/foundation\\_heroesfund.html](http://www.intrepidmuseum.org/foundation_heroesfund.html)

**Project Linus.** Provides handmade blankets to the children who have lost a parent in the war on terror. Please go to the "contact us" section on our home page and give us the name of your fallen hero, the age and gender of the children, and the address where the blanket is to be mailed. <http://www.orgsites.com/ga/projectlinus>

**Soldier Portraits.** Set up to honor the families of the fallen heroes of Operations Iraqi Freedom and Enduring Freedom with a custom designed and hand-crafted wooden portrait of their loved one. <http://groups.msn.com/SSPSoldierProtraits>

**Fallen Hero Portraits.** Using the family's favorite photo, professional custom hand-drawn portraits are available free of charge to the families of all servicemen and women who have been killed in Iraq and Afghanistan in America's War Against Terrorism from portrait artist Michael Reagan. <http://www.michaelgreaganartist.com>

**Children of Fallen Soldiers Relief Fund.** A means of providing College assistance to surviving children of our U.S. military service members who have lost their lives in the Iraq and Afghanistan wars. We now are able to provide College Grants to the spouses as well as emergency funds to those families with children under 18 who need assistance with rent, utilities, groceries, clothing, food and other necessary items.

<http://www.childrenoffallensoldiersrelieffund.org>

**Armed Forces Memorial Tribute Flag.** Designed to honor and remember those who have made the ultimate sacrifice for us. All profits from sales go to the Armed Forces Family Aid and Relief Fund (administered by the USO of Metropolitan NY), a resource to help ease the burden for active duty personnel, their families and their survivors facing sudden financial crisis due to

deployment or death. The fund is available to members of all branches of the armed forces.  
<http://www.neverforgetflag.us/index.html>

**The Last Wish Foundation.** The objective of this foundation is to grant the last wish of the U.S. Service members who have been lost in Operation Iraqi Freedom: to provide for their children.  
<http://www.lastwishfoundation.org/news/>

**Operation Gold Star.** Mission: to give a Gold Star Service Flag to the family of each service member who died while serving on active duty since the beginning of Operation Enduring Freedom and continuing in the future during times of war and peace.  
<http://www.amilitarywife.com/operationgoldstar.html>

**Operation Homefront Quilts.** Operation Homefront Quilts provides memorial quilts to every military family who has lost a loved one in Iraq and Afghanistan. (Recipients include parents OR widows and children presently living with them). You may contact us at:  
[Porterfamilyandskip@msn.com](mailto:Porterfamilyandskip@msn.com) <http://www.westpascoquilts.org/ohgq.html>

**Beaumont Foundation of America.** Gives 1 laptop Toshiba computer and backpack to all the families with children under the age of 18 if the child was listed as the soldiers dependent (natural, step or adopted) <http://www.bmtfoundation.com/bfa/us/public/>

**American Gold Star Mothers, Inc.** Composed of American Mothers who lost a son or daughter during World War I, World War II, the Korean War, the Vietnam War, Beirut, Grenada, Panama, the Persian Gulf, Somalia, Bosnia, Saudi Arabia, All Strategic Areas or while in service to our country. <http://www.goldstarmoms.com>

#### **FEDERAL SURVIVOR BENEFITS**

**Defense Finance and Accounting (DFAS)** [www.dfas.mil](http://www.dfas.mil)

**The Retired Enlisted Association** [Http://www.trea.org](http://www.trea.org)

**Uniform Services Benefit Association** <http://www.usba.com/usba>

**Veterans of the Vietnam War** <http://www.vvnw.org>

**Vietnam Veterans of America** <http://www.vva.org>