



Commanding Officer, Marine Wing Support Squadron-172 Crisis Communication Policy

The Unit, Personal and Family Readiness Program (UPFRP) established the requirement for a commander's policy at the unit level for disseminating information to Marines, Sailors, spouses and designated family members in the event of a crisis. Examples of a crisis include a car crash resulting in death, an aircraft crash, a mishap at a deployed site where Firebirds are located, or a base closure due to impending typhoon, destructive weather or natural disaster.



In such instances, I will provide timely and accurate information using appropriate and available means of communication. Since no crisis is identical, each situation will dictate the course of action utilized to communicate the appropriate information. Regardless of the communication method or methods utilized to deliver the information, the message will be consistent. In the event of a crisis, the Sergeant Major and I will disseminate appropriate information to Company Commanders and Senior Enlisted Advisors. Immediately following, I will advise the Family Readiness Officer (FRO) to communicate appropriate information to Firebirds family members. The available options for the distribution of this information include, but are not limited to:

- eMARINE
- Marine Online
- Email
- Toll Free Marine Corps Hotline
- Word of Mouth

Information that is disseminated will not interfere with, or precede the Marine Corps policy for casualty notification. Casualty assistance notification will be conducted per applicable directives utilizing assigned Casualty Assistance Calls Officers (CACO). The Family Readiness Officer has no role in the casualty notification process; therefore, any unsolicited communication from the FRO that I deem necessary shall be passed through the CACO.

My intent is to provide timely and accurate information to the Marines, Sailors, spouses and designated family members of MWSS-172. The FRO will proactively seek my guidance before sending any communication during or following a crisis situation.

C. GRANT
Lieutenant Colonel, United States Marine Corps
Commanding