

**Department of the Army
Pamphlet 290–5**

Cemeteries

Administration, Operation, and Maintenance of Army Cemeteries

**Headquarters
Department of the Army
Washington, DC
21 October 2020**

UNCLASSIFIED

SUMMARY of CHANGE

DA PAM 290–5
Administration, Operation, and Maintenance of Army Cemeteries

This administrative revision, dated 27 April 2022—

- o Updates DA Form 2122–1 (fig 2–1).

This major revision, dated 21 October 2020—

- o Changes the proponent to the Executive Director, Office of Army Cemeteries.
- o Updates Army National Military Cemeteries to Office of Army Cemeteries in accordance with Army General Orders 2020–02 (throughout).
- o Incorporates major changes to the procedures and operations for Army cemeteries to account for realignment of responsibilities, modern technologies, and innovation across cemetery business operations to ensure Army cemeteries are operated and maintained as the current industry standard (throughout).
- o Incorporates merged policies for Army National Military Cemeteries, post cemeteries, and the United States Military Academy Cemetery into executable procedures for all types of cemeteries within the Army (throughout).
- o Removes references to DA Form 2684–R (Cemetery Operations–Utilization of Gravesites) (formerly para 7–6a(1)).
- o Adds a Cemetery Organizational Inspection Program evaluation (app B).
- o Adds a Cemetery Responsible Official Training and Certification Program appendix (app C).

Cemeteries

Administration, Operation, and Maintenance of Army Cemeteries

By Order of the Secretary of the Army:

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History. This publication is an administrative revision. The portions affected are listed in the summary of change.

Summary. This pamphlet outlines procedures and systems for the operation,

maintenance, administration, and inspection of cemeteries for which the Department of the Army is responsible.

Applicability. This regulation applies to the Regular Army, the Army National Guard/Army National Guard of the United States, and the U.S. Army Reserves, unless otherwise stated.

Proponent and exception authority. The proponent of this pamphlet is the Executive Director, Office of Army Cemeteries. The proponent has the authority to approve exceptions or waivers to this pamphlet that are consistent with controlling law and regulations. The proponent may delegate this approval authority, in writing, to a division chief within the proponent agency or its direct reporting unit, in the grade of colonel or the civilian equivalent. Activities may request a waiver to this pamphlet by providing justification that includes a full analysis of

the expected benefits and must include formal review by the activity's senior legal officer. All waiver requests will be endorsed by the commander or senior leader of the requesting activity and forwarded through their higher headquarters to the policy proponent. Refer to AR 25–30 for specific guidance.

Suggested improvements. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to Executive Director, Office of Army Cemeteries, 1 Memorial Avenue, Arlington, VA 22211–5003.

Distribution. This pamphlet is available in electronic media only and is intended the Regular Army, the Army National Guard of the United States, and the U.S. Army Reserve.

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Chapter 1

Introduction

1–1. Purpose

This pamphlet provides procedures and processes for implementing cemetery policy as described in AR 290–5. It serves as a guide to aid in discharging duties for the accomplishment of the overall Army cemetery mission. This pamphlet applies to all headquarters and organizations leading and supporting cemeteries for which the Army is responsible, including Army national and post cemeteries; Army-contracted plots in private cemeteries used to re-inter those originally interred in an Army cemetery; cemeteries and burial plots located on Army property that were originally established to inter enemy prisoners of war; Army cemeteries originally established to inter persons who died while criminally incarcerated; private cemeteries on or surrounded by Army property; and not otherwise defined cemeteries; including within the Regular Army, U.S. Army Reserve, and cemeteries on DOD property for which the U.S. Army National Guard is responsible.

1–2. References and forms

See appendix A.

1–3. Explanation of abbreviations and terms

See glossary.

1–4. Background

a. The U.S. Army has 2 national cemeteries, 21 Army post cemeteries, 5 enemy prisoner of war cemeteries, 3 Army-contracted plots in private cemeteries, 4 Native American cemeteries, and 1 cemetery for those who die while criminally incarcerated (see AR 290–5).

b. It is crucial that the Army's cemeteries be maintained in the best condition possible so that both the families of the deceased and the general public are assured that the Army's cemeteries are fitting resting places for those they love and revere. With the attentiveness and devotion of the civilian and military personnel who will use it, this pamphlet can be a valuable tool in successfully performing the overall Army cemetery mission.

Chapter 2

Honor the Fallen through Burial

2–1. General

The purpose of Army cemeteries is to inter eligible veterans and their eligible loved ones with dignity and honor.

2–2. Authorized representatives

Requests for burial in Army cemeteries must be submitted by the decedent's person authorized to direct disposition (PADD) of human remains or primary next of kin (PNOK) as defined in DODI 1300.18. Casualty assistance officers will refer to AR 638–8 for specific details and instructions. Normally the PNOK has the authority to direct disposition. AR 638–2 provides specific guidance to determine who is authorized to direct disposition.

2–3. Determination of eligibility

Per AR 290–5, determination of eligibility is an inherently governmental function and must be approved by a federal government employee. Additional procedures not found in the Code of Federal Regulations (CFR) or AR 290–5 are described in this paragraph.

a. Members of the Armed Forces dying on active duty. To be eligible for burial in an Army cemetery, the individual requesting services will provide a DD Form 1300 (Report of Casualty), a statement of good standing from the Servicemember's General Courts Martial Convening Authority which characterizes the nature of the deceased's service, a copy of a death certificate or burial permit, and a copy of a cremation certificate, if applicable, for cremated remains. For services at Arlington National Cemetery (ANC) and U.S. Soldiers' and Airmen's Home National Cemetery (USSAHNC), the Army's two national cemeteries which comprise the Army National Military Cemeteries (ANMC), these documents will be forwarded to Interment Services, ANC (phone: 877–907–8585; fax: 571–256–3334). For services at other Army cemeteries, these documents will be forwarded to the cemetery responsible official (CRO).

b. Former members of the Armed Forces (including retired personnel).

(1) To ensure that the decedent meets the current eligibility criteria, verification of service will be initiated immediately upon request for burial. The burden of proof for supplying authoritative documentation of service falls upon the individual making the request, not with the Government. To be eligible for burial in an Army cemetery, the individual requesting services will provide a DD Form 214 (Certificate of Release or Discharge from Active Duty), or equivalent form for Servicemembers discharged before the DD Form 214 was in effect (1 January 1950), a copy of a death certificate or burial permit and a copy of a cremation certificate, if applicable. For services at ANC and USSAHNC, these documents will be forwarded to Interment Services, ANC (phone: 877-907-8585; fax: 571-256-3334). For services at other Army cemeteries, these documents will be forwarded to the CRO. If necessary, a PNOK/PADD can obtain military service records through the National Archives. Instructions are found at <https://www.archives.gov/veterans/military-service-records>.

(2) In addition to ensuring the decedent meets eligibility criteria, CROs will ensure that DA Form 2122-1 (Statement of Compliance, Transfer of Custody, and Interment Checklist) is completed, certifying that the decedent who might otherwise be eligible for interment in an Army cemetery is not rendered ineligible for having been convicted of a capital crime or as Tier III sex offender as described in Section 2411, Title 38, United States Code (38 USC 2411). See figure 2-1 for a sample DA Form 2122-1.

(3) A veteran who was discharged for disability before 1 October 1949 with a permanent physical disability is eligible for interment in ANC.

(a) The veteran's last period of honorable service in the Armed Forces will be verified as indicated in paragraph 2-3b(1).

(b) The veteran's name and, if available, Service number, Social Security number, U.S. Department of Veterans Affairs (VA) claim number, and the location of the regional office having jurisdiction over the veteran's record will be transmitted to the VA for verification of the veteran's disability status.

(c) The individual requesting services will provide ANC with the VA rating sheet, which must indicate disability determination date, effective on the date of discharge.

(d) Veterans eligible to receive a pension for a disability not connected with service are not eligible for interment in ANC unless they meet other qualifying criteria.

(4) When problems of obtaining verification of service data or determining eligibility arise, the matter will be referred to the official responsible for interment services.

STATEMENT OF COMPLIANCE, TRANSFER OF CUSTODY, AND INTERMENT CHECKLIST

For use of this form, see DA PAM 290-5; the proponent agency is OAC.

NAME OF DECEDENT (LAST, FIRST, MIDDLE) LAST NAME, FIRST NAME, MIDDLEDATE OF DEATH Apr 7, 2022NAME OF CEMETERY FORT HACHE POST CEMETERY

I, FIRST LAST NAME understand the statuses listed below are in order of precedence and attest there is no other living person to my knowledge with a higher precedence than the one I indicated, and I am the primary next-of-kin (PNOK) and/or person authorized to direct disposition (PADD) for the above named decedent by virtue of being his/her:

☐ PADD (DESIGNATED ON DD FORM 93 OR OTHER LEGAL DOCUMENT)☐ SPOUSE☒ ELDEST LIVING CHILD☐ ELDEST LIVING PARENT☐ COURT ORDERED LEGAL CUSTODIAN☐ ELDEST LIVING SIBLING☐ ELDEST LIVING GRANDPARENT☐ Other: _____

I acknowledge I must provide proof of eligibility prior to the scheduling of services. Furthermore, to the best of my knowledge, the decedent was never convicted or found to have committed a Federal or State capital crime or Tier III Sex Offense as defined in 38 USC 2411(b).

I understand interment in this cemetery implies my agreement to comply with all cemetery rules and regulations to include future eligibility for interment, floral policy, and private monument restrictions.

If decedent is cremated, I further attest 100% of the complete cremated remains (less an allowable 1 ounce removed for commemorative items) and only the cremated remains of the above named decedent are being transferred to the cemetery representative with no intent to retain partial cremated remains for scattering, interment/inurnment elsewhere, or retention for other purposes.

If I am the eligible service member or veteran, I agree to be interred in the same grave/niche (location: A-13) upon my own death, and direct my PNOK/PADD to carry out this commitment. I further agree, should I become ineligible for interment in the cemetery or should I or my PNOK/PADD decide in the future I will be interred elsewhere, my dependent's remains may be subject to removal at no expense to the Government. I make the following declaration in accordance with 28 U.S.C. §1746. I am aware this declaration is the legal equivalent of a statement under oath. I declare under penalty of perjury I have carefully read this declaration, that the contents of this declaration are true and correct to the best of my knowledge, and I have signed this declaration of my own voluntary act.

NAME OF PNOK/PADD FIRST LAST NAME SIGNATURE _____

DATE _____

NAME OF WITNESS FIRST LAST NAME SIGNATURE _____

DATE _____

TO BE COMPLETED BY CEMETERY STAFF

TRANSFER OF POSSESSION OF REMAINS: The person authorized to direct disposition or contractual funeral director thereof, hereby transfers possession of the remains of the decedent named above to FORT HACHE POST Cemetery for final disposition.

Container Type: MARBLE URN Condition: GOOD, NO DAMAGE Director's License #: CO-12345

RECEIVED FROM	RECEIVED BY	DISPOSITION	DATE/TIME
FIRST LAST NAME	FIRST LAST NAME	TRANSPORTATION TO SITE	4/13/2022 0930 HRS
FIRST LAST NAME	FIRST LAST NAME	INTERMENT (A-13)	4/13/2022 1000 HRS

☒ CONTAINER TAGGED☒ CONTAINER VERIFIED☒ CONTAINER & TAG PHOTOGRAPHED

DA FORM 2122-1, APR 2022

APD AEM v1.00ES
PAGE 1 of 2

Figure 2-1. Sample DA Form 2122-1

*** COMPLETE APPLICABLE SECTIONS ONLY PER YOUR RESPECTIVE CEMETERY AND SERVICE ***

NAME OF DECEDENT (LAST, FIRST, MIDDLE) LAST, FIRST, MIDDLE
 SECTION A ROW - GRAVE 13 COURT - SECTION - COLUMN - NICHE -
 DATE/TIME OF INTERMENT 4/13/2022 @ 1000

PRESERVICE CHECKS

- ☒ 1. BURIAL LOCATION SAME AS ON DAILY SCHEDULE & INTAKE SHEET
☒ 2. BURIAL LOCATION ON TAG SAME AS ON DAILY SCHEDULE & INTAKE SHEET

30 MINUTES PRIOR CHECKS

- ☒ 1. GRAVESITE/COLUMNBARIUM SET UP FOR SERVICE
☒ 2. TEMPORARY MARKER MATCHES SCHEDULE, TAG, GRAVE LINER & LID
☒ 3. GRAVESITE EXCAVATED ☐ NOT EXCAVATED ☐ NICHE OPEN (1ST INURNMENT ONLY)
☒ 4. INDICATE TO MILITARY/ESCORT: ROUTE, TIME, AND ANY UNUSUAL ASPECTS OF FUNERAL

AFTER SERVICE CHECKS

1. TYPE OF CASKET ☐ METAL ☐ WOOD ☐ CLOTH COVERED ☐ OTHER
 2. TYPE OF URN ☐ METAL ☐ WOOD ☐ CERAMIC ☒ MARBLE ☐ STONE ☐ PLASTIC ☐ OTHER
 3. URN DIMENSIONS H 12" W 9" D 9"
 4. CASKET/URN TAGGED ☒
 5. WEATHER SUNNY W/CLOUDS
 6. CHAPLAIN'S NAME CHAPLAIN FIRST LAST NAME
 7. AWAY FROM GRAVE SETUP ☒ NOTIFIED FAMILY ☒ SHOWED FAMILY PERMANENT GRAVE ☒
 8. CASKET/URN, LOCATION, & TAG PHOTOGRAPHED AND UPLOADED TO ACCOUNTABILITY SYSTEM ☒

I do hereby attest the information listed above is verified and true. Furthermore, I am transferring custody of the remains to the Cemetery Caretaker.

NAME OF CEMETERY REPRESENTATIVE FIRST LAST NAME SIGNATURE _____ DATE _____
 NAME OF CEMETERY CARETAKER FIRST LAST NAME SIGNATURE _____ DATE _____

FUNERAL DISCREPANCIES/OBSERVATIONS:

5 IN ATTENDANCE AT SERVICE. ALL DEPARTED IMMEDIATELY AFTER SERVICE END.
 GRAVESITE CLOSED AND TAMPED WITH NO ISSUES, FLORALS VERIFIED AND PLACED AT GRAVESITE WITH
 TEMPORARY MARKER.

Figure 2-1. Sample DA Form 2122-1—Continued

c. Members of Reserve Components (including the National Guard).

(1) Membership in a Reserve Component unit of the Armed Forces does not in itself constitute eligibility for interment in an Army cemetery. Members are not eligible for burial in an Army cemetery unless they also meet requirements in 32 CFR 553 Subpart A for ANMC or 32 CFR 553 Subpart B for other Army cemeteries.

(2) Individuals requesting inurnment for members of the Reserve Components at ANC will be requested to forward Title 10 orders to Interment Services, ANC to verify active duty service (not for training) for eligibility purposes.

(3) Members of the Reserve Components may be eligible for interment in other national cemeteries administered by the VA or a respective state and should be referred to that office for information concerning interment.

d. Family members entitled to interment.

(1) Spouse or child.

(a) If an eligible dependent predeceases a former member of the Armed Forces who may be eligible for interment in an Army cemetery, the service of the military member will be verified as indicated in paragraph 2–3b(1).

(b) DA Form 2122–1 must be obtained from the Servicemember that he or she will eventually be interred in the same grave. The DA Form 2122–1 will be completed and maintained in the cemetery record until the Servicemember is interred, at which time the form will be destroyed.

(c) If the service-connected member is unable to complete the DA Form 2122–1 by the scheduled interment date, the DA Form 2122–1 must be signed by a person legally authorized to act on the service-connected member's behalf (in other words, power of attorney) in order to conduct the interment of the family member.

(d) Eligibility for burial of unmarried adult children is covered in 32 CFR 553 Subpart A for ANMC and in 32 CFR 553 Subpart B for other Army cemeteries.

(2) Widow or widower.

(a) When a request is received for the interment of a widow or widower of a service-connected person who has already been interred in the cemetery, the death certificate of the decedent must reflect a status other than married at time of death.

(b) For ANC, 32 CFR 553.12 authorizes the interment of the widow or widower of a member of the Armed Forces whose remains have been officially declared nonrecoverable or who was:

1. Lost or buried at sea.
2. Officially determined to be permanently absent in the status of missing, or missing in action.

(c) In order to obtain authority, the CRO will be furnished as much information as possible concerning the spouse's military service and the time and date tentatively scheduled for the interment.

e. Verification of subsequent interments. When a request is received for the burial of an eligible decedent, CROs will verify previous interments made, if any.

f. Gravesite reservations. Valid reservations for burial space will be honored in accordance with AR 290–5. CROs will contact eligible persons with reservations in Army cemeteries no less than every 5 years to ensure the reservation is still valid and desired. The CRO will ensure that records are maintained, updated, and annotated when reservations are verified. Persons with reservations for burial sites in Army cemeteries should provide the Army installation responsible for the reserved gravesite with current contact information, as necessary. Army CROs who are unable to contact eligible persons with reserved burial space in Army cemeteries are authorized to redesignate the gravesite after a period of 1 year beyond the 5 year contact requirement. Attempts to contact eligible persons with reservations must be properly documented (certified mail, copies of fax transmissions, emails, phone calls, and so forth) by the CRO before redesignating a gravesite.

g. Notification of eligibility determination. Post cemetery CROs will accurately verify the PADD/PNOK and provide eligibility documentation requirements to the PADD/PNOK within 1 working day of the interment request. CROs will make 100 percent accurate eligibility determinations and provide the eligibility determination response to the PNOK within 5 working days of receipt of all eligibility documentation. ANMC CRO, or designee, will provide eligibility determinations to PNOK/PADD within 5 working days of being assigned the case after receipt of all eligibility documentation and within current wait times based upon demand.

2–4. Burial systems of record

Army cemeteries will use the Office of Army Cemeteries (OAC) digital system of record to record all interments and inurnments and supporting documentation. In accordance with AR 290–5, each cemetery will use the digital system to schedule services and record interments. The Army currently uses two automated systems for interment scheduling and documentation. Army post cemeteries use the Research Tool to upload interment documentation (with a backup manual system using DA Form 2122 (Record of Interment/Inurnment)) while ANMC is using the digital system of record for scheduling and documentation. It is anticipated that in the future all cemeteries will transition to an upgraded

digital records system. In accordance with AR 290–5, each cemetery will use one of these systems to schedule and record interment services.

2–5. Conduct of committal services

a. Professional and compassionate committal services.

(1) The CRO, in dealing with the family and friends of the deceased, must provide an environment that supports the grieving process and bereavement. In order to accomplish the inherently governmental task associated with the transfer of custody of the remains, the CRO will ensure that a competent representative of the Government personally attends burial services in Army cemeteries on behalf of the U.S. Army.

(2) Coordination for committal services must be conducted in a flawless and professional manner. The CRO must ensure that the following minimum elements are coordinated and conducted in a fitting military manner for the service:

- (a) Chaplain support.
- (b) Military honors detail.
- (c) Transportation of remains.
- (d) Music (“Taps”).
- (e) Proper commemoration of the decedent on a headstone or niche cover.

(3) Committal services will be conducted graveside, or when not practical, the PNOK must be informed of the final resting place of the decedent.

b. Scheduling of services. The CRO is responsible for controlling the schedule, date, and hour of all interments.

(1) Scheduling systems used by Army cemeteries, either manual or automated, serve a dual purpose as recording and gravesite accounting systems. If automated systems are temporarily unavailable, Army cemeteries will use DA Form 2122 to capture the data required to schedule, conduct, and record committal services. Army cemeteries will then upload these records into the automated systems of record once available to reflect the schedule, conduct, and record of committal services. See figure 2–2 for a sample DA Form 2122.

(2) All interments should be scheduled sufficiently early in the day to permit proper closing of the grave.

(3) Committal services will not be scheduled prior to the verification of eligibility.

(4) CRO’s at Army cemeteries will coordinate and conduct interment services not later than 2 weeks from date of eligibility determination or based on family preferences if desired at a later date. For ANMC, coordination and scheduling of military honors and committal services for all new burial requests should occur within the following specified timelines:

- (a) Casketed remains within 2 weeks from eligibility determination.
- (b) Cremated remains within 45 days from eligibility determination.

(5) When gravesite services and interments are not feasible due to hazardous conditions in the interment area, the CRO may authorize the service to be conducted at a suitable area near the gravesite. The remains will not be moved to the designated gravesite until after the PNOK and funeral party have departed from the area. However, the PNOK will be notified as to the exact location of the gravesite before he or she departs from the cemetery. If the PNOK objects to this type of interment service, the interment will be rescheduled to a time and date when the area is suitable for conducting interment services. Only the CRO or a designated representative may authorize an interment service at other than the assigned gravesite.

(6) The CRO, in conjunction with the commander, will determine dates and hours of availability for scheduling of services. Normally, interments will not be made on Saturdays, Sundays, or holidays.

(7) The CRO may, with the approval of the commander, authorize interments on weekends because of extraordinary workload or if other extraordinary conditions exist (for example, condition of the remains makes immediate interment advisable or religious practice necessitates immediate interment).

NAME (LAST, FIRST, MIDDLE) LAST, FIRST, MIDDLE										PVT MON NO		NAME OF CEMETERY FORT HATCHE POST CEMETERY	
GRADE CAPT		BRANCH OF SERVICE ARMY				RELIGIOUS DENOMINATION WICCA				MILITARY STATUS (SPECIFY, RET, VET, OR AD) RET			
DATE OF BIRTH			DATE OF DEATH			DATE OF INT/INURN			DATES OF SERVICE		DEPTH OF GRAVE		
MO 01	DAY 30	YEAR 1972	MO 04	DAY 22	YEAR 2020	MO 04	DAY 27	YEAR 2020	ENLISTMENT 04/04/1990	SEPARATION 04/05/2010	3'		
WAR SERVICE IRAQ, AFGHANISTAN						RELIGIOUS EMBLEM 37-WICCA		SSN/DoD IDENTIFICATION NO. 123-45-6789		SERVICE NO. -			
GRAVE NO. 13		SECTION NO. A		NICHE/COURT -		SECTION -		STACK -		NUMBER -		CASKET IN -	
URN IN URN VAULT		INSCRIP DATA ID INSCRIP											
NAME AND ADDRESS OF NEXT OF KIN FIRST LAST NAME STREET ADDRESS FORT HATCHE, CO 80202 (555) 555-1212								NAME AND ADDRESS OF FUNERAL DIRECTOR WECANBURY FUNERAL HOME 124 MAIN STREET FORT HATCHE, CO 80202					
REMARKS								NAME AND ADDRESS OF CREMATORY WECANBURY FUNERAL HOME 124 MAIN STREET, FORT HATCHE, CO 80202					
								HEADSTONE OR MARKER ORDERED					
								05/11/2020					
PLACE OF DEATH FORT HATCHE, CO				NAME OF CHAPLAIN CHAPLAIN FIRST LAST NAME				SIGNATURE OF CEMETERY REPRESENTATIVE FIRST LAST NAME					

DA FORM 2122, OCT 2020 PREVIOUS EDITION IS OBSOLETE. RECORD OF INTERMENT/INURNMENT
For use of this form, see DA Pam 290-5;
the proponent agency is OAC
APD AEM v1.00ES

Figure 2-2. Sample DA Form 2122

c. Interment flag.

(1) The furnishing of a flag to drape the casket of an eligible veteran of the Armed Forces is the responsibility of the VA. CRO's will instruct funeral homes to work with the PNOK or PADD to apply for and obtain the flag from VA field offices or U.S. Post Offices. If a casket or urn containing the remains of a veteran arrives at the cemetery without a flag, a flag from the installation or cemetery stock may be used for the interment service. However, if this occurs, the CROs will ensure the PNOK or PADD completes VA Form 27-2008 (Application for United States Flag for Burial Purposes). The CRO will then submit the application to the VA to replenish the installation's interment flag stock.

(2) It is the responsibility of the CRO to see that the flag is presented in accordance with 10 USC 1482, AR 638-2, and other regulations as applicable.

(3) The Survivor Assistance Office (or cemetery representative at ANC) will contact PNOK or PADD concerning the presentation of the flag at the committal services. The presentation may be made after the interment services by the chaplain, clergyman, escort, or CRO. A flag will be mailed to the PNOK or authorized representative if such persons are not present at the interment service.

d. Delivery of remains.

(1) Transportation and/or delivery of remains of the decedent to the cemetery are the responsibility of the PNOK or PADD. In some cases, the PNOK may be entitled to reimbursement for the cost of transportation of remains to the cemetery. The PNOK should be advised to contact the VA and Social Security Administration for information concerning reimbursement of transportation expenses. There are no provisions in law or regulation for Army cemeteries to assume any of these transportation expenses.

(2) Positive transfer of custody is required when receiving remains for interment at Army cemeteries. See chapter 3 for specific instructions.

(3) The CRO is required to receive a burial and/or transit permit from a licensed funeral director for casketed remains in accordance with state and local laws and regulations. No transportation documentation is required for cremated remains.

(4) Army cemeteries will require the PNOK or PADD to sign a statement on DA Form 2122–1 affirming that the vessel contains 100 percent of cremated remains (less approved commemorative items as described in AR 290–5) of the decedent received from the crematorium.

e. Documentation of burial services.

(1) CROs will maintain digital burial records on all decedents interred or inurned. A burial record includes, at a minimum:

- (a) Eligibility documentation (DD Form 214 or equivalent).
- (b) Death certificate or burial permit (if applicable).
- (c) Cremation certificate, if applicable.
- (d) DA Form 2122–1.
- (e) DA Form 2122.
- (f) Photograph of casket/urn and tag.
- (g) Photograph of the front and rear of the permanent government marker.

(2) The documents in paragraph 2–5e(1) will be digitally recorded for permanent recordkeeping by the CRO or designated representative.

(3) Instructions for filling out DA Form 2122 are in paragraph 2–9.

f. Interment area. The CRO is responsible for all trees, plants, shrubs, physical conditions, and equipment in the interment areas. Facilities and/or equipment will not be removed, changed, or altered solely for the convenience of rendering military honors, unless authorized by the CRO. Officers in charge of military units rendering honors in the cemetery will make appropriate adjustments in troop positioning according to conditions at the gravesite location.

g. Religious services. When an active duty or retired member of the Armed Forces dies, it is preferable that his or her branch of Service provide a military chaplain to conduct graveside services if desired by the PNOK or PADD.

h. Military funeral honors.

(1) Providing military honors for funerals of deceased military personnel is the responsibility of the service of which the deceased was a member at time of death. These responsibilities are described in detail in AR 600–25. AR 600–25 also authorizes honors to be provided by forces from the Ready Reserve or from authorized provider partnership programs such as the Veterans of Foreign Wars. However, at ANMC, honors are only provided by active component forces assigned in the National Capital Region.

(2) The CRO, upon request of PADD or PNOK, gives assistance in arranging for appropriate honors at burial ceremonies for active duty members of the Armed Forces. However, they will not assume responsibility for obtaining honors, nor will they determine the extent of honors to be rendered. Providing the military personnel to participate in burial honors ceremonies is the responsibility of the appropriate command or installation of the Service concerned.

(3) Instructions concerning the provision of military honors by Army senior commanders for decedents of the various services are found in AR 600–25, TC 3–21.5, AFI 34–501, NAVPERS 15956B, NAVPERS 15555D and MCO P3040.4E.

(4) The rendition of military honors is not mandatory, and the next of kin (NOK) may request that military honors be omitted.

i. Commemoration and marking of graves and niches.

(1) The purpose of headstones and niche covers is to properly, permanently, and accurately commemorate the deceased in an Army cemetery.

(2) The CRO or designated representative will assist the PNOK or PADD in developing the template of the headstone or niche cover.

(3) Inscription policy is covered in AR 290–5.

(4) The CRO may use VA Form 40–1330 (Claim for Standard Government Headstone or Marker) to order government-furnished headstones or niche covers.

(5) CROs will use automated systems of record to order government-furnished headstones or niche covers when directed by the Executive Director, OAC.

(6) Chapter 4 of this regulation provides specific instructions for ordering, emplacing, and maintaining headstones and niche covers.

(7) CROs should assist the PNOK or PADD in developing the headstone or niche cover template no later than the day prior to the committal service, when feasible.

j. Burial services provided.

(1) *Services and facilities.* Services and facilities available without charge will be explained to the PNOK or PADD or a representative when burial arrangements are made. Services and facilities normally furnished include opening, preparation, and closing of the grave; placement and use of decorating grass sets; casket-lowering device;

chapel tent or canvas shelter; chairs; grave and urn liners (if used) for in-ground burial; and ground cloths. The CRO will determine the equipment necessary to prepare a graveside service.

(2) *Special facilities.* The Department of the Army will not object to the use of special or additional facilities if they are arranged privately by the NOK or designated agent. However, the availability of cemetery services furnished without charge will be made known to the individual making the arrangements.

(3) *Private contractors.* In cases where private contractors (funeral directors) perform graveside functions and provide services ordinarily performed by cemetery personnel, the provision of such services will be subject to the following:

(a) The use of such private services will be fully coordinated with the CRO so that his or her part in the burial service can be properly arranged.

(b) A determination will be made in each case that such services by the funeral director, instead of those available from the cemetery, are desired by the NOK.

(c) Such services are not provided at ANMC.

(4) *Prohibitions.* The CRO will inform funeral directors or others arranging for interments that the acceptance of money by cemetery employees is prohibited.

(5) *Floral arrangements.* Flowers and floral pieces, which normally are delivered to the cemetery immediately before the arrival of the funeral party, should be placed and arranged adjacent to the grave by the funeral director or representative. When close scheduling occurs, the CRO may authorize cemetery personnel to help carry floral pieces from the delivery vehicle to the gravesite. It should not be assumed that the assistance by cemetery labor in placing floral pieces before a committal service is an obligation of the cemetery. This is a service for which the funeral director normally is responsible.

(6) *Casket bearers.*

(a) Cemetery personnel will not act as casket bearers. This does not preclude cemetery labor carrying remains, when away-from-the-gravesite setup is used. In those Army cemeteries where labor is contracted by the CRO, the statement of work will address provisions of the necessity of carrying the casket, if required.

(b) Except in those cemeteries where military casket bearers are available, as determined by the commander, CROs will inform funeral directors that the funeral home is obligated to provide sufficient pallbearers, if not provided by the military Services, PNOK, or PADD.

(7) *Burial vaults and liners.*

(a) ANMC will use concrete liners for burials of both casketed and inurned remains at government expense. At the discretion of the commander, other Army cemeteries may use concrete liners for burials of both casketed and inurned remains at government expense when possible, if not purchased by PNOK or PADD. These liners enhance the maintenance of the gravesite over time and protect the casket or urn from damage or disassociation in the event of subsequent interments or disinterments in the same gravesite.

(b) The use of metal, asphalt, concrete, and other types of burial vaults or grave liners at private expense in Army national and post cemeteries is authorized; contractual arrangements will be made by the PNOK or PADD. All private vaults or liners must be approved by the CRO to ensure appropriateness and dimensions of the vault or liner in sufficient time for a grave of proper size to be prepared. The contractor must furnish equipment and personnel to place the vault or liner in the grave before the committal service and to place the lid or the cover properly after the service is concluded.

(c) Cemetery personnel will ensure that vault installation activities and equipment do not conflict with or detract from committal service ceremonies.

2-6. Viewing of remains in Army cemeteries

Viewing of remains in Army cemeteries is not authorized. Refer to AR 290-5 for more detailed guidance.

2-7. Group burials

a. *Cemetery designation.* The casualty officials of the military department responsible for processing a group burial will designate the government cemetery in which the group burial is to take place and will coordinate with the CRO for appropriate services in accordance with AR 638-2.

b. *Committal services.* Requirements for preparing, coordinating, and conducting burial honors and maintaining records for group burials are outlined in paragraph 2-5. The CRO will create interment records for each decedent being commemorated in an Army cemetery. Decedents may be commemorated individually as well as in a group burial. The CRO determines the date and hour of interment in coordination with the military department responsible for the group burial. Based upon the date and hour set for interment, the military department responsible for interment

will inform the shipping installation and the CRO of the date and hour the remains will arrive at the designated common-carrier terminal or at the cemetery, if delivery is made by motor vehicle.

c. Military honors and religious services. The military department responsible for the group burial, rather than PNOK/PADD, will coordinate with the CRO for appropriate military honors and burial services.

d. Notification of next of kin. The military department responsible for the burial will notify each PNOK or PADD of the location, date, and hour set for interment services in sufficient time to enable them to attend. Instructions on providing transportation for the NOK to attend group burials will also be furnished by the responsible military department.

e. Foreign dead. When a group burial includes both U.S. and foreign decedents, the military department responsible for the burial will notify the Department of State of the following in order that the appropriate foreign embassy may be advised:

- (1) The names of the foreign decedents in the group and the address of the NOK, if available.
- (2) The total number of remains in the group.
- (3) The total number of caskets containing the group remains.
- (4) The scheduled location, date, and hour of interment.
- (5) All other information pertinent to the special nature of the case.

f. Cemetery responsible official. The CRO, within the guidelines of regulations, is responsible for:

(1) Notifying the military department responsible for the burial when the arrangements for a group burial have been completed.

(2) Providing, as available, assistance to the military department responsible for the group burial.

(3) Providing all practical assistance to the NOK.

(4) Execution of final interment on the date and hour scheduled. The group burial plot, as well as such detail features as corner markers and grave markers, will be laid out on the basis of interment diagrams.

(5) Ensuring that a U.S. flag accompanies the remains for each military deceased included in the group burial. The ceremonial flag should not be presented to a family member, PNOK, or PADD to avoid the impression of preference of a particular individual decedent over another. If the NOK is a person other than a parent (such as a widow), an additional flag may be presented to the parent or parents who attend the interment services. The casualty assistance officer will contact the parent(s) to ask if they wish to be presented with a flag at committal services. The presentation may be made by the chaplain, clergyman, escort, or CRO. The casualty assistance officer mails the flag(s) to the NOK or authorized representatives if they are not present at the services. However, flag(s) will be mailed to one parent or parents only upon specific request. The date the flag is mailed will be indicated in the automated interment record or on DA Form 2122.

g. Group headstone or marker. The CRO will provide the VA with the DA Form 2122 and a template of the group marker to order the permanent marker as detailed in chapter 4. The VA will order the headstone or marker for delivery to the cemetery. The headstone will be inscribed with the name of each member of the group. The PNOK or PADD are requested to provide the specific emblem of belief of each decedent to the CRO for ordering of the group marker. Other data for the group marker will be provided by the military department. See chapter 4 for specific guidance on markers.

h. Photographs. When the stone has been erected and the grave is in a presentable condition, the CRO arranges to have the front and rear of the marker photographed. The CRO will then file the photograph digitally in the interment system of record as instructed by the Executive Director, OAC. The photographs may be forwarded to the PNOK of each decedent in the group.

2-8. Records accountability system and quality assurance/quality control

a. Digital burial records.

(1) *Automated database.* The Executive Director, OAC established an automated database using information technology systems of record to maintain accountability of all burials in Army cemeteries. This automated database replaces the manual DA Form 2122 as the Army's cemetery accountability system of record. CROs of Army cemeteries will use the automated system of record to upload records of interment, photographs of tags and headstones, and other documents highlighted in paragraph 2-5e.

(2) *Access.* Access to the accountability system of record is via a permissions-based system.

(a) For post cemeteries, the Executive Director, OAC or designee grants access to the accountability system of record via permissions given to Army cemetery CROs.

(b) For ANMC, the Executive Director, ANMC or designee grants permissions on an as-required basis.

(c) Permissions granted to the accountability database are time sensitive and, as such, CROs are required to log in to the system at least once every 45 days to ensure the account remains active. If an account becomes inactive, a

request to reactivate the account must be forwarded by the CRO, through their chain of command, to OAC for reactivation.

(3) *Training requirements for access to the accountability system of record.* Individuals granted access to the accountability system of record are required to complete OAC-approved training and certification on use of the system of record during CRO training. This training and certification is designed to familiarize users with interface functions and tools while ensuring users can create, review, and provide quality assurance (QA) and quality control (QC) for uploaded burial records.

(4) *Certification of burial records.* New burial records may be created in the accountability system of record at any time prior to interment. However, new burial records cannot be certified in the accountability system of record until after the interment is complete, to include the upload of the photo of the permanent marker into the system of record.

(5) *Creation of new burial records.* A CRO or designated representative with access privileges to the automated system of record is required to create and certify a new burial record in the accountability system of record. The record creator builds a record in the accountability system of record using available eligibility or decedent information documentation, which will also be uploaded into the accountability system of record to accompany the burial record. Once the record contains all available information and the requisite documents have been attached, the CRO or designated representative reviews the record for accuracy and certifies or denies as appropriate.

(6) *Required information.* The following information fields must be filled in the accountability system of record to certify a new record:

- (a) Cemetery name.
- (b) First name of decedent.
- (c) Last name of decedent.
- (d) Date of birth (DOB) of decedent.
- (e) Date of death of decedent.
- (f) Eligibility status (active duty, retired, decorated veteran, veteran, eligible family member, exception).
- (g) Interment date of decedent.
- (h) Grave/columbarium location information.
- (i) Branch of Service of decedent.
- (j) Rank of decedent.
- (k) Social Security number of decedent.

(7) *Supporting documents.* Record creators will upload supporting documents to the accountability system of record to support the information uploaded to the accountability system of record. CROs will upload documentation establishing the burial record as described in paragraph 2–5.e.

(8) *Proof of eligibility.* For proof of eligibility as well as confirmation of personal information, refer to AR 290–5, chapter 2 of this pamphlet, and any other applicable installation-specific policies.

b. Quality assurance/quality control.

(1) The Army's goal is to appropriately commemorate those who have served our nation and their families and to pay respect for their service by ensuring the accuracy of grave and niche markers, as well as documenting the location of interment.

(2) The final step in the records accountability system is the QA/QC. In order to ensure continued compliance with Army policies, new interments in Army cemeteries will be reviewed in the OAC-approved automated system to assess quality of the marker digital image and consistency of the burial information between the marker and burial records. For post cemeteries, OAC or their designated analysts will review the certified record and the marker digital image and compare the following decedent information with data in the burial records to ensure consistency. ANMC will adhere to the Executive Director, ANMC-approved QA/QC processes.

- (a) First name.
- (b) Middle initial/name.
- (c) Last name.
- (d) Suffix (if applicable).
- (e) DOB.
- (f) Date of death.
- (g) Service information.
 - 1. Branch of Service.
 - 2. Rank.
 - 3. Period of war service, if applicable.
- (h) Additional information, if applicable.

1. Awards received.
2. Emblem of belief.
3. Terms of endearment.
4. Tribal affiliation.
5. Prisoner of war status.

(3) If inconsistencies are noted between the digital marker image and the burial records, analysts will consult the OAC business rules to determine if the inconsistencies constitute discrepancies and to identify the appropriate course of action that should be taken to resolve the discrepancies. The OAC staff will coordinate with the respective CRO to accomplish the necessary corrective action to the record or marker. Once the record or marker is corrected, CRO recertifies the record and the QA/QC will be repeated at OAC until the record passes review. Once passed by OAC staff in the system of record, the file for that interment is complete.

(4) QA/QC reviews will be conducted as part of the CROs and local commanders' Organizational Inspection Program (OIP). The Executive Director, OAC, as part of the OAC OIP, may issue additional instructions for periodic reviews of burial records. QA/QC efforts should include a review of the following:

(a) The photo quality of the marker digital image is consistent with the ready/not ready for public release decision based on OAC photo quality standards.

(b) The number and type of marker(s) was entered accurately.

(c) The number of decedents is populated correctly between the case and the marker.

(d) All applicable decedent records have been associated to the case.

(e) The marker and record metadata is correct and consistent.

(f) The appropriate decedent remains status was selected (casket, cremated, disinterred, and so forth).

(g) All potential discrepancies for decedents on the marker/in the record(s) have been identified.

(h) Dispositive and supporting documents have been uploaded to support the recommended correction.

(i) Notes have been entered and adequately explain all issues and recommended resolutions for the case.

(j) The marker condition merits a marker re-order (for example, the marker is unreadable or damaged to the point that it should be replaced) based on OAC and/or local marker policy.

2-9. DA Form 2122

a. DA Form 2122 is the official record of interment or inurnment and is the basis for ordering headstone or niche markers from the VA. The authority for each interment or inurnment will be indicated in the Remarks section.

b. Per AR 290-5, current accountability systems of record are capable of generating a digital DA Form 2122. This is the preferred method of recording interments. Manual forms may be used if these digital systems are temporarily unavailable and can be found at <https://armypubs.army.mil/>. The CRO or designated representative must digitally or manually sign the form for the DA Form 2122 to be valid. The CRO or designated representative will maintain a signed DA Form 2122 and will also send the completed DA Form 2122 as part of the headstone/marker ordering process to the VA. The CRO will ensure that either a digital or manual DA Form 2122 is uploaded into the accountability system of record to ensure the record is captured.

c. Care will be exercised to ensure that complete data is recorded in the appropriate blocks on DA Form 2122 to capture details regarding the interment for evidentiary and future use.

d. A check will be entered in the proper block to indicate whether the religious emblem and DOB have been verified by the NOK. The CRO will make every effort to obtain this verification, when necessary. Other comments concerning the inscription desired by the PNOK or PADD, including the spelling of the name, will be indicated in the Remarks section of the form.

e. The DA Form 2122 of an eligible family member will show the following for the primarily eligible service-connected person: name, address (if living), rank, relationship, and service data. If the primary eligible is deceased, his or her grave number or niche location will also be shown. Conversely, the report for the service-connected decedent will show name, relationship, and grave number(s) or niche location(s) of any family member(s) already interred or inurned in the cemetery.

f. A check will be entered in the proper block when cremated remains are interred.

g. A notation is entered in the Remarks section when interment is made in an occupied or reserved gravesite, or a columbarium niche. A notation is made whenever the CRO has knowledge that PNOK or PADD will erect a private marker, or when interment is in a grave where a private marker already exists. In the latter instance, the CRO will advise PNOK or PADD that arrangements must be made for placement of an additional inscription on the existing marker at private expense to mark the subsequent interment. PNOK will be advised that approval of the additional inscription must be obtained from the CRO. In all cases, private marker designs and inscriptions must be approved by the CRO in accordance with AR 290-5 prior to the interment.

h. When a reserved gravesite is used, the existing Record of Gravesite Reservation will be maintained in the accountability system of record along with the DA Form 2122.

i. When remains are disinterred and removed from the cemetery, the Record of Interment in the system of record will be adjusted to reflect the updated status. Other cemetery records will be annotated to reflect the gravesite and/or niche as being available.

j. When remains are transferred from one grave to another in the same cemetery, the authority for the transfer and the following note will be entered in the Remarks section of the interment record: “Disinterred from original grave [section and number] and reinterred in [section and grave shown above].”

k. The name of the service-connected decedent as indicated in military or VA records will be shown in the appropriate block on the form. The alias or assumed name will also be entered in the Remarks section and one copy of the form will be filed under each name. Similar action will be taken in the case of a female service-connected person who served under her maiden name and subsequently changed her name by marriage. When the dependent of a service-connected person is interred, the true name of the dependent will be shown in the top half of the block of the DA Form 2122. The name of the service-connected person on whose military service the interment was authorized will be shown in the lower half of the same block of the form.

l. After the order for a headstone has been placed, the VA will furnish one copy of the Summary of Monuments list to the CRO. The list will include the date headstone order was placed, name of quarry, the bill of lading number, and any changes necessary to conform to the official records of information furnished by the NOK of the deceased. CROs will annotate their records to reflect these changes.

2–10. Army cemetery operations reports

CROs will report their cemetery operations and gravesite utilization data on the Installation Status Report (ISR) as part of the overall installation reporting process. The ISR captures cemetery-specific data in “Service 424—Army Cemeteries.” OAC will use this data to maintain situational awareness on capacities, operational tempo, and resourcing requirements.

Chapter 3

Chain of Custody Procedures

3–1. General

This chapter provides procedures for CROs to use when accepting custody of casketed or cremated remains on behalf of Army cemeteries. Establishing chain of custody is an inherently governmental function which must be performed by a government employee.

a. The chain of custody for human remains is created by establishing the identity of the deceased by obtaining a copy of the death certificate and having the PADD and/or funeral service provider’s representative and CRO or designated representative sign the DA Form 2122–1 to attest to the transfer of remains and burial location.

b. If the human remains have been cremated, a copy of the cremation certificate is required in addition to the death certificate. Human remains are never left unattended in Army cemeteries unless the remains are signed into and locked in a cremated remains storage area (CRSA) or a receiving vault.

c. Chain of custody is complete for casketed remains when the casket is placed inside the vault or grave liner (if used) and the casket/vault or grave liner is interred into the grave and the grave closed. Chain of custody is complete for cremated remains when an urn is placed in the concrete urn liner (if used) and the lid is secured, placed in a grave, and the grave is closed or placed in a niche and the niche cover is secured in place.

d. Army cemeteries will not store casketed remains prior to burial. Army cemeteries may temporarily store cremated remains as described in this chapter.

3–2. Receiving remains

a. Upon receipt of remains, cemetery staff will verify all supporting documents to conduct the service as well as permits to assure the proper remains have been delivered/received.

b. The CRO or designated representative will obtain and digitally capture copies of:

- (1) Death certificate (or burial permit if death certificate is not yet available) of the decedent.
- (2) DA Form 2122–1, which records transfer of custody, compliance statement, PNOK/PADD, and verification of 100 percent of cremated remains (less commemorative items).
- (3) Cremation certificate for cremated remains only.

Note. Some geographical areas of the United States do not use cremation certificates; if a cremation certificate was not issued, a receipt or billing statement from a crematorium may be used. This requirement may be waived by the CRO.

- (4) Signed confirmation and statutory prohibition sheet from the PNOK/PADD.
- (5) Funeral director's license number.
- (6) Transit permit, as required.

3-3. Cremated remains storage and transfer

a. Storing cremated remains. Cremated remains may be stored in Army cemeteries in a CRSA for up to 5 business days when awaiting interment/inurnment, re-interment/re-inurnment, or when weather conditions prevent burials from being completed such as frozen ground, floods, rock, earthquake, and so forth. Cremated remains may be expected to be stored as required to facilitate subsequent interments in the same gravesite of either additional cremated remains or, especially, casketed remains. Cremated remains may also be stored for up to 5 business days when the remains are being disinterred for transfer to another cemetery when the transfer cannot be completed due to unforeseen complications. Army cemeteries must maintain the capability to temporarily store cremated remains, either on site at the cemetery or off-site elsewhere on an installation or through a local funeral home.

b. Cremated remains storage areas. A CRSA is a dignified, secure, temporary storage container for cremated remains in urns. The CRSA will be locked at all times and the CRO or designated representative will maintain key control of the CRSA lock(s) if the CRSA is in use. The CRSA will be climate controlled and is not intended for the long term storage of cremated remains beyond 5 business days.

c. Documenting cremated remains storage area actions. The CRO or designated representative will maintain a register to track when cremated remains enter and depart the CRSA.

(1) When cremated remains are brought to the CRSA, the register must be filled out by the cemetery official accompanying the cremated remains with the following information:

- (a) *Date received.* This is the date the cremated remains are placed in the CRSA.
- (b) *Name of deceased.* Individual decedent's name;
- (c) *Type of container/flag or no flag.* Enter the type of container such as "wood," "plastic," "porcelain," and so forth and note if there is a U.S. flag accompanying the container.
- (d) *Received by.* Enter the name of the senior cemetery official or funeral home delivering the cremated remains for storage.

(2) When cremated remains are removed from the Army cemetery's CRSA, the following register entries must be completed:

- (a) Signature of person taking possession of the remains.
- (b) Printed name of person taking possession of the remains.
- (c) Destination of the remains (section and grave number, court and niche number, name of another cemetery or medical examiner's office, and so forth).
- (d) Date of removal of remains from the CRSA.

(3) Whenever cremated remains are stored in a CRSA, the CRO or designated representative will inventory the CRSA on a daily basis and annotate the log entry accordingly.

3-4. Affixing tags to caskets or urns

Cemetery staff will ensure that a casket/urn tag is permanently affixed to the container upon arrival or immediately following the service.

a. Casketed remains. The CRO or designated representative will affix a permanent, non-biodegradable tag to the handle at the head end of the casket with a plastic zip tie. This casket label will contain the following information of the deceased and is filled out with indelible ink: name, section, grave, and date of interment.

b. Cremated remains. The CRO or designated representative will ensure that a non-biodegradable label is placed on the bottom of the urn. This label will contain the following information of the deceased and is filled out with indelible ink: name, section, grave or court/section/column/number, and date of interment. A second label etched with indelible ink will be placed inside the urn liner, grave, or niche with the following information of the deceased: name, section, grave or court/section/column/number, and date of interment.

3-5. Marking of grave and urn liners (if used)

Grave and urn liners will be marked with the location of the gravesite on the interior and exterior of the liner utilizing either paint or indelible ink. This ensures that the proper gravesite is used for each interment.

a. Grave liners. For government-furnished grave liners, the CRO or designated representative will ensure the section and grave number have been painted on the exterior of the lid at the top of the head end as well as inside the liner on the wall of the head end. If a private vault is being used, the exterior may be left unpainted, but the inside may be painted with the cemetery section and grave number.

b. Urn liners. The urn liner must be marked on the inside and outside with the section and grave number with permanent paint or indelible ink.

3–6. Verification of chain of custody

The CRO or designated government representative must perform the following checks before and during the service:

a. Scheduled interments. Verify information on the daily schedule for interments matches the death certificate, cremation certificate, and the transfer of custody document.

b. DA Form 2385. Verify information on the DA Form 2385 (Temporary Grave/Niche Marker) is correct. Verify that the decedents' name, rank, branch of Service (if applicable), location (section and grave number for in-ground burial, court/row/column/niche for columbarium or niche wall), and date of interment on the DA Form 2385 match the daily committal service schedule, casket/urn labels, grave liner or urn liner, and location in the cemetery. See figure 3–1 for a sample DA Form 2385.

c. Grave location. Verify the geographical location of the grave/niche using the Geospatial Information System (GIS) map and referencing three known burial locations (lateral and vertical), ensuring all information matches and the grave numbers of adjacent graves/niches are annotated on the temporary marker in red.

d. Placement of temporary marker. Upon completion of burials, the DA Form 2385 or other durable temporary marker will be placed at the head of the gravesite. Verification of the temporary marker and accompanying floral item placement will be verified by the supervisor of the interment crew. The CRO or designated government official will personally certify the proper placement of remains.

e. Disinterment or transfer of remains. Once approved by the Executive Director, OAC, removal of remains from a cemetery or CRSA will be completed using a DA Form 2122–1, and signed for by both losing CRO and gaining organization. The transaction will then be recorded in the accountability system of record and the Army cemetery's CRSA register, if applicable. Any request for disinterment should have a legal review from the servicing Army legal office to ensure compliance with applicable state and local laws and regulations prior to submission to OAC.

TEMPORARY GRAVE/NICHE MARKER									
NAME <i>(Last, First, Middle)</i>								PVT MON	
LAST, FIRST, MIDDLE								NO	
GRADE CPT		BRANCH OF SERVICE ARMY				RELIGIOUS DENOMINATION WICCA			
DATE OF BIRTH			DATE OF DEATH						
MO 01	DAY 30	YEAR 1972	MO 04	DAY 22	YEAR 2020	MO 4	DAY 27	YEAR 2020	
WAR SERVICE IRAQ, AFGHANISTAN						RELIGIOUS EMBLEM 37-WICCA			
GRAVE NO. 13		SECTION NO. A		NICHE/COURT		SECTION		STACK	NUMBER

DA FORM 2385, OCT 2020 PREVIOUS EDITION IS OBSOLETE. APD AEM v1.00

TEMPORARY GRAVE/NICHE MARKER
For use of this form, see DA Pam 290-5;
the proponent agency is OAC

Figure 3–1. Sample DA Form 2385

3–7. Chain of custody photographs

Before interment of the remains, the CRO or designated representative will take a digital photograph of the casket/urn and tag for upload into the decedent’s record in the accountability system of record.

Chapter 4

Government and Private Markers

Section I

Government Headstones and Markers

4–1. General

In accordance with AR 290–5, all graves in Army cemeteries will be accurately and appropriately marked to commemorate the decedents interred or inurned within the cemetery. This chapter outlines the procedures Army cemeteries should use to ensure compliance with applicable public laws, AR 290–5, and applicable VA National Cemetery Administration (NCA) procedures.

4–2. Government headstones and markers

a. Marker type. Grave and niche marker inscriptions are based upon grave assignment location and determined at the discretion of the PNOK or PADD in accordance with AR 290–5. Per AR 290–5, all markers (other than UNKNOWN) will include inscriptions of the decedent’s name, rank, branch of Service, year of birth, and year of death as listed on the certified record of interment. For upright government markers, the section and grave inscription is mandatory and must identically match the assigned GIS map location. The amount of information that may be displayed on the marker and the layout in which the information may be displayed is constrained by the type of marker. Figure 4–1 lists constraints for each marker type. OAC will promulgate additional updated information on limitations based on marker type as required. Markers intended for placement in older sections of an Army cemetery should conform to the surrounding markers to preserve the ambiance of that section.

Marker Type	Materials	Specifications	Front of Marker	Back of Marker	Example
Government Upright (U1, U6)	White Marble or Light Gray Granite	42" long X 13" wide X 4" thick; ~230lbs	<ul style="list-style-type: none"> Eligible veteran's information unless predeceased by dependent Emblem of Belief (EOB) (if desired), Name, Rank, Branch, War Period(s), Dates, Approved Additional Inscriptions (AI) (Terms of Endearment, Nicknames, Credentials, Unit), Approved Medallions 	<ul style="list-style-type: none"> Grave and Section number Dependent decedent(s) info once eligible veteran is interred Emblem of Belief (EOB) only if different from veteran or also a veteran Last name of decedent only if also a veteran 	
			<ul style="list-style-type: none"> "In Memory Of" must be inscribed above any decedent's whose remains are not interred at that location 		
*Government Flat (Stone) (F1, F6)	Light Gray Granite or White Marble	24" long X 12" wide X 4" thick; ~130lbs	EOB (if desired), Name, Rank, Branch War Period(s), Dates, Approved AIs (space permitting), Approved Medallions	N/A	
Government Niche (Stone) (E1,E6)	White Marble	15 3/4" long X 11 1/4" wide X 1/4" thick	EOB (if desired), Name, Rank, Branch War Period(s), Dates, Approved AIs (space permitting), Approved Medallions	N/A	
Government Provided Group Markers (GG)	White Marble or Light Gray Granite		EOB (if desired), Name, Branch, Rank, Dates, Unit or Mission name, Description of event (i.e., "Downed Aircraft"), Approved Medallions	Grave and Section number	
Private (P1)	See Chapter 4, Section II				

* Authorized by CRO only

Figure 4–1. Government headstones and markers

b. Inscriptions.

(1) *Authorized inscriptions.* Table 4–1 lists the acceptable information, subject to approval of the CRO, which may be inscribed on markers within Army cemeteries and indicates which data fields are mandatory, those which are optional, and those which may be available given space constraints of the markers.

Note. The words “In Memory Of” are required to be inscribed above any decedent whose remains are not physically located at a gravesite.

Table 4–1
Authorized inscriptions

Marker Inscriptions	Upright	Flat	Niche	Memorial*	Group	Private
Name ¹	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Branch of Service	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Birth year	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Death year	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Section/grave	Mandatory	Mandatory	Not applicable	Mandatory	Mandatory	Mandatory
Birth month and date	Optional	Optional	Optional	Optional	Optional	Optional
Death month and date	Optional	Optional	Optional	Optional	Optional	Optional
Rank	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory	Mandatory
Awards ²	Optional	Space permitting	Space permitting	Optional	Optional	Optional
War service ³	Optional	Space permitting	Space permitting	Optional	Optional	Optional
Emblem of belief	Optional	Optional	Optional	Optional	Optional	Optional
Additional inscription: Terms of endearment	Space permitting Not to exceed 3 lines	Space permitting Not to exceed 3 lines	Space permitting Not to exceed 2 lines	Space permitting Not to exceed 3 lines	Space permitting	Optional
Additional inscription: Nicknames	Space permitting Approval required	Space permitting Approval required	Space permitting Approval required	Space permitting Approval required	Space permitting Approval required	Optional
Additional inscription: Credentials	Space permitting	Space permitting	Space permitting	Space permitting	Space permitting	Optional
Additional inscription: Unit designations	Space permitting	Space permitting	Space permitting	Space permitting	Space permitting	Optional
Approved medallion inscriptions	Approval required Not to exceed 4 inches	Approval required Not to exceed 4 inches	Approval required Not to exceed 2 inches	Approval required Not to exceed 4 inches	Approval required Not to exceed 4 inches	Optional

Notes:

¹ In accordance with VA policy, the name will be the legal name of the decedent. To ensure consistency, the legal name should also be on the certified record of interment.

² Awards which establish ground eligibility in Army cemeteries are required to be placed on upright marble or private headstones.

³ War service must be as listed or documented on the veteran's DD Form 214 or other military service documentation.

(2) *Medallion and service badge etchings or inscriptions.* Upon request, approved medallions or etchings of service awarded badges may be placed on government markers at the PNOK's or PADD's expense. Medallions and etchings must be approved in advance by the CRO or designee before placement on the marker. Medallion and etchings must be flush with the marker and are limited to no more than 4 inches for grave markers and no more than 2 inches for niche covers. The PNOK or PADD is responsible for contracting with a private marker vendor to etch the medallion onto the marker. Army cemeteries are not responsible for replacing missing medallions or re-inscribing etchings of service awarded badges. The PNOK or PADD is also responsible for medallion reinstallation or etchings if the marker is replaced.

(3) *Prohibited inscriptions.* All inscriptions are subject to approval by the CRO or designee. Additional inscriptions are intended to be terms of endearment which respectfully commemorate the individual. Inscriptions cannot contain acronyms, jargon, inside jokes, profanity, or other nontraditional statements that detract from the existing dignity, decorum, solitude, and respect Army cemeteries provide for our nation's veterans and their family members. Additional inscriptions will not include language that could be perceived as offensive or derogatory in nature to a reasonable person, including language that is obscene, sexual, abusive, or threatening. Requests for additional inscriptions in a language other than English must use the Latin alphabet and include the exact translation. Abbreviations and text message shortcuts are not authorized. Grammar marks (quotations, colon, apostrophe, commas, and so forth) are not available.

(4) *Lithochrome policy.* Lithochrome inscriptions are only available in designated areas. The intent of this policy is to enhance the overall appearance of the cemetery by ensuring headstones and niche covers have a consistent appearance, regardless of age. Markers currently embossed with lithochrome will not be reordered due to faded lithochrome after the PNOK of the original decedent is deceased. Subsequent headstones will be ordered consistent with the character of the section in which they will be placed.

(5) *Native American inscriptions.* The inscription will be "UNKNOWN" for any interment of tribal remains after repatriation under Public Law 101-601, known as the Native American Graves Protection and Repatriation Act.

c. *Duplicate commemoration.* Table 4-2 indicates when it is acceptable for decedents to be commemorated on more than one marker within Army cemeteries and prescribes the action necessary to correct unacceptable duplicates.

Table 4-2

Duplicate commemoration

Duplicate Commemoration	Description	Corrective Action
Government upright, flat, or niche	Decedent may only be commemorated on one marker (unless the decedent is commemorated on a group marker). This includes a Servicemember commemorated in a memorial section whose loved one is later interred in a numbered section. In this case, the memorial section government marker will be removed.	Remove duplicate government marker
Government group marker	Decedent may be commemorated on both a group marker and an upright marble marker if individual remains are recovered and may be located with an eligible dependent.	No corrective action necessary
Private marker	Decedent may no longer be commemorated on more than one private marker in a government cemetery. Army cemeteries will not remove any currently existing duplicate private markers. However, decedent may not be commemorated on both a private and a government marker. In this case, the government marker will be removed.	Remove government marker

d. *Official documentation requirements.* PNOK or PADD must provide official documentation to prove the accuracy and eligibility of decedent information on the marker. The information in Table 4-3 is required to authorize inscription on the marker.

Official Document	Used To Verify	Not Used To Verify
Birth certificate (only to change legal name spelling)	Name spelling, DOB	
DD Form 214 or equivalent prior to 1950	Service information, awards, name, and DOB	
Death certificate or burial permit	Name spelling, date of death, and DOB	
PNOK signed document	Name spelling, dates of birth and death	Service information
Other service related documents (includes pay stubs, honorable discharge certificate, muster rolls, and so forth)	Service information, awards, name spelling	DOB

e. Order process for government markers.

(1) *Individual government marker.*

(a) *Initial order.*

1. *Army National Military Cemeteries.* While scheduling the committal service, the CRO, in conjunction with the PNOK or PADD, will complete a marker template indicating the information that should be displayed on the marker in accordance with this pamphlet. The PNOK or PADD will review and sign the marker template, approving the information. CRO will review the marker template for compliance with AR 290–5 and ensure any corrections are made prior to the day of the service. The CRO will then generate, verify, and place a temporary marker (DA Form 2385 or comparable digitally generated form) at the gravesite immediately following the interment or anytime a subsequent marker is ordered.

2. *Other Army cemeteries.* Until such time as government markers can be ordered through the accountability system of record, the CRO will work with the family to properly complete a VA Form 40–1330 or VA Form 40–1330M (Claim for Government Medallion for Placement in a Private Cemetery). CROs will ensure compliance with 38 CFR 38.632. Under this rule, only the following individuals may apply for a headstone, marker, or medallion: decedent’s NOK, authorized representative on behalf of decedent, or authorized representative on behalf of the NOK.

(b) *Certification and initial order.* CRO’s will not release/send applications for government markers for 14 days following the service. This is to allow the PNOK time for the option of changing any information on the VA Form 40–1330. Once the 14-day hold period has passed and the application has been submitted, changes to the application will be approved only if the VA has not yet engraved the stone or niche cover and there is sufficient time to make the change. The intent is conservation of government funds. CROs will order the government markers as follows:

1. *Army National Military Cemeteries.* The CRO will certify the interment and make all final changes to the marker template in the accountability system of record currently Interment Services System (ISS). The initial marker order will be placed once the CRO has an approved marker template from the PNOK or PADD which complies with this policy. Once the 14-day hold period has expired, the CRO will review orders in the QA queue for accuracy and compliance before releasing the order to the VA NCA for processing with approved vendors.

2. *Other Army cemeteries.* Until such time as government markers can be ordered through the accountability system of record, the CRO has several methods to submit the VA Form 40–1330 or 40–1330M (for example, fax, mail, or email). The application may be mailed to U.S. Department of Veterans Affairs, Memorial Produces Service, 5109 Russell Road, Quantico, VA 22134–3903. The application is available online at the following link: <https://www.va.gov/burials-memorials/memorial-items/headstones-markers-medallions/>. Once the government marker capability in the accountability system of record is fielded to post cemeteries, markers will be ordered through that system in lieu of the manual process.

(2) *Group government markers.*

(a) The CRO will fill out a template following the guidelines set forth in an agreement between the Army cemeteries and the VA NCA and submit the template for approval. The template will include the following information:

1. Individuals will be grouped by emblem of belief.
2. Emblem groups with the greatest amount of members will be listed first or highest on the marker. Groups thereafter will be listed based on the next greatest number of members. If the numbers of members in a group are equal, alphabetical order takes precedence.
3. Individuals will be listed in alphabetical order within an emblem group.

4. Individuals without an emblem of belief will be grouped together. These groups will be treated the same as emblem of belief groups and separated by a blank (skipped) line.

5. If there is only one religious emblem for an event, the emblem will be placed above the branch of Service at the top of the marker to cover all individuals listed on the marker.

6. If there are multiple emblems, to include individuals with no emblems, the first religious group emblem will be placed below the branch of Service at the top of the marker.

7. If there are multiple branches of service or agencies, and depending upon how many individuals per branch of Service or agency, the name of the branch of Service/agency can be centered on the marker and spelled out.

8. The date of death must be agreed upon by all PNOKs and/or PADDs. It is usually the date of the accident or the date the military declared the individuals were missing or killed in action.

(b) If too many individuals are listed per branch of Service/agency, the Service/agency name will be abbreviated and listed next to the individual's rank or name. After the initial marker layout is approved, VA NCA will forward the template to a contractor who will create the marker proof, which will include dimensions of the marker and a price quote. The contractor's proof will be returned to VA NCA for comparison against the original CRO-approved layout. The contractor's proof will be returned for approval by CRO or designee and then returned to VA NCA with the CRO or designee's signature and date.

(c) Requests for exceptions to the standard format require CRO or designee approval.

(d) After approvals are obtained, VA NCA generates a purchase order, attaches it to the approved marker proof, and forwards it to the contractor to begin manufacture of the marker.

(3) *Timelines.* Table 4–4 indicates standard timelines for the marker procurement process. Patterns of deviations from the standard timeline identified below require the CRO to notify the Executive Director, OAC. Executive Director, OAC will assist with identifying and resolving systemic deficiencies. The CRO will field inquiries from PNOK or PADD regarding marker placement timelines.

Table 4–4
Government marker procurement standard timelines-

Timeline	Paperwork Initiated	Day of Interment/ Inurnment	Hold Period for PNOK Changes	Order QA and Placement	Inspection, Placement, and Photo
From date of interment	Depends on type of service requested	Temp marker placed	14 calendar days	≤ 5 days from hold period	< 2 weeks from receipt of marker

(4) *Storage.* Marker placement processes should minimize the amount of time required to store markers. Markers will be protected from the weather to avoid damage or staining from crating materials and stored at safe and stable angles to avoid damage.

(5) *Marker reorders.* Government headstones and/or flat markers, government niche covers, as well as flat markers supplementing private markers, as appropriate, will be managed according to the circumstances described in table 4–5.

Table 4–5
Marker reorders

Scenario	Description	Action
Missing government marker	Decedent interred or inurned with no grave or niche marker	Order and install new marker and replace in kind
Decedent not listed on government marker	Decedent interred or inurned but not commemorated on government marker	Order and install new marker and replace in kind
Decedent not listed on private headstone	Decedent interred in a grave with a private marker who is not commemorated on the marker	Contact PNOK to correct; if no response or no correction agreement reached, order and install granite flat marker at the discretion of the Executive Director, OAC or other designee ¹
Error of fact on government marker (scenario A)	Error in spelling of name, DOB, date of death, or section/grave number	Order and install new marker and replace in kind

Table 4–5
Marker reorders—Continued

Scenario	Description	Action
Error of fact on government marker (scenario B)	Error in wars fought, service, rank, and/or awards	Note for future review if marker is replaced for some other reason; receipt of family change requests may be honored at discretion of Executive Director, OAC or other designee
Potential error on government marker	Error in emblem of belief	No action; family change requests may be honored at discretion of Executive Director, OAC or other designee
Error of fact on private marker	Error in spelling of name, DOB, date of death, or section/grave number	No action beyond noting the error in OAC records
Unreadable government marker	Decedent interred but the identity of the decedent cannot be determined by the stone only	Marker may be replaced or supplemented with a flat marker at the discretion of the Executive Director or other designee
Damaged government marker	Marker is damaged by any means such that the decedent is no longer properly and respectfully commemorated ²	Order and install new marker and replace in kind
Upright government marker no longer viable	Tree growth consumes the marker, obscuring name, DOB, or date of death making replacement impractical without tree removal	Order flat marker and install as footstone with decedent information

Notes:

¹ NOK as listed in cemetery records will be contacted by a designated cemetery representative via phone to notify them of an identified inconsistency between the private headstone and cemetery records. If no response is received within 30 days, a secondary phone call will be made. For cases with errors of fact on a private marker, only one initial call to notify PNOK is required; government will not make changes in this case.

² As determined and assessed by the CRO or designated representative.

f. Additional guidance for markers. The VA’s NCA website (<https://www.va.gov/burials-memorials/memorial-items/headstones-markers-medallions/>) contains examples of authorized government markers available to eligible decedents.

(1) Lithochrome orders will only be made in accordance with paragraph 4–2*b*(4). A mandatory remark of “NO LITHOCHROME” is required in block 27 (Remarks) on VA Form 40–1330 to order headstones without lithochrome.

(2) Upright government markers will be ordered in the style most consistent for the era of the burial, or replaced in kind for those stones needing re-orders.

(3) Flat markers will be ordered consistent with the nature of the private marker or government marker (most often granite). In the case of tree growth, flat granite markers will be ordered.

(4) Niche covers will be ordered consistent with columbarium standards.

(5) Private markers and the accuracy of their information are the responsibility of the families. Only in circumstances where an individual is not properly commemorated in name or date of death, and the family does not make corrections (see table 4–5), will a government flat marker be ordered and installed to correct the issue.

(6) Nonveteran spouses cannot be commemorated on private markers until their time of need because their eligibility determination cannot be accomplished until that time.

4–3. Delivery and receipt

a. Government headstones and markers for Army cemeteries are procured by the VA. The VA can provide the CRO, if requested, a list of headstones ordered by the cemetery.

b. ANC will use ISS to order, track, and receive delivery of government markers for their cemeteries.

c. Post cemetery CROs will develop systems to track marker deliveries and to identify markers that are not delivered. CROs will call the VA’s Applicant Assistance Unit between the hours of 8:00 a.m. and 5:00 p.m. (Eastern Time), Monday through Friday, at 1–800–697–6947 to resolve delinquent deliveries.

d. When headstones or markers are delivered to the cemetery, the CRO examines them for damage and accuracy of information. Any damage will be noted on the carrier’s delivery ticket. The CRO also obtains a damage inspection

report from the carrier and forwards this report to U.S. Department of Veterans Affairs, Memorial Products Service, 5109 Russell Road, Quantico, VA 22134–3903, along with a new application requesting a replacement of the broken or damaged headstones. Annotate the discrepancy/damage in block 27 on the application form. In the event the carrier's agent does not inspect the damage, the CRO notifies the VA to obtain adjustments from the carrier.

e. When a headstone with no discrepancies is received at the cemetery, the digital system of record or the DA Form 2122 will be annotated to include date received and erected, and government bill of lading number.

f. When headstones or markers are delivered to the cemetery and the CRO is not able to inspect the headstone at that time, the carrier's delivery ticket will be annotated to indicate the delivery is being accepted conditionally and that any concealed damage will be reported at a later date. The procedure for replacement of a damaged headstone as indicated in paragraph 4–3*d* will be followed.

4–4. Headstone and marker erection and storage

a. Headstones and markers will be erected as soon as possible after receipt. They will be protected from the weather to avoid damage or staining from crating materials. Preferably, each stone will be placed to rest on its long edge in a vertical freestanding position for easy accessibility. When there is a shortage of space and there is a wall or other substantial support at the storage area, the headstones may be stored resting on their bottom edge and leaning against the wall at a safe and stable angle. Several stones may be stacked against the first to conserve space.

b. Headstones for individual graves will be erected on the centerline at the head of the grave with the inscription facing the grave. They will be set plumb and aligned laterally, transversely, and diagonally with the headstones at other graves (see app D). Measurements will be taken from the section gravesite control markers and not from headstones previously set; in this way, small discrepancies in measuring will tend to cancel out and not be compounded.

c. New and replacement headstones in old sections (where stones have not been and cannot be set at the standard height) will be set at the same distance above ground as adjacent headstones, provided they can be set with the inscription above the ground level. When reporting new interments or requesting replacement of headstones in such sections, the CRO will indicate in the Remarks box on DA Form 2122 (or in a letter if a replacement is required), the height of existing headstones in the section so that the last line of the inscription on the stone will not be too close to the ground.

d. When a general realignment or resetting of headstones or markers is scheduled in an area where there are older, historic types of markers, they should be set in accordance with the following:

- (1) Upright type (35 inches by 10 inches by 2 inches): set 18 inches out of ground.
- (2) Unknown type (30 inches by 6 inches by 6 inches): set 12 inches out of ground.

e. In new sections of Army cemeteries, upright headstones will be set at a nominal height of 24 to 26 inches from the finished grade to the top of the arc. Headstones which have been previously set at other heights above grade, but present a neat and uniform appearance with the inscription visible, will not be reset to meet the stated heights. The nominal height of 24 to 26 inches for the current standard of headstone setting is the average height. Minor deviations in the normal height are permissible to provide a fair and pleasing top line and to compensate for slight ground rises or depressions within a burial section. Where a number of adjacent stones are set or reset in a section and ground conditions make vertical settlement likely, an extra 1 inch may be allowed in the aboveground projection when the stone is initially set.

f. Trees or shrubs that obstruct the name of the deceased will be considered for removal. When trees are retained and the affected headstone is no longer visible, a flat marker will be ordered. See table 4–5 for further information.

g. Headstones will be lifted, transported, and set by at least two persons unless approved special one-man devices are available. CROs should ensure that applicable Occupational Safety and Health Administration (OSHA) regulations are followed when handling headstones. Simple realignment can be completed by a single person using a wooden or nonmetallic pry bar while taking extreme care to avoid damaging the headstone.

h. Where a flat marker is required to mark the head of the grave, it will be set on the gravesite with its top edge 12 inches from the head of the gravesite and centered on the width of the grave. The face of the marker will be set one inch parallel above the surface of the ground with the inscription facing into the grave. The bottom edge of footstones will be set 12 inches inside the gravesite and centered on the width of the grave. The flat marker footstone will also be set 1 inch parallel above the surface of the ground facing away from the gravesite. If conditions prevent proper implementation of these standards, CROs should contact OAC for guidance on proper installation of flat markers.

i. Niche covers will be installed to be horizontally and vertically aligned using proper rosettes and security screws.

4–5. Maintenance

a. The natural surfaces of headstones and markers will be retained. They will not be painted (including touch-up painting on lithochrome markers), white washed, or calcimined.

b. Headstones and markers will be cleaned to remove objectionable accumulations, such as bird droppings, mud, tire or hose markings, grass stains, residue from trees, and fungi. The toning or patina of the stone will not be removed unless as a result of cleaning to remove such accumulations. In this instance, the stone should be cleaned in its entirety to present a uniform appearance.

c. There are a variety of methods cemeteries can use to clean headstones or markers; one of the most effective is a regulated pressure water-only power wash; however, the use of a biocide or a biodegradable cleaner is also effective methods. CROs will ensure the cleaning method selected is environmentally friendly and regionally acceptable regardless of the method used.

d. Personnel cleaning headstones and markers will exercise the utmost care to prevent headstones and markers from being chipped, marred, or damaged.

4–6. Headstone resetting and realignment

a. The maintenance of headstone alignment is a continuous process. The CRO will incorporate maintenance of headstone alignment into daily operations and annual budgets as required. Additionally, if this work is to be completed by contractors, it will be captured in the contract statement of work and verified by the CRO and/or contracting officer's representative (COR). Headstone alignment work should be deconflicted with committal services, mowing, leaf removal, and pesticide application schedules to ensure work does not conflict with any of these events.

b. Headstones will be carefully removed from their existing setting. Sockets (if existing) will not be removed. The void will be re-dug and shaped so that the headstone can be reset on the gravesite centerline at the head of the grave with inscription facing the grave. They will be reset plumb and aligned laterally, transversely, and diagonally with the headstones at other graves. The use of a top and back line string will ensure uniformity, leveling, and alignment. Headstones will be set 24 to 26 inches from the finished grade to the top of the arc. All headstones removed during a single workday will be reset on the same workday.

c. Headstones realigned and reset during each workday will be spot checked by the CRO, or designated representative, prior to the close of day to ensure headstones are properly aligned and set on the correct grave.

d. Headstones removed after setting will be placed behind the gravesite and placed to rest on its long edge in a vertical free standing position. Headstones will not be placed against any other standing headstone.

e. All resultant debris (excess soil and stones, rocks, boulders) will be removed from the area to a designated disposal area. The soil around each headstone will be tamped to full compaction and filled to 3 inches below ground level. The last 3 inches is to be filled in to ground level with topsoil and left in a clean state, free of stones. The contractor will rake in seed and starter fertilizer around the headstone. Seed and fertilizer will be provided by the contractor. Caution must be taken to avoid chipping the headstone. Upon completion of resetting and realignment, the gravesite will be reseeded, fertilized, and free of debris. Headstones will be cleaned after resetting, using clean water and fiber brush to remove any mud or grass stains.

f. In the event flower vases are hindering the operation, the vase will be carefully removed to allow work to be completed and then reset as close as possible to its original state and position.

4–7. Replacement

Government headstones and markers will be replaced as prescribed by AR 290–5. CROs will take into consideration historic preservation requirements as outlined in AR 290–5 prior to any decision on replacement of headstones. Requests for replacement using the automated system of record or the VA Form 40–1330 will be submitted to U.S. Department of Veterans Affairs, Memorial Products Service, 5109 Russell Road, Quantico, VA 22134–3903, with the following information annotated in block 27 on the application form. (Specific assistance may be found at the VA's Memorial Products Service Applicant Assistance Unit between the hours of 8:00 a.m. and 5:00 p.m. (Eastern Time), Monday through Friday, at 1–800–697–6947.)

(a) *Inscription data.* Extent of illegibility or type of damage (chipping, scratching, cracking, breakage, or discoloration) and area of stone or marker affected. A photo will be attached, where necessary, to portray accurately the extent of damage.

(b) *Cause of damage.* State corrective action taken to prevent similar damage if caused by cemetery activities.

(c) *Report of damage.* State whether damage was reported by NOK or cemetery personnel.

(d) *Error of fact.* State the error discrepancy on the current marker and provide the source/dispositive document which validates the error.

4–8. Disposition of headstones and markers

Headstones, markers, and niche covers that are no longer useable are disposed of in a manner that obliterates the inscription and prevents reuse. Bronze markers or niche covers removed from a grave or niche are recycled through

the VA by requesting a bronze marker removal packet. Packets are requested through the VA by contacting 1-800-697-6947. Any headstones or markers placed before the erection of the private marker will be removed by the marker vendor and turned over to the CRO for proper disposal in accordance with Department of the Army regulations.

Section II

Private Markers

4-9. Authority for installation

a. Prior approval of the Executive Director, OAC is required for private markers to be erected in Army post cemeteries, at private expense, to mark graves instead of government headstones and markers. General instructions concerning private markers are contained in AR 290-5.

b. Written authority from the NOK or other responsible person must accompany any request for the erection of a private marker. Such requests will include the full name, address, and relationship of the NOK or responsible person.

c. The letter of approval from the Executive Director, OAC to the NOK or responsible person will include a statement that it is agreed that the Department of the Army will not be liable for maintenance of, or damage to, the marker. The government may replace the marker with a government headstone if the PNOK or responsible person does not maintain the private marker in a safe and serviceable condition in accordance with AR 290-5.

d. If the request is to erect a private marker to span two gravesites, or to mark a single gravesite in which an additional interment will be made, the letter of approval will include the statement that the purchaser of the marker will make necessary arrangements, financial and otherwise, to provide for the completion of the inscription when the subsequent interment has been made.

e. If individuals interred in a grave marked with a private marker are not commemorated and the CRO cannot locate the PNOK or the PNOK is unwilling to commemorate the individuals, the CRO will install a government flat marker at the base of the private marker to commemorate the missing individuals in accordance with AR 290-5.

f. Construction and installation of private headstones and markers, in lieu of a government-furnished headstone or marker, are prohibited in Army post cemeteries unless approved by the Executive Director, OAC prior to October 1, 2020.

g. ANMC no longer permit the installation of new private markers without an Executive Director, ANMC-approved exception to policy.

4-10. Stipulation of contracts

a. The Department of the Army will not recommend any marker vendor but grants permission for the erection of markers in individual cases. Therefore, any transaction or arrangement with a marker vendor must be considered a private matter for which the Department of the Army assumes no responsibility.

b. Contracts made by PNOK, or responsible person, with a marker vendor for the erection of a private marker will stipulate that such marker is:

- (1) Subject to approval by the CRO.
- (2) Subject to determination whether private markers are permitted in the section where the grave is located.
- (3) To be installed within 120 days from the date of approval.

4-11. Emblems and insignia

Full-sized drawings of details of carvings, emblems, insignia, or molded effects must be submitted to the CRO. The drawings will show in detail the kind of carving and lettering, such as V-sunk, U-sunk, or paneled. Shaped carving will be used to place emblems and insignia on markers. Photographs or etchings of the deceased or anything of that nature will not be permitted to be affixed or inscribed to the private marker (for example, bronzes, ceramic, or laser etchings).

4-12. Specifications

a. Size of markers. The dimensions of any marker will be governed by the size of the gravesite or lot (two gravesites) on which it is to be erected. The minimum width of a marker will be 13 inches at the ground level. The maximum width of a marker permitted on any lot or gravesite will be 5 feet at the ground level with a minimum of 6 inches between the extreme ends of the marker and the side boundaries when centered on the site. On narrower lots or gravesites, for example, the standard gravesite of 5 foot width, the marker will be restricted to a size which provides a minimum of 6 inches between the ends of the marker and the side boundaries of the gravesite. The total maximum height of private markers in Army cemeteries is limited to 5 feet, and the height will not exceed the width of the

marker to prevent tipping or leaning. The thickness (no less than 4 inches minimum) of the marker will be governed by its width and height and by the space available between the foot of the excavation (interment) of the abutting gravesite and the head of the excavation of the gravesite on which the marker is to be placed. The maximum thickness and height permitted are 2 and 5 feet, respectively. The center line of the marker will be aligned laterally and longitudinally with the centerline of existing headstones and markers. Footstones will not exceed 10 inches by 20 inches at the top. See table 4–6.

b. Type of material. The marker must be constructed of durable stone, an approved color, and clear monumental stock of the very best quality. Any stone (granite or marble) that can be identified by name on the list of materials approved by the CRO for the erection of markers may be approved upon written application. Otherwise, a sample must accompany the drawing.

c. Finish. A fine axed, hammered, rubbed, steeled, sanded, or honed finish is permissible for the exposed surfaces of the die block, and all such surfaces will be of matching finish. If any surface of the die is rubbed, all other surfaces (except undersurface) will also be rubbed. Glossy polished surfaces are permitted under the same conditions. It is also required that the die and base of the marker be of the same material and finish. The wash and margin of the base will be finished to match the die block. Footstones will be considered of the same material and will match the finish of the markers erected on the lot. One-piece (monolith) markers may be finished as specified for the die block described in this paragraph. Since the lower portion of such markers is subject to damage, a simulated joint will be provided and the surface of the marker below this line will be finished rock-faced/rock-pitched. Such a line will not be more than 12 inches above the bottom of the exposed portion of the marker if on fairly level ground, but should be at least 4 inches above the high point of the grave on sloping ground.

d. Engraving. Inscriptions will be aesthetically arranged on the marker to enhance the appearance of the stone. V- or U-sunk letters normally will be used. Raised carving or lettering may be used only within a sunken panel, and the outer face of the lettering or carving will not extend beyond the surface of die. The word “panel” means that raised carving (decorative elements, insignia, and lettering) must be surrounded by a solid border or edging that may or may not be the face of the marker, but must be at least 1 inch wide and project from its field at least to the extent of the maximum projection of the carving. Lettering must be of first-class workmanship, properly proportioned, spaced, and cut to ensure permanency and legibility. V-sunk letters will be cut so that the sides of the V are straight, preferably at 60 degrees to the face of the stone. Although hand-carved and sandblasted lettering are permitted, the type used must conform to that shown in the specifications previously approved by the CRO. Any additional inscription at a later date will be of the same type and style as the original. No artificial coloring, pigment, pencil, milk, or other foreign substance will be used on inscriptions or carvings. The use of a portable sandblasting machine in the cemetery is permitted, but the using firm will be required to leave the surrounding ground in the same condition as when the work was started.

e. Requirements for inscriptions. Inscriptions will be in English and are subject to approval by the CRO or designee. Additional inscriptions are intended to be terms of endearment which respectfully commemorate the individual. Inscriptions cannot contain acronyms, jargon, inside jokes, profanity, or other nontraditional statements that detract from the existing dignity, decorum, solitude, and respect Army cemeteries provide for our nation’s veterans and their family members. Additional inscriptions will not include language that could be perceived as offensive or derogatory in nature to a reasonable person, including language that is obscene, sexual, abusive, or threatening. If an additional inscription (term of endearment) is requested in Spanish, French, German, or other foreign language based on the Latin alphabet, it will be permitted, provided the inscription does not contain words that are not compatible with our mission to honor deceased veterans and/or that could be perceived as offensive or derogatory by a reasonable person. When requesting an additional inscription in a language other than English, the applicant must provide the English translation at the time of application. Abbreviations and text message shortcuts are not authorized.

(1) The inscriptions for the Servicemember must be placed on the front face of the marker, and must include the following: name, rank, organization or component, and date of death.

(2) When the spouse or child of a service-connected person is interred in the same grave, it is customary and desirable to place that person’s inscription on the front face of the monument. It may, however, be placed on the rear face or sides. The relationship, name, and date of death are mandatory. Terms of endearment such as “Beloved Wife” are permitted. Inscriptions for a nonservice-connected person will not be permitted before the interment.

(3) Where the Servicemember and spouse are to be interred in the same grave and a marker is erected before the death of the Servicemember, the name of the Servicemember must appear on the front face of the marker. Sufficient space must be reserved to complete the inscription. Nonveteran spouses may not be commemorated on the marker until their time of need since their eligibility determination is not made until the time of need.

(4) The following optional elements may be used only on the rear face and sides and only for service-connected persons: official titles held in civilian life and inscriptions in conformity therewith, and any insignia of fraternities and societies, if they are not grotesque.

(5) The family name or an optional element that is not otherwise in conflict with prohibitions within AR 290–5 or this pamphlet may be used on the rear face only.

(6) The grave or lot number will be inscribed on the lower right-hand corner of the rear face of the die in numbers approximately 5/8 inches high. On a one-piece marker, the number will be on the rear face, near the lower right corner, not more than 6 inches above the grade. The CRO will advise the family and private marker company of the correct grave or lot number for inclusion and inscription on the back of the marker.

(7) Trademarks or copyright designations are optional elements. They will be placed in the lower left-hand corner of the rear face of the die, not more than 6 inches above the base line or above ground level in the case of a one-piece marker. The symbol may be incised in the marker or a nonstaining metal piece inserted flush with the surface of the marker. The symbol will not exceed 1 1/4 inches at its greatest dimension. The request must specify that a trademark or copyright designation is to be used and that the purchaser is agreeable to its use.

Table 4–6
Private marker dimensions 1

Gravesite Size	Minimum Width	Maximum Width	Maximum Height	Minimum Thickness	Maximum Thickness
3'X3'	Government marker only	Government marker only	Government marker only	Government marker only	Government marker only
3'X4'	Government marker only	Government marker only	Government marker only	Government marker only	Government marker only
3'X8'	Government marker only	Government marker only	Government marker only	Government marker only	Government marker only
5'X5'	13"	4'	4'	4"	2'
5'X10'	13"	4'	4'	4"	2'
6'X10'	13"	5'	5'	4"	2'

Notes:

¹ Garrison commanders may establish stricter dimension standards based upon local cemetery conditions.

4–13. Delivery and acceptance

- a. CROs will maintain systems to track the expected delivery and installment dates of private markers.
- b. The CRO will inspect the marker when delivered to the cemetery. If it does not conform in every detail to the requirements prescribed by the CRO and this pamphlet, or is otherwise unsatisfactory, it will not be erected, even though satisfactory to the purchaser. Marker vendors should therefore be advised to visit the site of a proposed monument erection to familiarize themselves with the grade.
- c. Monument dealers will be required to report to the CRO or other authorized government employee before starting any work in connection with the erection of the monument. This is required so that cemetery personnel will have knowledge of the proposed work and can perform their inspection and control responsibilities. Monument dealers will also be required to unload and set each monument individually. They will not be permitted to deliver several monuments at different locations for subsequent setting.

4–14. Erecting a marker

a. *Foundations.* Foundations for markers will be constructed and placed to commercial industry standards by the marker vendor.

(1) The foundation will be constructed of concrete consisting of 1 part Portland cement; 2 parts sharp, clean sand; and 4 parts washed gravel or broken stone of a hard nature, mixed with a minimum amount of water for workability.

(2) The stone or gravel used will not be larger than a 2-inch cube.

(3) The foundation will extend the full size of the marker base and will be brought to within 1 inch of the lowest point of grade.

(4) The depth of the foundation will be at least 3 feet below the lowest point of grade, and in no case less than 6 inches below the frost line.

(5) The foundation will not be wider than 7 feet for a marker placed on a lot spanning two gravesites, with a minimum of 6 inches between the extreme ends of the foundation and the side boundaries of the two gravesites when centered.

(6) The excavation for the foundation will be dug with straight and plumb sides and a level bottom. The bottom of the excavation will be compacted with a hand-operated tamper.

(7) The marker vendor will secure the die, base, and foundation with strong epoxy and utilize a weatherproof sealant on all seams.

(8) The CRO or other authorized government employee must approve the excavation before the pouring of the concrete. The foundation should not be poured less than 1 week before a marker is expected to be erected. In cold weather, the concrete should be protected from freezing to ensure adequate strength development prior to placement of the marker.

b. Sub-base.

(1) Where a sub-base is used, the bottom surface of the base will be finished straight and true in order to make a joint of uniform thickness where it meets the sub-base. Where the sub-base consists of more than one piece, the vertical joints will be on the ends of the marker and not on the front or rear face. Pieces less than 3 inches high and 6 inches thick will not be used.

(2) The sub-base will be set level and true to line, and the remainder of the foundation built up to the same height with concrete of the same mixture as used for the lower portion. It will be allowed to set at least 24 hours before the marker is placed.

(3) Alterations of the natural grade of a lot to avoid the use of a sub-base will not be permitted.

(4) The monument vendor will supply a sub-base or leveling stone of sufficient height to raise the base of a two-piece marker to the required level when its level foundation is 1 inch below the point of grade. This sub-base may be in one or more pieces and will be of the same material and finish as the base. If desired, it may project slightly beyond the edge of the base, but in no case more than 1 inch.

c. Securing die stone to base. The marker will be secured by an industry standard dowel or adhesive to its base, and/or the base of a monolithic marker to its foundation. Monoliths of narrow design will be set in a pocket precast in the foundation.

d. Cessation of work. All work in connection with the setting of a marker or cutting of an inscription will cease while a committal service or interment is being conducted nearby.

e. Use of powered trucks. Marker vendors will not be permitted to drive powered trucks over grassed areas nor to deliver several markers to different locations prior to any marker installation, but are required to unload and set each marker before unloading others. Markers will be moved from the regular established roadways to gravesites in a manner (such as on wooden or pipe rollers placed upon plank skids laid on the turf, or by means of pneumatic-tired vehicles previously inspected and approved by the CRO) to minimize damage to gravesites and surrounding landscape. Any oversized piece of equipment or vehicle must have prior approval before entering the cemetery. Markers will not be moved while the turf is in a soft condition.

f. Condition of grounds. After the erection of a private marker, the CRO will make certain that the marker vendor leaves the surrounding grounds in the same condition as when the work began.

g. Compliance with rules. Marker vendors must comply with all applicable rules and regulations. Violations will be brought to the attention of the CRO, who may refuse to grant violators permission to place other work in the cemetery.

Section III

Memorials and Commemorative Tablets

4–15. General

The erection or placing of monuments, memorials, and tablets in Army cemeteries to commemorate events, units, groups, and organizations will be done in accordance with the CFR and Army regulations.

4–16. Application for memorial headstone or marker

Memorial headstones or markers will be ordered through the automated interment system or a VA Form 40–1330, will be completed by the PADD/PNOK at time of Servicemember's death, and submitted to the CRO for processing to the VA. The application will be mailed to U.S. Department of Veterans Affairs, Memorial Products Service, 5109 Russell Road, Quantico, VA 22134–3903.

4–17. Arlington National Cemetery memorial sections

a. A detailed layout map of each memorial section will be maintained by the Executive Director, ANMC. Details of the memorial sites, 5 feet by 5 feet, the location where the markers are to be erected, as well as provisions for recording the placement of markers, will be included in each plan. These plans will serve as the permanent record of memorial markers unless the volume requires a supplemental record, in which case the Executive Director, ANMC will also keep a DA Form 2122, with the title of the form “Record of Interment/Inurnment” blocked out, and the top of the form annotated in capital letters “MEMORIAL MARKER.”

b. Section and plot numbers will be assigned in alphabetical and numerical order by the Superintendent, ANC or appropriate designee. Upon erection of the marker, the Superintendent, ANC or designee will annotate the system of record with the date the marker was received and the date the marker was erected. The memorial section layout plan at the cemetery will be posted by the Superintendent, ANC or designee. He or she will also notify the NOK of receipt and erection of the memorial marker.

4–18. Delivery and inspection

The procedures described for the receipt and inspection of headstones in paragraph 4–3 are applicable to the inspection of memorial markers for damage or imperfections and errors in inscriptions.

Chapter 5 Grounds Management

Section I

Interment Operations

5–1. General

The CRO will ensure that interment sections match the gravesite layout plan and maintenance activities are included in a current Cemetery Grounds Management Plan (CGMP).

5–2. Assignment of gravesites

a. The CRO is responsible for the assignment of gravesites in the cemetery under his or her jurisdiction. Gravesites will not be assigned in advance of actual need. Funeral directors, NOK, or others making arrangements for interment will be advised that private selection of specific gravesites or sections is not authorized.

b. Only one gravesite is authorized for the burial of the Servicemember and eligible members of the immediate family (see AR 290–5). When arrangements are being made for the burial, the surviving spouse will be informed of the one-gravesite policy and the right to be interred in the same gravesite. The CRO will ascertain at that time whether or not eventual interment in the same grave is desired. If so, DA Form 2122 will be annotated. Gravesite reservations made before the one-gravesite policy will remain in effect as long as the reservation for whom it was reserved remains eligible for interment.

c. The CRO or designated representative will communicate every 5 years with the surviving veteran or spouse having a reservation to determine whether the reservation is to remain in effect. In the event that it is not possible to obtain a request for continuation, a search of available online sources will be completed to determine if the individual is buried elsewhere or has died. If the results confirm burial elsewhere, then the reservation will be subject to cancellation.

5–3. Layout of gravesites

a. Existing cemetery sections. Existing cemetery sections are laid out according to a variety of different dimensions depending on the original layout plan. New interments in existing sections will be carried out in accordance with those existing layout dimensions so as to preserve the layout plan of the cemetery. Instructions for current plot and grave layout plans are in paragraph 5–7.

b. Layout of new cemetery sections. Permanent and intermediate gravesite control monuments will be installed prior to use of a section for interment. On generally flat terrain, temporary (intermediate) monuments will be spaced at a maximum distance of 100 feet and located on the intersection of gravesite division lines. If the ground has considerable slope, then those monuments should be spaced at closer intervals so that horizontal and vertical measurements can be conveniently made to locate the individual gravesites. Permanent control markers will be installed by a licensed surveyor throughout the burial section in a 100 foot by 100 foot grid to facilitate gravesites of either 5 foot by 10 foot casketed or 5 foot by 5 foot cremated remains, and a 96 foot by 99 foot grid to facilitate gravesites of 3 foot

by 8 foot casketed or presets. Additional permanent monuments will be necessary under special site conditions where line of site is limited. Location of the permanent control markers will be illustrated on the burial layout maps. CROs should contact OAC for guidance and approval for layouts of new sections. See appendix D for examples of cemetery section layouts.

c. Gravesite layouts. New and subsequent interments in existing sections of Army cemeteries will follow the gravesite design of that section. That is, new or subsequent interments in sections laid out to facilitate side-by-side interments will continue to do so. New sections in Army cemeteries will only be designed for vertical subsequent interments and will not be designed to facilitate side-by-side interments within the same gravesite without approval by the Executive Director, OAC. See appendix D for examples of gravesite layouts.

5-4. Excavation of gravesites

Burial/niche sites must be covered, initially groomed, marked, and made presentable for visitors prior to close of business each day.

a. Special attention will be taken to ensure that graves are laid out properly in accordance with burial layout maps which have been reviewed and approved by the CRO.

b. When casketed remains are to be interred, graves will be excavated to a depth of 5 feet for a single burial when no future interments are anticipated, a depth of 7 feet for the veteran and spouse, and 9 feet for veteran, spouse, and dependents. See appendix D for examples.

c. When cremated remains are to be interred, the grave opening will be approximately 18 inches square and 3 feet deep. The center of the opening will be 7 feet from the head of a full-size gravesite. When cremated remains are to be interred in a 5 foot by 5 foot or cremation only gravesite, the center of the opening will be center of site and offset 18 inches to the left or right of center line.

(1) When a second container of cremated remains is interred in the same grave, the center of the opening will be 3 feet from the head of the gravesite.

(2) When cremated remains are to be interred in a grave containing casketed remains, the excavation will be 18 inches square, 3 feet deep and 7 feet from the head of the gravesite.

(3) When casketed remains are to be interred in a grave containing cremated remains, the cremated remains will be located and temporarily removed to allow the gravesite to be excavated to the proper depth and reinterred at a depth of 3 feet following the instructions in paragraphs 5-4c(1) and 5-4c(2). An appropriate chain of custody must be followed during this process.

d. Where possible, turf will be removed in uniform pieces, square or rectangular in shape and average 1 inch in thickness of soil, so that it can be neatly replaced when the graves are filled. Topsoil removed will not be used for closing of graves, but will be stockpiled for use as top dressing for existing or future gravesites. Excavated earth will be neatly piled on plywood or similar cover in the vicinity of the grave and covered with tarpaulins to keep dry and away from the weather conditions, except where complete removal is more expedient. It will be covered with greens or canvas covers to prevent an unsightly appearance during committal services. Casket-lowering devices will be set-up and the area made ready prior to arrival of the funeral party.

e. When a grave reopened for a second interment is found not to be at the proper depth to permit the interment, the first remains will be repositioned to the proper depth to allow for the second interment. This action is not considered a disinterment. Care will be taken to screen off the gravesite from public view while the repositioning is being completed.

5-5. Closing of gravesites

The CRO will ensure that burial/niches are closed, groomed, marked, and presentable for visitors prior to close of business each day.

a. Graves will be closed immediately following the gravesite service and prior to the close of business on the day of the interment. When filling graves, earth will be thoroughly tamped in layers not to exceed 1 foot. Care will be taken to tamp all voids surrounding the burial site to reduce subsequent ground settlement. Graves will be squared evenly around the perimeter of the gravesite, raked clean of debris, dressed, and floral arrangements will be neatly arranged upon completion of the closing. Sod will be carefully placed on the grave when available or top soil and seed can be substituted. Graves must be watered routinely to ensure the sod takes or germination of the seed occurs. Sunken graves will be filled level with the adjacent gravesites and care will be taken to preserve the integrity of all gravesites.

b. An automated interment system generated temporary grave marker or DA Form 2385 shows, at a minimum, the grave or niche and section number, name, grade, branch of Service, date of death, and date of interment or inurnment. It will be inserted in a commercial-type temporary metal grave marker. The form should be computer generated in capital letters, or typewritten or handwritten in clear/legible print with waterproof ink. The marker will be laminated

using 5 to 10 millimeter laminating paper or in a plastic sleeve to protect it from changing weather conditions. It will be placed on the grave or niche upon the completion of the closing of the grave or niche. The temporary marker stays on the gravesite until a permanent government headstone/niche or private monument is erected.

5-6. Preserving the integrity of existing graves

CROs will ensure that all necessary precautions are taken prior to excavation to prevent damage to existing gravesites. Corrective action to repair damage through daily operations is initiated by close of business the same day.

5-7. Cemetery maps and gravesite layout plans

CROs prepare and maintain general cemetery maps and gravesite layout plans for the cemeteries for which they are responsible.

a. General cemetery maps. If not provided in sufficient detail by the garrison or installation through the installation master planning process, CROs will develop and maintain detailed cemetery maps that show the location and extent of the real estate comprising the cemetery down to burial section level, location of buildings, structures, utility lines, drives, flagpoles, gates, and other significant items.

b. Gravesite layout plans. These plans will be kept in digital form using GIS mapping. Existing paper-based gravesite layout plans will be digitized down to the gravesite level. These gravesite layout plans show the layout of individual gravesites and delineate the developed area and sections of the cemetery in which interments have been made or authorized. These plans show the locations of buildings, structures, utilities, and drainage lines; facing and numbering of gravesites; gravesite control markers; or other data needed to facilitate and control the accurate layout of gravesites. These plans must be maintained to reflect the current status of each gravesite whether occupied, reserved, obstructed, or available.

Section II

Horticulture

5-8. General

The CRO will develop a CGMP that includes maintenance activities and schedules for the maintenance of the cemetery grounds. The CGMP will be reviewed and updated annually. For assistance in the management of cemetery grounds maintenance and pest management, CROs at Army post cemeteries are encouraged to contact their respective installation horticulturalist and OAC. CROs are also encouraged to consult their installation's Integrated Pest Management Plan and Integrated Natural Resource Management Plan (INRMP), if applicable.

5-9. Turf maintenance

a. Guidelines. Visually prominent areas have a well-established, healthy stand of turf. Turf grasses will fall in two categories: warm season grasses or cool season grasses. The CRO will become familiar with the cultural requirements of the type of turf grass at the cemetery.

- (1) The turf used will be compatible with the geographic region.
- (2) Visually prominent areas will be generally weed free and generally free of bare areas.
- (3) Turf areas will have adequate drainage and be free of standing water.
- (4) Turf areas will be kept free of debris (for example, leaves, fallen tree limbs, and trash).
- (5) The grade of every gravesite will blend in with adjacent grade levels.
- (6) Sunken graves will be filled and turf established on the gravesite.

b. Army cemeteries using sand or mineral based ground cover. Visually prominent areas in which turf is not part of the cemetery design are maintained in a manner that is appropriate for the medium in place.

c. Mowing and trimming.

- (1) Grass will be cut, as necessary, to maintain the height recommended for the species of the turf. Generally, this is not less than 3 inches for cool season turf and not less than 2 inches for warm season turf.
- (2) No more than one-third of the blade should be removed at a single mowing.
- (3) Appropriate size mowers will be utilized with full floating decks to avoid scalping of the turf.
- (4) Mower blades will be kept sharp at all times.
- (5) Non-marring bumper guards made of resilient material will encompass the mowing decks to avoid damage to headstones or other structures.
- (6) The turf around the headstone will be trimmed within 24 hours each mowing cycle.

(7) CROs are encouraged to ensure the use of rear-discharge mowers is annotated in contract specifications to minimize the likelihood of damage to headstones and monuments.

d. Fertilization. Nutrients will be applied to maintain a healthy stand of turf. The type, amount, and timing will be determined by type of turf and by soil test recommendations. Fertilization of turf areas will follow protocols developed for the type of turf and region and be based upon soil nutrient testing. Information can be found through the local State Extension Office.

e. Weed and pest control.

(1) Apply pre-emergent weed control in the appropriate season to control crabgrass and other weeds before germination.

(2) Apply broadleaf weed control in the appropriate season.

(3) Monitor for harmful insects, animals, and diseases that damage turf and implement control measures.

f. Irrigation.

(1) Supplemental applications of water to relieve the environmental stresses caused by periods of drought are desirable if the cemetery grounds are equipped with an irrigation system. Watering will be to a minimum depth of 6 inches.

(2) Watering is best during the early morning hours. Cemeteries without irrigation capabilities may experience a period of dormancy during drought periods. During such times, all activity possible on the turf grass surface should be suspended until sufficient moisture has been received and normal growth resumes.

g. Aeration. Aeration is a process for relieving compaction and improving air, water, and nutrient penetration into the turf canopy and root zone. Numerous cores of soil between 3 and 6 inches deep are removed from the turf by specialized equipment to allow for this beneficial cultural practice. This process can be utilized in the spring and fall of the year. If done once a year, the early fall is the preferred period (shortly after Labor Day).

h. Thatch control. Thatch is an organic layer that develops in turf grass stands above the soil and below the green tissue of the living canopy. Excessive thatch (greater than 1/2 inch) is a serious detriment to the turf. Removal or reduction can be accomplished by use of power rakes or vertical mowers. The loosened thatch will be collected and removed from the turf area. A surge growth of the turf may be exhibited for a short period after the removal operation.

5–10. Maintenance and installation of planting beds

a. Flower and planting beds will be well maintained, attractive, and compatible with the geographic region. CROs are encouraged to reference U.S. Department of Agriculture (USDA) Plant Hardiness Zones (<https://planthardiness.ars.usda.gov/phzmweb/>) for plants adaptable to the geographic region.

b. Planting beds will be kept weed free and properly edged and mulched. Below ground parts of weeds should be removed.

c. Maintain an adequate mulch layer to help retain moisture and decrease weed growth. Freshen or top dress with new mulch seasonally.

d. Deadhead spent annual flowers and flower stalks as they become unsightly.

e. Cut ornamental grasses back by three-quarters height, before new growth emerges.

f. Planting beds should be adequately tilled before planting.

g. Do not plant when soil is wet.

h. Immediately following planting, plants will be watered deeply and during morning hours only.

i. Remove bedding annual plants at the end of the season.

5–11. Maintenance and planting of trees and shrubs

a. Trees and shrubs selected for planting are compatible to the geographic region. Reference USDA Plant Hardiness Zones.

(1) Plants selected for planting should be nursery grown, vigorous, and free of pests and diseases. Trees and shrubs should conform to ANSI Z60.1–2004.

(2) The tree planting pit should be two to three times the size of the root ball and be backfilled with existing native soils. Planting should conform to ANSI A300 Standards.

(3) Trees and shrubs should be healthy and free of harmful or unsightly pests and disease.

b. Trees and shrubs should be maintained so that they enhance and do not detract from the appearance of the cemetery.

c. Dead, dying, or broken limbs and branches should be removed from trees to ensure safety and maintain a healthy appearance. Tree pruning should conform to ANSI A300 Standards.

d. Vines and ivy should be removed from the trunks of trees in a manner that does not harm the tree.

e. Serious injuries to trees and shrubs will be reported promptly to the CRO.

f. Dead trees should be removed as soon as possible. Standing dead trees present a safety hazard and detract from the appearance of the cemetery grounds.

(1) When trees are removed, care will be taken to avoid damage to buildings, monuments, markers, shrubs, or other trees.

(2) When a tree is cut down, the entire stump will be removed, grindings removed from the stump cavity, and hole filled with soil.

5–12. Sustainable landscape practices

The Army Strategy for the Environment (available at <https://api.army.mil/e2/c/downloads/328680.pdf>) establishes a long-range vision that enables the Army to meet its mission today and into the future. Sustainability is focused on the mission and its link to the natural and built environments and includes the following land management, operations, and infrastructure goals:

- a.* Reduce environmental footprint through more sustainable landscape practices.
- b.* Fertilization will be based upon soil samples.
- c.* Plant disease-resistant tree and shrub cultivars and varieties to reduce the need for pesticides.
- d.* Integrate storm water management landscape features to reduce storm water runoff and to provide a pleasing landscape such as a rain garden.
- e.* Recycle organic matter.
- f.* Design landscapes utilizing drought tolerant plants.
- g.* Plant native trees, shrubs, and perennials to provide food, cover, and nesting sites for birds, butterflies, and so forth, where site appropriate.

5–13. Invasive species management

a. Executive Order 13112, as amended, directs federal agencies to prevent the introduction of invasive species; detect, respond rapidly to, and control populations of invasive species; monitor invasive species; provide for restoration of native species and habitat conditions in ecosystems that have been invaded; conduct research and develop sound control of invasive species; and promote public education on invasive species.

b. The CRO will become familiar with invasive plant species. Plants that are invasive or identified as noxious weeds should not be planted. CROs are encouraged to reference the installation's Invasive Species Management Plan or INRMP.

5–14. General grounds maintenance

a. CROs should keep curbs, walks, plazas, steps, roads, and drainage basins weed free and free of debris and trash.

b. The CRO will establish a schedule for the general policing of the grounds for the removal of trash, dead flowers, and flower receptacles (except those permanently installed).

c. Flower baskets, pads, easels, metal wreath frames, and so forth which are abandoned on graves in Army cemeteries will be removed and disposed of.

d. The CRO or designated representative will remove abandoned floral items, including dead flowers and other debris from graves.

5–15. Application of floral regulations

a. All cemeteries will comply with floral policy as established in AR 290–5.

b. CROs will post their local floral policy at prominent sites within their cemeteries to inform visitors and enable compliance.

Section III

Facilities and Infrastructure

5–16. Buildings and structures

a. Real property on Army cemeteries will be maintained in accordance with AR 290–5 and AR 420–1. The standards prescribed in this section will be observed to the fullest extent possible in order to obtain maximum initial construction, and subsequent repair and maintenance, at a minimum expenditure of funds. The CRO will submit justifications for any deviations necessary for efficient operation of the cemetery to the commander responsible for the cemetery.

b. The CRO or designated representative will make operating and maintenance inspections of their facilities and structures in accordance with ISR requirements. Building and structures should be well maintained and acceptable for their functional use. The CRO will coordinate with their commander's Department of Public Works or equivalent organization to schedule and make whatever repairs and maintenance are required. CROs may also reference AR 420–1 for additional information regarding the operation and maintenance of buildings and structures. Additionally, cemetery facility staff will comply with applicable building codes.

c. CROs will comply with installation and Army energy conservation policy and regulations.

d. If applicable, restrooms should be clean, functional, sanitary, and appropriately supplied with items such as soap, paper towels/hand dryer, and toilet paper and should be accessible to the handicapped.

e. Prior to painting, repair, demolition, or alterations to any culturally or historically significant buildings, fences, gates, flagpoles, or other fixtures, CROs will ensure compliance with the National Historic Preservation Act, AR 200–1, and their installation's Integrated Cultural Resources Management Plan, if applicable. Additionally, care should be taken to ensure that any work maintains the character of the facility befitting its location in a military cemetery.

5–17. Utility systems

a. The locations of utility lines will be included in GIS and general cemetery maps as well as gravesite layout plans. When excavating for any purpose, CROs or field crews will consult GIS, general cemetery maps, and gravesite layout plans to determine if the excavation site is clear of any utility lines, obstructions, or hazards.

b. CROs or designated representatives, on a quarterly basis, will submit utility GIS shape files to OAC in order to keep GIS current.

c. If applicable, CROs, or designated representatives, should inspect lawn watering systems quarterly and correct deficiencies as noted.

d. In accordance with AR 420–1, cemeteries should pursue privatization of utilities to the greatest extent possible.

5–18. Roads, drives, walks, drains, and other features

a. Sufficient roads and walkways should be provided to support cemetery operations and allow access for family visitation, but should be kept to a minimum to allow for maximum burial space within the cemetery. Roads, parking lots, curbs, walks, paths, entry features and perimeter walls/fences should be well maintained and are acceptable for their functional use.

b. Roads and walkways should be properly maintained in accordance with AR 420–1 and DA Pam 420–1–3. CROs will coordinate the maintenance of roads, drives, walks, and drains through local supporting organizations, typically the local installation or garrison.

c. In accordance with AR 290–5, proposed projects to increase burial space in Army cemeteries, including the removal of existing roads, must be reviewed and approved by the Executive Director, OAC.

5–19. Signage

Signage at the cemetery should be convenient and helpful and within the character of the other landscaped features of the cemetery. At a minimum, signage should inform visitors of cemetery hours, assist with locating graves, establish floral and grounds policies, give directions to the nearest restrooms, and provide a visitor mechanism for feedback to the CRO.

Section IV

Construction

5–20. Project planning

CROs will coordinate any construction or deconstruction project that increases cemetery interment capacity through the OAC staff for approval by the Executive Director, OAC. Any burial structures should be designed with extremely high level of quality (standards as would be expected for national monuments) and the maximum possible service life. Plans should be developed by an architect/engineering firm with extensive experience in the design of similar facilities.

5–21. Project oversight

CROs will obtain project oversight from the proper local construction official (U.S. Army Corps of Engineers, installation Department of Public Works, and so forth).

Chapter 6 Equipment

6–1. General

Equipment assigned to Army cemeteries that is considered Army standard equipment will be maintained in accordance with AR 750–1. Maintenance for equipment designated for exclusive use in cemetery activities that are nonmilitary in nature will be governed by a specific vehicle and equipment standard operating procedure (SOP) developed by the CRO or designated representative. AR 750–1 for standard army equipment and the local SOP for nonstandard equipment will ensure that all burial equipment/vehicles are maintained to a standard ensuring readiness with safe and serviceable equipment. CROs will ensure that regular and cyclic maintenance and repairs are taking place on all assigned vehicles and equipment according to Army standards or the manufacturers recommended standards.

6–2. Equipment

All government-owned equipment/vehicles or U.S. General Services Administration (GSA)-leased vehicles will be inventoried according to the station equipment inventory list with the relevant property book officer. Each vehicle will have an identification number clearly marked on the vehicle or by using the last four digits of the GSA license tag in order to standardize equipment from one manufacturer to another for the purpose of cost savings factors. Maintenance to all government/GSA equipment will be to the manufacturer's specifications and requirements. All maintenance is to be accomplished by trained service technicians or by approved GSA repair/service vendors. Cemeteries that rely on contractors and contracted equipment will follow the provisions of the contract that must ensure safe and serviceable equipment.

6–3. Support services

CROs or their designated representatives will maintain positive, proactive communications and relationships with all approved maintenance providers such as Logistics Readiness Centers for assistance/guidance and direct support on vehicles/equipment inspections, repairs, and parts requisitions when outside the capabilities or authorities of CROs or designated representatives.

6–4. Preventative maintenance

Preventative maintenance is required to be conducted in accordance with the technical manual for each piece of assigned equipment. Preventative maintenance should be performed by the operator to which that specific vehicle or piece of equipment is assigned. Vehicles will be properly dispatched according to local command policies and procedures. Any equipment deficiencies will be annotated on the daily dispatch trip ticket. Fuel and lubricants for government-owned vehicles will be tracked in accordance with standard Army practices and local command procedures.

6–5. Scheduled maintenance and repairs

Government-owned and GSA-leased equipment and vehicles will be serviced and repaired according to the manufacturer's specifications and requirements. Only certified trained technicians will be authorized to repair government equipment and vehicles.

6–6. Equipment tracking

Government equipment and vehicles will have a service jacket file or an electronic file (Standard Army Maintenance System–Enhanced (SAMS–E)) for each piece of equipment and vehicles. The entries on each file will be kept current to show all repairs and services, parts used, cost back to the government, and the name of the service technicians. When the service manuals are removed from the central location, they need to be signed out by the service technician.

6–7. Shop equipment, tools, and work areas

Shop equipment will be identified with a government identification number, tools will be etched with the installation's abbreviation letters. Work areas are to be kept clean of oil and grease and kept in a neat and organized manner. Safety storage containers for items such as degreasers, solvents, and other types of propellants are to be kept in a well ventilated area and clearly identified as FLAMMABLE in accordance with Army safety and environmental policies.

Chapter 7

Maintain and Communicate the Army Cemeteries' Living History

7-1. Visitors

a. Army National Military Cemeteries. Visitor policies and procedures for ANMC are established in 32 CFR 553 and promulgated by the Executive Director, ANMC.

b. Other Army cemeteries.

(1) Commanders responsible for Army cemeteries will establish visitor policies in accordance with the unique location, operational demands, and needs of their communities. Commanders will ensure policies related to visitor activities promote proper decorum befitting the final resting places of our nation's heroes.

(2) When large crowds are anticipated, commanders and CROs should develop advance plans to:

- (a) Ensure proper conduct by all concerned.
- (b) Limit the number of vehicles in the cemetery to mitigate undue congestion.
- (c) Preclude parking outside of designated parking areas.
- (d) Provide for public safety.

7-2. Memorial services and ceremonies

a. General. Procedures for coordinating memorial services and ceremonies at Army cemeteries are discussed in this paragraph. Army cemeteries are not appropriate places for commercial solicitation or political speeches/comments. Memorial services and ceremonies will be conducted with the decorum befitting the nature of Army cemeteries as national shrines.

b. Army National Military Cemeteries procedures.

(1) Requests for permission to hold memorial services should be submitted using ANC's website application process. Written applications for memorial services may be submitted to the Superintendent, Arlington National Cemetery (Operations), Arlington National Cemetery, Arlington, VA 22211-5003 for approval. Applications will describe the proposed ceremony in sufficient detail. If permission is granted, an appropriate time will be assigned and assistance will be extended by the cemetery staff to carry out the program. No organization will be given permission to use the cemetery exclusively on a particular occasion.

(2) Requests for permission to hold ceremonies or special visitations involving military support anywhere in ANC will be addressed to the Superintendent, Arlington National Cemetery, Arlington, VA 22211-5003. The scheduling of these ceremonies or special visitations will be coordinated with the Superintendent, ANC, who has jurisdiction over and is responsible for ensuring that the area is properly prepared for the ceremony and that there are no conflicts with other ongoing cemetery activities.

(3) The Superintendent, ANC is responsible for approving and scheduling other ceremonies or special visitations that do not involve military support. Any requests for ceremonies or special visitations which appear to be in violation of AR 290-5 will be referred to the Executive Director, ANMC, for final decision.

(4) Organizers of approved ceremonies requesting military support should contact the headquarters of the respective service from which support is desired.

c. Presentations to the Unknown Soldier. The Superintendent, ANC, must approve requests from organizations or individuals to make presentations of a trophy or tribute to the unknown American heroes interred in ANC. Additionally, the Superintendent exercises approval authority over the type, size, and design of items that may be accepted for exhibition in the Memorial Display Room at ANC Memorial Amphitheater.

(1) Requests will be forwarded to the Director of Operations at ANC. Requests will be handled in the order they are received. Official ceremonies will preempt private ceremonies. Most ceremonies are approved several months ahead; therefore, timely submission of requests will more likely ensure accommodating the requesting organization's date and time desires.

(2) The ANC Historian is responsible for receiving, displaying, safeguarding, and maintaining records of all trophies and tributes that are approved and presented to the Unknowns.

d. Other Army cemeteries. Requests for permission to hold memorial services at Army cemeteries should be addressed through the CRO to the commander of the organization or installation responsible for the cemetery. The commander and/or CRO may consult the staff of the Executive Director, OAC for guidance and counsel prior to approving these services. In all cases, commanders should ensure that the memorial services are conducted with the appropriate decorum and honor veterans' service and sacrifice.

7-3. Use of the U.S. flag

Flags will be displayed each day during the hours the gates are open. The flag will be flown at half-staff for funerals and as provided for in AR 600-25. For cemeteries without flagpoles, procedures for the flag to be flown at half-staff for funerals may be applied to the installation flagpole.

7-4. Flags used on Memorial Day

a. The U.S. flag at Army cemeteries will be flown at half-staff on Memorial Day in adherence to AR 600-25 and 4 USC 7.

b. Decorating cemetery graves with flags on Memorial Day will be as follows:

(1) On the workday immediately preceding Memorial Day, commands responsible for cemeteries are authorized to decorate cemetery graves with small U.S. flags at government expense. Should commands choose to do so, all graves in their cemetery will be so honored. Commands are authorized to partner with veteran's organizations and other civic organizations offering assistance (at no cost to the government) for the labor associated with decorating the graves.

(2) The U.S. flags will be placed on the graves in an upright position 1 foot to the front of and centered with the headstone or marker.

(3) A small Confederate flag of a size not exceeding that of the U.S. flag may be placed on graves of Confederates at private expense either on Memorial Day or the day when Confederate Memorial Day is observed. Those desiring to place such flags must agree in writing to absolve the Government from any responsibility for loss or damage to such flags, and agree to remove the flags as required by paragraph 7-4b(4).

(4) Except as provided herein, U.S. flags will be removed from the graves on the first workday after Memorial Day. Confederate flags will be removed at private expense on the first workday following Memorial Day or the day observed as Confederate Memorial Day. If the flags are wet, they may be allowed to remain on the gravesites until dry.

(5) Flags will not be permitted on graves except as outlined herein or as specifically authorized. Requests for exceptions to the above flag requirements will be submitted to the Executive Director, OAC.

7-5. Photographs and videotaping/filming

a. Interment services-family member hired photography.

(1) The decedent's PNOK or representative may use a professional company or family member/friend to photograph/videotape the service. Army cemeteries do not provide or recommend photography or videotaping services for interment services.

(2) At ANC, family-hired photographers must check in with Interment Services and complete a one-time filming agreement which provides detailed information on location, procedures, and filming protocol. Family photographers and videographers must abide by the approved Family-Hired Photographer/Videography policy. If a member of the media or internal organization states they are filming/photographing at the request of the family, ANC must have written authorization from the PADD or PNOK.

(3) At all other Army cemeteries, family photographers are asked to coordinate with the CRO or designated representative on where to stand so they can capture the service without disrupting the family or their view of the honors.

b. Interment services-news media photography.

(1) At ANC, media representatives may only attend and cover those private memorial services and/or private funeral services when written consent is given by the PADD or PNOK. The PADD or PNOK will complete a media authorization form provided by ANC Interment Services. Interment Services will notify the ANC Public Affairs Office regarding whether filming is or is not authorized.

(2) Media representatives will be escorted by the ANC public affairs officer to a designated area that is located a respectful distance from the service or gravesite and provides an unobstructed view of the service.

(3) At all other Army cemeteries, members of the news media must contact the installation public affairs office to inquire about open-to-the-media committal services. CROs or installation public affairs officers are responsible for ensuring media members are escorted to and from the service and placed a respectful distance away.

c. Cemetery grounds and events.

(1) Media representatives who wish to film, photograph, conduct an interview, stand-up, or attend a ceremony or special event at any Army cemetery must pre-coordinate and obtain authorization from the installation Public Affairs office and must be escorted by a member of the public affairs team for the entirety of their time in the cemetery.

(2) Media representatives requesting access must be from professional print, photo, television, radio, or web-based news-gathering organizations from the commercial news media, DOD command information organizations, or veteran

or military service organizations. The CRO or public affairs office may not grant access to hobbyists or self-proclaimed members of the media without legitimate credentials.

(3) Media outlets requesting access must be able to provide a clear concept and articulate how the cemetery is related to their story. The public affairs office requires 24 to 48 hours to process, review, and staff requests for interviews, filming, or photography within the cemetery.

(4) News media must ensure that these actions do not disrupt the operations or decorum of the cemeteries or disturb mourners or other visitors. News media at national cemeteries are subject to the cemeteries' visitors rules (as codified in applicable rules and at 32 CFR 553).

(5) Cemetery visitors may photograph and/or videotape the cemetery grounds or events for their own private use during normal cemetery hours. Visitors are not authorized to use any form of photography or videography at private memorials or funerals. Visitors are prohibited to record any firing parties, troop movements, or the transportation of remains. Visitors must ensure their actions do not disrupt the operations or decorum of the cemeteries or disturb mourners or other visitors. Visitors at national cemeteries are subject to the cemeteries' visitors rules (codified at 32 CFR 553).

(6) Cemetery visitors taking photographs and/or videotaping the cemetery grounds or events for commercial purposes are subject to the approval of the CRO via coordination with the cemetery or installation public affairs office. The following conditions must be adhered to:

(a) The use or sale of such photographs or videotape will not detract from the dignity and reverential atmosphere associated with the cemetery.

(b) Photographs or videotape will not be used for partisan or political purposes.

(c) Photographs or videotape will not convey the impression that cemetery officials or the U.S. Government are endorsing any products or services.

7-6. Historical activities

a. Post historians, supported by CROs, are responsible for maintaining a historical research collection associated with the cemetery in accordance with AR 870-5. The collection should consist of historically significant documents including annual histories, special studies, monographs, reports, manuscripts, organizational charts and directories, messages, correspondence, interview tapes and transcripts, maps and overlays, significant events, after-action reviews, and electronic records. The collection serves as the cemetery's institutional memory and provides a basis for original research.

b. Post curators or historians, supported by CROs, are responsible for the accountability of artifacts in accordance with 38 USC 2409 or AR 870-20. The collection should only consist of historically significant three-dimensional mementos, artifacts, and original art. These items must be properly handled, conserved, and cataloged. Items not deemed historic property by the U.S. Army Center of Military History (CMH) can be maintained as locally accountable property. For further guidance, contact CMH or the ANC History Office curator.

c. For those cemeteries on installations that do not have a post historian or curator, the CRO may work directly with CMH or contact the ANC History Office for additional guidance.

7-7. Use of other flags

Use of other flags at Army cemeteries is governed by AR 840-10.

Chapter 8

Training and Education

8-1. Training and education

a. CROs and ANC employees will receive a mandatory orientation briefing prior to assumption of duties and formalized cemetery certification training as established by the Executive Director, OAC within 120 days of appointment or hiring or at the next/earliest available CRO training class. CROs will ensure their designated representatives are sufficiently trained to fulfill responsibilities as representatives of the CRO.

b. Individuals granted access to the Army cemetery accountability system of record are required to complete OAC-administered training and certification (see para 2-8a(3)).

8-2. Understanding grief and resiliency

a. Cemetery personnel that serve grieving families need to have an elementary understanding of the grief process and how it can affect individuals who have experienced the loss of a loved one. Individuals experience grief in myriad

ways. The generally expected behavior of someone who has experienced the death of a loved one is sadness or crying. However, grief can also manifest itself through anger, numbness, denial, guilt, or depression. It is important for cemetery personnel to have a basic understanding of grief in order to recognize it when dealing with PNOK who are being required to make significant decisions. OAC conducts grief training as part of the CRO training and certification.

b. Cemetery personnel who work in an environment of continual death, sadness, grief, and mourning should be given the opportunity to attend resiliency training as required. Workers within the death care industry must be trained to recognize when the environment is having an adverse effect on their own personal health and well-being or when they are becoming emotionally over-burdened. Resiliency training teaches individuals how to recognize adverse effects and encourages individuals to seek the proper assistance to correct adverse effects on their mental and physical health.

8–3. Conduct and appearance of cemetery employees

a. Cemetery employees (both government and contract employees) should understand their role as a representative of the U.S. Army and the Army cemetery. Cemetery employees will conduct themselves in a manner that will reflect credit on themselves and the Government, and that will promote and maintain good relations with the general public and agencies transacting business with the cemetery.

b. Cemetery employees will not engage in any activity or take any action against the Government's interest that will conflict in any way with the administration of the cemetery.

c. Cemetery staff will wear professionally appropriate attire for the location and task being performed, including maintaining a professional appearance. Supporting garrison staff maintains appropriate appearance when conducting cemetery support operations. CROs will ensure that appropriate clothing standards for contracted cemetery employees are specified in contract statements of work and monitored by CORs.

Chapter 9

Safety–Accident and Fire Prevention

9–1. General

This chapter sets forth general safety requirements and procedures for Army cemeteries.

9–2. Protective clothing and equipment

a. The CRO will ensure that cemetery labor is conducted with appropriate protective clothing and equipment essential to safe performance of an assigned task and for ensuring that contractors provide protective clothing and equipment essential to safe performance of the assigned task for their employees. This includes such items as safety glasses, safety shoes, rain coats, rain hats, and other protective equipment as required. The CRO will also ensure that the requirement for protective clothing and equipment is included in contractual performance work statements when applicable.

b. Cemetery work often requires the use of safety goggles or safety glasses. Due to the nature of the cemetery environment, where employees work in a variety of conditions, OAC strongly encourages, at the discretion of the garrison or senior commander, the use of government-provided prescription safety glasses, rather than goggles which go over the glasses. CROs should coordinate with their installation safety office when government employees require safety eyewear. When required, an eye examination to determine the prescription for eyeglasses is the responsibility of each employee. Upon receipt of prescription-ground safety glasses, the employee will take the glasses to the prescribing doctor to check for correct fitting and to see that the lenses were ground according to the prescription. A statement will be obtained from the doctor if the lenses were not ground as prescribed. This statement will be given to the supervisor for appropriate action. Refer to 29 CFR 1910 Subpart I and also 29 CFR 1926 Subpart E.

c. The supervisor will consult with the safety office when prescribing the types of safety clothing and equipment to be worn in each work assignment. This will also be disseminated to employees. Employees will be required to wear safety shoes, steel-toe boots, and steel-toe clamps when working on hazardous assignments.

9–3. Accident reporting

a. *Army National Military Cemeteries.* Employees who sustain an on-the-job injury and/or are involved in a vehicle or equipment accident must immediately report the full circumstances to their immediate supervisor. The supervisor will immediately notify the safety officer of accidents, including those resulting in the loss of time of a cemetery employee, injury or damage to another individual or to private property, and damage to a vehicle or other cemetery property. Employee, vehicle, and equipment accidents must be reported to their installation or command's safety

office and reported and tracked by utilizing the U.S. Army Combat Readiness Safety Center web tool ReportIt (<https://reportit.safety.army.mil/>). Accident reporting and records will be processed as required in AR 385–10 and DA Pam 385–40. Supervisors are responsible for ensuring that accident reports are completed and submitted on a timely basis.

b. Post cemeteries. Army post cemetery employees who sustain an on-the-job injury will follow their chain of command's processes and procedures.

9–4. Accident prevention measures

a. General. CROs will ensure that employees working in the cemetery comply with their command's local safety policies and procedures as well as applicable federal (OSHA standards), state, and local safety regulations. CROs should refer to AR 385–10, DA Pam 385–10, DA Pam 385–30, and their command's safety office in managing risk to cemetery employees and visitors.

b. Safety measures during excavation and closing of graves.

(1) No one will be permitted to enter a grave being excavated by excavation equipment.

(2) When a grave is being excavated by a machine and it becomes necessary to perform manual labor in the grave, the machine must be so located that it will not cause the grave to collapse or allow the bucket to fall into the grave. Safety helmets are required for any personnel positioned within 20 feet of excavation equipment.

(3) Should it become necessary for an employee or contractor to enter a gravesite (depth of 5 feet or more), at least one additional safety employee will stand close by and a required shielding or shoring protective system must be installed prior to any employee entering the gravesite. Refer to 29 CFR 1926 Subpart P. Exposure to these shielding and shoring systems is provided at CRO training.

(4) Graves excavated manually will be shored as they are dug if the supervisor believes that cave-ins are likely to occur.

(5) Open graves not required for immediate use, including overnight, will be covered with a material substantial enough to support a person's weight.

(6) Visitors attending burial services will remain at a distance of 5 feet from the gravesite.

(7) Visitors witnessing the closing of the grave will remain at a distance of 50 feet.

c. Safety measures during handling of grave markers.

(1) Headstones will be handled by a minimum of two personnel.

(2) Personnel handling headstones will wear steel-toed shoes.

d. Other safety measures within cemeteries.

(1) Roads, sidewalks, paths, and parking areas will be kept in good condition and free of debris, ice, and snow to avoid safety hazards for visitors, staff, and contractors.

(2) Grounds will be maintained in a manner that avoids safety hazards to visitors, employees, and contractors. CROs will take actions to restore the grounds to safe conditions in the event of holes, hazardous trees, pests, branches, sprinkler heads, and so forth.

(3) CROs will ensure their cemetery's operations are incorporated into the garrison/installation emergency action plan in the event of any natural or manmade emergency/event.

9–5. Fire prevention and protection

a. CROs will ensure the cemetery complies with their command's local fire prevention policies and procedures as well as applicable federal (OSHA standards), state, and local fire prevention regulations. CROs should refer to AR 385–10, and DA Pam 385–10 for additional guidance and information on fire prevention.

b. CROs will verify which fire department will answer a call in case of a fire at the cemetery.

Chapter 10

Acquisition Management and Oversight

10–1. General

This chapter outlines objectives of ANC's Acquisition Management and Oversight (AMO) Program. The focus of the management and oversight process described in this program is to validate and document ANC's acquisition requirements and to enhance management controls over the ANC acquisition process. This chapter does not supplement or modify guidance found in the Federal Acquisition Regulations (FAR), Defense Federal Acquisition Regulation Supplement (DFARS), Army Federal Acquisition Regulation Supplement (AFARS), or other Army regulations. In the

event of a conflict between this pamphlet and the FAR, DFARS, AFARS, or higher-level policy, the FAR, its supplements, and higher-level policy will govern. Except for paragraph 10–5, this chapter does not apply to post cemeteries. CROs at post cemeteries will follow instructions and guidance from their local supporting contracting offices.

10–2. Applicability

The AMO Program applies to:

- a. All phases and procedures involved in the acquisition and contracting life cycle.
- b. All service contract requirements.
- c. Supply/product contract requirements.
- d. Contract requirements where ANC resources are used to fund procurements.
- e. ANC use of DOD and non-DOD contracts, regardless of dollar value, including assisted or direct acquisitions.
- f. All ANC participants in the AMO process.

10–3. Arlington National Cemetery acquisition management and oversight program

a. The AMO Program serves as ANC’s review and approval process for ANC acquisitions. The AMO program is designed to serve as a leadership tool and a means of enhancing management controls over contract expenditures. By design, the AMO program provides leadership with visibility of acquisition requirement actions and allows leadership at all levels to make informed and fiscally responsible decisions on acquisitions.

b. The AMO program establishes a standardized set of business rules and processes for the organization. At the same time, it meets the acquisition oversight and inventory requirements set forth by the National Defense Authorization Act and related DOD and Army implementing guidance. The AMO review and approval process ensures ANC leadership is actively engaged in the acquisition process. The AMO program does not provide relief from other existing acquisition policies and regulations, nor does it grant permission to circumvent statutory limitations. All requirements, regardless of dollar amount or funding vehicle, are subject to the AMO Program.

c. The major features of the AMO Program are:

(1) *Requirements development.* The process of development, review, and validation of each existing and potential requirement.

(2) *Market research and acquisition planning.* Conducting market research helps to define requirements and informs the acquisition strategy. Market research is conducted before developing new requirements documents, before soliciting offers for acquisitions, and on an on-going basis. Market research results are used to determine if sources are capable of satisfying the agency’s needs. Acquisition planning will result in higher quality procurements, provide optimum choice of sources, and at the same time allow for better visibility of inherent opportunities and/or constraints for each procurement.

(3) *Requirements package.* This package includes documents for certification and approval of acquisition requirements, and is executed by the local contracting activity.

(4) *Requirements Review Board.* The staffing mechanism by which requirement documents are reviewed to provide an objective analysis and a recommendation to the approving authority who will prioritize the requirement for funding. The local contracting officer has the final authority to ensure the sufficiency of the requirement.

(5) *Certification/approval.* Service contract requirements must be properly certified and approved through the Request for Services Contract Approval (available at <https://www.asamra.army.mil/scra/>).

(6) *Contract administration.* In coordination with the contracting officer, the requiring activity’s COR, alternate COR, and supporting COR personnel are the principal participants in ensuring effective contract administration and surveillance.

(7) *Contract reporting.* Requiring activities, director of resource management, contracting officers, CORs, alternate CORs, supporting CORs, and contractors are responsible for mandated reports.

(8) *Past performance evaluation and reporting.* In coordination with the contracting officer, requiring activities, CORs, alternate CORs, and any supporting COR personnel are responsible for ensuring contractor performance is evaluated and reported.

10–4. Arlington National Cemetery acquisition management and oversight administration

The CRO for ANC is the Superintendent, who performs or designates the following functions:

a. Participate in the development of performance work statements or statements of work for requirements that involve Army cemeteries. CROs ensure that requirements detailed in this pamphlet and in AR 290–5 are captured in statements of work for contractors performing services in Army cemeteries.

b. Ensure requirement deliverables are contained in the requirements packages and understood by assigned QA personnel.

- c. Coordinate with the contracting support office.
- d. Certify as a COR by the contracting support office, as required.
- e. Prepare requirements documentation in accordance with their supporting contracting office.
- f. Estimate and report cemetery funding requirements (grounds maintenance, infrastructure, headstone maintenance, burial expenses, cemetery-related administration, and so forth) to the resource management office and leadership as required.
- g. Train ANC personnel on the ANC AMO Program.

10-5. Cemetery funding

The Executive Director, OAC consolidates all component cemetery-related funding requirements (grounds maintenance, infrastructure, headstone maintenance, burial expenses, cemetery-related administration, and so forth) for Army cemeteries and verifies, validates, and approves Army cemetery-related funding requirements for submission to the Program Evaluation Group and inclusion in the Program Objective Memorandum as required.

Chapter 11 Cemetery Inspections

11-1. General

AR 1-201 defines the requirements for organizations to conduct inspections and maintain an OIP. Inspections of Army cemeteries should be included within the OIP of the commander directly responsible for the administration and maintenance of an Army cemetery. Additionally, periodic inspections of Army cemeteries should be included in the OIP of direct reporting units (DRUs) that have oversight of organizations responsible for Army cemeteries (U.S. Army Materiel Command, Installation Management Command, U.S. Army Reserve Command, U.S. Military Academy). Organizations are encouraged to use the inspection checklist found in table B-1 of this pamphlet.

11-2. Office of Army Cemeteries Organizational Inspection Program

OAC's OIP includes ANC, USSAHNC, and the other Army cemeteries. OAC will conduct inspections of all Army cemeteries to ensure compliance with Army policies and procedures as outlined in AR 290-5, this pamphlet, and other governing documents. The Executive Director, OAC will inspect Army cemeteries as part of the OIP using the inspection checklist in table B-1 of this pamphlet. The Executive Director, OAC will publish an annual inspection plan identifying cemeteries for inspection.

Appendix A

References

Section I

Required Publications

AR 290–5

Army Cemeteries (Cited in para 1–1.)

Section II

Related Publications

A related publication is a source of additional information. The user does not have to read it to understand this publication. Unless otherwise indicated, DA publications are available on the Army Publishing Directorate website (<https://armypubs.army.mil/>). CFR material is available at <https://www.ecfr.gov/>. USC material is available at <https://uscode.house.gov/>.

AFARS

(Available at <https://www.acquisition.gov/afars/>.)

AFI 34–501

Mortuary Affairs Program (Available at <https://www.e-publishing.af.mil/>.)

AGO 2020–01

Assignment of Functions and Responsibilities within Headquarters, Department of the Army

ANSI A300 Standards

Parts 1 through 10 (Available at <https://www.tcia.org/>.)

ANSI Z60.1–2004

American Standard for Nursery Stock (Available at <https://www.in.gov/dnr/forestry/>.)

AR 1–201

Army Inspection Policy

AR 11–2

Managers' Internal Control Program

AR 25–30

Army Publishing Program

AR 25–400–2

The Army Records Information Management System (ARIMS)

AR 200–1

Environmental Protection and Enhancement

AR 385–10

The Army Safety Program

AR 420–1

Army Facilities Management

AR 600–25

Salutes, Honors, and Courtesy

AR 638–2

Army Mortuary Affairs Program

AR 638–8

Army Casualty Program

AR 750–1

Army Materiel Maintenance Policy

AR 840–10

Flags, Guidons, Streamers, Tabards, and Automobile and Aircraft Plates

AR 870–5

Military History: Responsibilities, Policies, and Procedures

AR 870–20

Army Museums, Historical Artifacts, and Art

DA Pam 25–403

Guide to Army Record Keeping

DA Pam 385–10

The Army Safety Program

DA Pam 385–30

Risk Management

DA Pam 385–40

Army Accident Investigations and Reporting

DA Pam 420–1–3

Transportation Infrastructure and Dams

DFARS

(Available at <https://www.acquisition.gov/dfars>.)

DODI 1300.18

Department of Defense (DOD) Personnel Casualty Matters, Policies, and Procedures (Available at <https://www.esd.whs.mil/dd/>.)

Executive Order 13112

Safeguarding the Nation from the Impacts of Invasive Species (Available at <https://obamawhitehouse.archives.gov/>.)

FAR

(Available at <https://www.acquisition.gov/browse/index/far>.)

MCO P3040.4E

Marine Corps Casualty Procedures Manual (Available at <https://www.logcom.marines.mil/>.)

NAVPERS 15555D

Navy Military Funerals (Available at <https://www.public.navy.mil/bupers-npc/>.)

NAVPERS 15956B

Naval Funerals (Available at <https://www.public.navy.mil/bupers-npc/>.)

Public Law 101–601

Native American Graves Protection and Repatriation Act (Available at <https://www.congress.gov/public-laws/101st-congress>.)

TC 3–21.5

Drill and Ceremonies

USDA Plant Hardiness Zones

(Available at <https://planthardiness.ars.usda.gov/phzmweb/>.)

29 CFR 1910 Subpart I

Personal Protective Equipment

29 CFR 1926 Subpart E

Personal Protective and Life Saving Equipment

29 CFR 1926 Subpart P

Excavations

32 CFR 553

Army Cemeteries

38 CFR 38.632

Headstone or marker application process

4 USC 7

Position and manner of display

10 USC Chapter 776

Army National Military Cemeteries

10 USC 1482

Expenses incident to death

38 USC 2409

Memorial areas in Arlington National Cemetery

38 USC 2411

Prohibition against interment or memorialization in the National Cemetery Administration or Arlington National Cemetery of persons committing Federal or State capital crimes (Available at <https://uscode.house.gov/>.)

Section III**Prescribed Forms**

Unless otherwise indicated, DA forms are available on the Army Publishing Directorate website (<https://armypubs.army.mil/>).

DA Form 2122

Record of Interment/Inurnment (Cited in para 2–4.)

DA Form 2122–1

Statement of Compliance, Transfer of Custody, and Interment Checklist (Cited in para 2–3*b*(2).)

DA Form 2385

Temporary Grave/Niche Marker (Cited in para 3–6*b*.)

Section IV**Referenced Forms**

Unless otherwise indicated, DA forms are available on the Army Publishing Directorate website (<https://armypubs.army.mil/>); DD Forms are available on the Executive Services Directorate website (<https://www.esd.whs.mil/directives/forms/>); VA Forms are available on the VA website at (<https://www.va.gov/vaforms/>).

DA Form 2028

Recommended Changes to Publications and Blank Forms

DD Form 214

Certificate of Release or Discharge from Active Duty

DD Form 1300

Report of Casualty

VA Form 27–2008

Application for United States Flag for Burial Purposes

VA Form 40–1330

Claim for Standard Government Headstone or Marker

VA Form 40–1330M

Claim for Government Medallion for Placement in a Private Cemetery

Appendix B

Office of Army Cemeteries Organizational Inspection Program

B-1. Function

OAC's OIP facilitates the operation, maintenance, and administration of cemeteries for which the Department of Army is responsible.

B-2. Purpose

The purpose of this OIP is to assist commanders and CROs in evaluating their respective areas for compliance, consistency, and adherence to the standards outlined in AR 290-5 and the tasks included in table B-1. Use of the checklist by commanders will help ensure Army cemeteries meet minimal acceptable standards for daily operations. Additionally, excellence in achieving standards will result in OAC's designation of a cemetery as attaining National Shrine Status in accordance with paragraph B-4. These standards and checklists provide commanders and CROs visibility of critical mission areas within the cemeteries' inspection program.

B-3. Instructions

The checklist and standards found in table B-1 will be used to inspect Army cemeteries. CROs will use direct observations in application of the checklist and standards (for example, document analysis, direct observation, sampling, or other). Deficiencies must be captured and corrective action taken to restore deficiencies to acceptable standards. OAC staff is available to lend subject matter expertise and assistance in restoring deficiencies to acceptable standards. Commanders responsible for Army cemeteries should inspect their cemeteries annually.

B-4. Applicability of checklist

The tasks, conditions, standards, and target measures in table B-1 apply to cemeteries for which the Army is responsible. Ratings in each area will be captured as green, amber, red, or not applicable. In order to attain National Shrine Status, a cemetery must have first undergone a baseline inspection and then achieve no reds and no more than three amber ratings on their biennial inspection. A satisfactory or passing rating must achieve more than 70 percent green ratings on applicable items. An unsatisfactory rating is less than 70 percent green ratings. Checklist areas marked as not applicable are not included in the total percentage calculation.

Table B-1 Office of Army Cemeteries' organizational inspection checklist					
Number	Task	Condition/Status Code	Standard	Target Measure	Reference
PROCESSING APPLICATIONS AND SCHEDULING FOR INTERMENTS					
A1	CRO on orders and trained.	All Army cemeteries.	CRO must be a U.S. federal government employee (civilian or military) and appointed as the CRO on orders by the commander responsible for the cemetery. CRO is trained/certified by OAC/ANC within 120 days of appointment or at next available course date.	Green: 100% Red: < 100%	AR 290-5, para 2-24 and this pamphlet, para 8-1
A2	CRO provides burial eligibility requirements to PNOK.	AR 290-5, table B-1, Army cemeteries and cemetery status codes 1 or 2.	CRO verifies PADD/PNOK. CRO provides eligibility documentation requirements to PADD/PNOK within 1 working day of interment request.	Green: 100% Red: < 100%	This pamphlet, para 2-3
A3	CRO determines burial eligibility.	AR 290-5, table B-1, Army cemeteries and cemetery status codes 1 or 2. A representative sample of interments	CRO provides eligibility determination to PNOK/PADD within 5 working days of receipt of all eligibility documentation. CRO makes 100% accurate eligibility determination.	Accuracy: Red if < 100% Timeliness: Green: 95% within 5 days	This pamphlet, para 2-3

Table B-1
Office of Army Cemeteries' organizational inspection checklist—Continued

Number	Task	Condition/Status Code	Standard	Target Measure	Reference
		since last OAC inspection will be assessed.		Amber: 90–94% within 5 days Red: < 90% within 5 days	
		AR 290–5, table B–1, ANC/USSAHNC. A representative sample of interments since last OAC inspection will be assessed.	ANC CRO determines timeliness metric for provision of eligibility determination to PNOK/PADD and ensures 100% accurate eligibility determination.	Accuracy: Red if < 100% Timeliness: Green: 95% within 10 days Amber: 90–94% within 10 days Red: < 90% within 10 days	This pamphlet, para 2–3
A4	CRO provides responsive support to families in the “pre-service” phase.	AR 290–5, table B–1, Army cemeteries and cemetery status codes 1 or 2. A representative sample of interments since last OAC inspection will be assessed.	CRO coordinates and conducts interment services not later than 2 weeks from date of eligibility determination or based on family preferences if desired at a later date.	Green: 90% within 2 weeks Amber: 85–89% within 2 weeks Red: < 89% within 2 weeks	This pamphlet, para 2–5
		AR 290–5, table B–1, ANC/USSAHNC. A representative sample of interments since last OAC inspection will be assessed.	Coordinate and schedule military honors and committal services for all new burial requests within specified timelines: Casketed remains: less than 2 weeks from eligibility determination. Cremated remains: less than 45 days from eligibility determination.	Green: 90% Amber: 85–89% Red: < 85% of timelines associated with casketed or cremated remains	This pamphlet, para 2–5
A5	CRO obtains death certificate and cremation certificate from families/PNOK prior to interment.	AR 290–5, table B–1, Army cemeteries and cemetery status codes 1 or 2.	Death certificates (or other dispositive document, such as burial/transit permit) and cremation certificates, if applicable, are received by the CRO prior to interment. Interments do not proceed without these documents. Families validate in writing that the urn contains 100 percent of the decedent's cremated remains (less approved commemorative items as described in AR 290–5) received from the crematorium.	Green: 100% Red: < 100%	AR 290–5, para 3–2 and this pamphlet, para 3–2
A6	CRO enforces chain of custody for all casketed and cremated remains.	AR 290–5, table B–1 Army cemeteries and cemetery status codes 1 or 2.	CRO ensures verifications and documentation completed to establish and maintain an absolute positive chain of custody of all casketed or cremated remains from initial receipt to final disposition using DA Form 2122–1.	Green: 100% Red: < 100%	AR 290–5, para 3–2 and this pamphlet, para 3–2

Table B-1
Office of Army Cemeteries' organizational inspection checklist—Continued

Number	Task	Condition/Status Code	Standard	Target Measure	Reference
A7	CRO enforces use of casket/urn tag and uploading of digital photographs of casket/urn tag.	AR 290–5, table B–1 Army cemeteries and cemetery status codes 1 or 2.	CRO ensures casket/urn tag is permanently affixed to the container prior to interment.	Green: 100% Red: < 100%	This pamphlet, paras 3–4 and 3–7
	Digital photos of remains container and tag are uploaded in and maintained with the decedent's digital interment record.		Green: 97% Red: < 97%	This pamphlet, paras 3–4 and 3–7	
INTERMENT OPERATIONS					
B1	CRO or representative conducts services professionally, with dignity, and compassion for the decedent and loved ones.	AR 290–5, table B–1 Army cemeteries and cemetery status codes 1 or 2.	All CROs (or designees) personalize all interactions with families (all representatives offer condolences at first opportunity, use family name during all announcements, and personally attend burial services in Army cemeteries).	Green: 98% Red: < 98%	This pamphlet, para 2–5
B2	CRO provides family members and visitors telephonic and virtual feedback mechanisms to ensure continual improvement to the care and maintenance of the cemetery and support to families.	AR 290–5, table B–1 Army cemeteries and cemetery status codes 1 or 2.	Cemetery offers feedback mechanism to PNOK and families. All negative feedback receives a response (100% compliance).	Green: Both a virtual and manual feedback process in place and CRO replies to 100% of responses with negative feedback Amber: Only one method for feedback in place and CRO replies to 100% of negative feedback Red: No feedback mechanism in place or < 100% response rate to negative feedback	AR 290–5, para 6–3
B3	Maintain a CRSA.	AR 290–5, table B–1, Army cemeteries and cemetery status codes 1 or 2.	Cremated remains are properly stored and marked when put in temporary storage. CRSA is a dignified, secure, locked, and climate controlled temporary storage vehicle. CRSA actions are properly documented. CRSA inventoried daily when cremated remains stored.	Green: 100% Red: < 100%	This pamphlet, para 3–3
B4	CRO assumes custody and verifies all caskets and urns are accurately placed.	AR 290–5, table B–1, Army cemeteries and cemetery status codes 1 or 2. A representative sample of interments since last OAC inspection will be assessed.	All caskets and urns are checked, properly tagged, placed in the correct gravesite undamaged, and transfer of custody is captured on the DA Form 2122–1. CRO confirms the geospatial location of the grave/niche using the GIS map and referencing three known burial locations; ensures all information matches and the	Green: 100% Red: < 100%	AR 290–5, para 3–2 and this pamphlet, paras 3–5 and 5–7

Table B-1
Office of Army Cemeteries' organizational inspection checklist—Continued

Number	Task	Condition/Status Code	Standard	Target Measure	Reference
			grave numbers of adjacent graves are annotated on the temporary marker.		
B5	CRO ensures grave liners and urn liners appropriately marked.	AR 290-5, table B-1, Army cemeteries and cemetery status codes 1 or 2.	All liners are marked. Government-provided liners must be marked on the inside and outside with the section and grave number using permanent paint or indelible ink.	Green: 100% Red: < 100%	This pamphlet, para 3-5
B6	Gravesites are properly excavated.	AR 290-5, table B-1, Army cemeteries and cemetery status codes 1 or 2.	Excavation of gravesite is done in accordance with para 5-4 and app D of this pamphlet, dependent on type of burial.	Green: 100% Red: < 100%	This pamphlet, para 5-4 and app D
B7	Graves are properly closed, tamped, and groomed by the end of the duty day.	AR 290-5, table B-1, Army cemeteries and cemetery status codes 1 or 2. A representative sample of recent interments.	Closed gravesites are level with the surrounding terrain, tamped, squared, raked smooth, and made ready for the application of seed or sod (if appropriate to the region).	Green: 100% with closing same day Amber: 95% with tamping, raking, and grooming Red: Anything less than above standards	This pamphlet, para 5-5
B8	Gravesites are properly marked by the end of the duty day.	AR 290-5, table B-1, Army cemeteries and cemetery status codes 1 or 2. All new graves without permanent markers.	Daily interment or inurnment sites are marked with a correct and aligned temporary marker before the close of business each day.	Green: 100% Red: < 100%	This pamphlet, para 5-5
B9	Government markers (headstones or niche covers) are ordered in a timely manner.	AR 290-5, table B-1, Army cemeteries and cemetery status codes 1 or 2.	Government markers (headstones or niche covers) have a PNOK/PADD signed and approved inscription and are placed on order with VA not earlier than 14 days from date of interment.	Timeliness: Green: 100% Red: < 100%	This pamphlet, chap 4

GROUND MAINTENANCE OPERATIONS

Note. Cemeteries with predominately turf will be measured on C2. Cemeteries that are predominately xeriscaped will be measured on C3.

C1	Cemetery maintains a CGMP.	All Army cemeteries.	The CRO will develop a CGMP that includes all maintenance activities and schedules for the maintenance of the cemetery grounds. The CGMP will be reviewed and updated annually.	Green: 100% Red: < 100%	This pamphlet, para 5-8
C2	Maintain cemetery turf to acceptable standards.	Cemeteries with turf.	Visually prominent areas will be generally weed free.	Green: Yes Red: No	This pamphlet, para 5-9
			Visually prominent areas will be generally free of bare areas.	Green: Yes Red: No	This pamphlet, para 5-9
			Grass will be cut, as necessary, to maintain the height within 1 inch above the range recommended for the species of the turf according to the CGMP.	Green: Yes Red: No	This pamphlet, para 5-9

Table B-1
Office of Army Cemeteries' organizational inspection checklist—Continued

Number	Task	Condition/Status Code	Standard	Target Measure	Reference
C3	Cemeteries without turf have their mediums maintained to acceptable standards.	Cemeteries in which turf is not a part of the cemetery design.	Headstones and markers with sand or gravel surrounding them are kept generally weed free.	Green: Yes Red: No	This pamphlet, para 5-9
			Burial areas are kept raked and groomed.	Green: Yes Red: No	This pamphlet, para 5-9
C4	Visually prominent areas of cemeteries are maintained free of debris such as leaves, fallen branches, and trash.	All Army cemeteries.	All prominent areas are free of debris such as leaves, fallen branches, and trash.	Green: Yes Red: No	This pamphlet, para 5-9
C5	Gravesites are graded properly.	All Army cemeteries.	The grading of gravesites blends in with adjacent grade levels with no sunken graves present.	Green: 95% Red: < 95%	This pamphlet, para 5-9
C6	Maintain trees and shrubs.	Cemeteries with trees and shrubs.	Trees and shrubs are maintained so that they enhance and do not detract from the appearance of public areas. Trees should be free from pests and insects. Dead, broken, or dying branches should be removed to prevent safety hazards.	Green: Yes Red: No	This pamphlet, para 5-11
C7	Maintain planting beds.	Cemeteries with planting beds.	Cemetery planting beds are well maintained, attractive, and are compatible with the geographic region.	Green: Yes Red: No	This pamphlet, para 5-10
C8	Floral policies posted in prominent areas.	All Army cemeteries.	CROs will post their local floral policy at prominent sites within their cemeteries to inform visitors and enable compliance.	Green: Yes Red: No	This pamphlet, para 5-15
C9	First-interment areas "disciplined evolution."	AR 290-5, table B-1 Army cemetery status code 1.	The assignment of gravesites in first interment areas will appear as a disciplined evolution.	Green: Yes Red: No	AR 290-5, para 3-2
TEMPORARY MARKERS, HEADSTONES, MARKERS, AND NICHE COVER OPERATIONS					
D1	Headstones and niche covers are properly inscribed.	All Army cemeteries. A representative sample will be inspected.	Inscription data as verified against authoritative records is accurate and complete.	Green: 99% Red: < 99%	AR 290-5, chap 3 and this pamphlet, chap 4
D2	Marking graves with permanent markers.	All Army cemeteries.	Cemetery graves with government markers are permanently marked within 60 days of date of interment.	Green: > 97% within 60 days Amber: 80-97% within 60 days Red: < 80% within 60 days	This pamphlet, para 4-2
D3	Maintaining headstones, footstones, and niche covers.	All Army cemeteries.	Headstones, footstones, and niche covers are clean, free of debris and objectionable accumulations.	Green: > 97% Amber: 80-97% Red: < 80%	This pamphlet, para 4-5

Table B–1
Office of Army Cemeteries' organizational inspection checklist—Continued

Number	Task	Condition/Status Code	Standard	Target Measure	Reference
D4	Headstones are replaced as required.	All Army cemeteries.	Cemetery has no markers which are badly damaged, illegible, stolen, or vandalized. CROs remove badly damaged, illegible, or vandalized markers, emplace a temporary marker, and reorder replacement headstones (to include replacement in kind). CRO provides evidence that new permanent markers are on order.	Green: > 91% Amber: 80–91% Red: < 80%	This pamphlet, para 4–7
D5	Maintaining height of headstones or markers.	All Army cemeteries.	Government headstones are installed and maintained to be uniform in height (24 to 26 inches) from the finished grade to the top of the arc and installed to ensure a pleasing top line while compensating for ground contours.	Green: 92% Red: < 92%	This pamphlet, para 4–4 and app D
D6	Maintaining the alignment of headstones and markers.	All Army cemeteries (exceptions provided for older sections which predated the transverse and diagonal alignment standard). Lateral alignment (by row) will still be evaluated.	Headstones and markers are aligned laterally, transversely, and diagonally with the headstones at other graves (exceptions provided for older sections which predated the transverse and diagonal alignment standard).	Green: 92% Red: < 92%	This pamphlet, para 4–4 and app D
D7	Maintaining the plumb of headstones and markers.	All Army cemeteries.	Government markers and headstones are vertically and laterally plumb (90-degree perpendicular using a level).	Green: 92% Red: < 92%	This pamphlet, para 4–4 and app D
D8	Maintaining niche covers.	All Army cemeteries.	Government niche covers are installed to be flush with the wall, horizontally and vertically aligned with other covers, and properly emplaced using rosettes/security screws.	Green: 92% Red: < 92%	This pamphlet, para 4–4
D9	CROs ensure geospatially marked and digital photograph documentation of headstones, markers, and niche covers.	All Army cemeteries.	Headstones, markers, and niche covers are photographed and geospatial location is captured within 5 working days of installation.	Green: 96% Red: < 96%	AR 290–5, para 3–10
EQUIPMENT					
E1	Government-owned cemetery equipment is maintained in good, functional condition.	All Army cemeteries. Logbook review and assessment.	Where applicable, all equipment maintenance activities and schedules will be in accordance with AR 750–1.	Green: Yes Red: No	This pamphlet, chap 6
FACILITIES					

Table B-1
Office of Army Cemeteries' organizational inspection checklist—Continued

Number	Task	Condition/Status Code	Standard	Target Measure	Reference
F1	CROs properly maintain restrooms.	All Army cemeteries. Visual inspection and assessment.	Restrooms (if applicable) are clean, functional, sanitary, and appropriately supplied with items such as soap, paper towels/hand dryer, and toilet paper.	Green: Yes Red: No	This pamphlet, para 5-16
F2	CROs properly maintain facilities.	All Army cemeteries. Visual inspection and assessment.	Building and structures are well maintained and are acceptable for their functional use. Roads, parking lots, curbs, walks, paths, entry features, and perimeter walls/fences are well maintained and are acceptable for their functional use.	Green: Yes Red: No	This pamphlet, paras 5-16 and 5-18
F3	Cemeteries maintain working cemetery maps and gravesite layouts.	All Army cemeteries.	The locations of utility lines will be included within the general cemetery maps as well as gravesite layout plans.	Green: Working and GIS maps show clear evidence of being kept current with interments and depict utility lines as required Red: Evidence that working and GIS maps are not keeping pace with interments or do not adequately mark interments	This pamphlet, para 5-17
F4	Cemetery signage will contain all elements of minimum information as defined in this pamphlet, para 5-19.	All Army cemeteries.	Commanders responsible for Army cemeteries will establish visitor policies in accordance with the unique location, operational demands, and needs of their communities. Commanders will ensure all policies related to visitor activities promote proper decorum befitting the final resting places of our nation's heroes.	Green: Yes Red: No	This pamphlet, paras 5-19 and 7-1
F5	Cemeteries display the flag properly.	All cemeteries with U.S. veterans interred. (Except for U.S. Disciplinary Barracks, Fort Leavenworth cemetery.)	Flags will be displayed each day during the hours the gates are open. The flag will not be flown at half-staff except for funerals and as provided for in AR 600-25.	Green: Yes Red: No	This pamphlet, para 7-3
INTERMENT RECORDKEEPING					
G1	Maintain appropriate burial records.	All Army cemeteries.	Digital record contains the following accurate data: 1. Cemetery name. 2. First name of decedent. 3. Last name of decedent. 4. DOB of decedent. 5. Date of death of decedent. 6. Interment date of decedent.	For the representative sample of records inspected: Green: 95% Red: < 95%	This pamphlet, para 2-9

Table B-1
Office of Army Cemeteries' organizational inspection checklist—Continued

Number	Task	Condition/Status Code	Standard	Target Measure	Reference
			7. Grave/niche location information. 8. Branch of Service of decedent. 9. Rank of decedent. 10. Social Security number of decedent. 11. PNOK/PADD contact information.		
G2	CRO obtains and maintains appropriate supporting documentation records.	AR 290-5, table B-1, Army cemeteries and cemetery status codes 1 or 2. Records will be reviewed for all interments since last OAC inspection.	The following documents scanned and uploaded to the accountability system of record: 1. DD Form 214 or other eligibility document. 2. Death certificate or burial permit of decedent. 3. Cremation certificate, if applicable. 4. DA Form 2122-1. 5. DA Form 2122. 6. Other service-related documents, for example, service information, awards, promotions, and so forth. 7. Photograph of casket/urn and tag.	Since last inspection: Green: 95% of interments have all required documentation Amber: 90-94% have all required documentation Red: < 90% have all required documentation	This pamphlet, para 2-5
SAFETY					
H1	Cemeteries establish and execute appropriate cemetery safety measures.	All Army cemeteries.	Safety measures are in place to systemically address safety issues. Measures related to personal protective equipment, excavation and opening/closing of graves, shielding/shoring, and handling of grave markers are addressed in cemetery SOPs and adhered to in operations.	Green: Yes Red: No	This pamphlet, chap 9

Appendix C

Office of Army Cemeteries Cemetery Responsible Official Certification Program

C-1. Purpose of the cemetery responsible official certification program

The Executive Director, OAC is responsible for developing and implementing training programs for military personnel and/or civilian employees assigned to duties involving the administration, operation, and maintenance of Army cemeteries. The Executive Director, OAC is also responsible for certifying the training, qualifications, and capabilities of personnel and employees serving in Army cemeteries (see AGO 2020-01). OAC's CRO certification program is established to fulfill these responsibilities. OAC's CRO certification program consists of a CRO certification course, recertification course, and is augmented by OAC's OIP.

C-2. Cemetery responsible official certification course

a. Course outline. The CRO Certification Course is a resident course designed to enable newly appointed CROs to operate, administer, and maintain Army cemeteries under their authority. ANC provides the subject matter expertise to teach blocks of instruction covering the various duties and responsibilities of CROs as outlined in AR 290-5, this pamphlet, and other relevant guidance and policy from the Secretary of the Army or the Executive Director, OAC. The CRO Certification Course consists of classroom-style training and hands-on instructions and demonstrations of subjects within AR 290-5 and this pamphlet.

b. Requirements of cemetery responsible officials to attend. Army cemetery CROs will attend the CRO Certification Course. Newly appointed Army cemetery CROs will attend OAC's CRO Certification Course within 120 days of appointment.

c. Certification. Upon successful completion of OAC's CRO Certification Course, appointed CROs will receive a certificate of training from the Executive Director, OAC that certifies their training, qualifications, and capabilities to perform their duties as assigned.

d. Scheduling. Appointed CROs should contact the OAC staff to verify their current appointment as CRO. Students will schedule training with their unit training managers through the Army Training Requirements and Resources System (ATRRS) to schedule attendance at the next appropriate OAC CRO Certification Course.

C-3. Cemetery responsible official recertification

In order to maintain proficiency on cemetery administration, operation, and maintenance procedures and policies, Army cemetery CROs will conduct CRO recertification not less than 2 years from completion of OAC's CRO Certification Course and every 5 years thereafter as long as they remain in a CRO position. OAC will publish instructions for the administration and conduct of the CRO recertification as necessary.

C-4. Office of Army Cemeteries Organizational Inspection Program

The OAC OIP supports the CRO certification program by providing the Executive Director, OAC; senior commanders; garrison commanders; and CROs with tools to ensure compliance with Army policies and procedures for the administration, operation, and maintenance of Army cemeteries. OAC uses its OIP, in part, as a feedback mechanism to verify and validate the course curriculum of the CRO certification and recertification courses.

Appendix D

Gravesite Layout Examples and Diagrams

D-1. Gravesite layouts

Gravesites in Army cemeteries should be laid out as shown below in figure D-1 and figure D-2. The gravesite should be 5 feet in width and 10 feet in length for casketed remains. The depth of the gravesite for single interments should be five feet, with an additional two feet of depth for each subsequent interment.

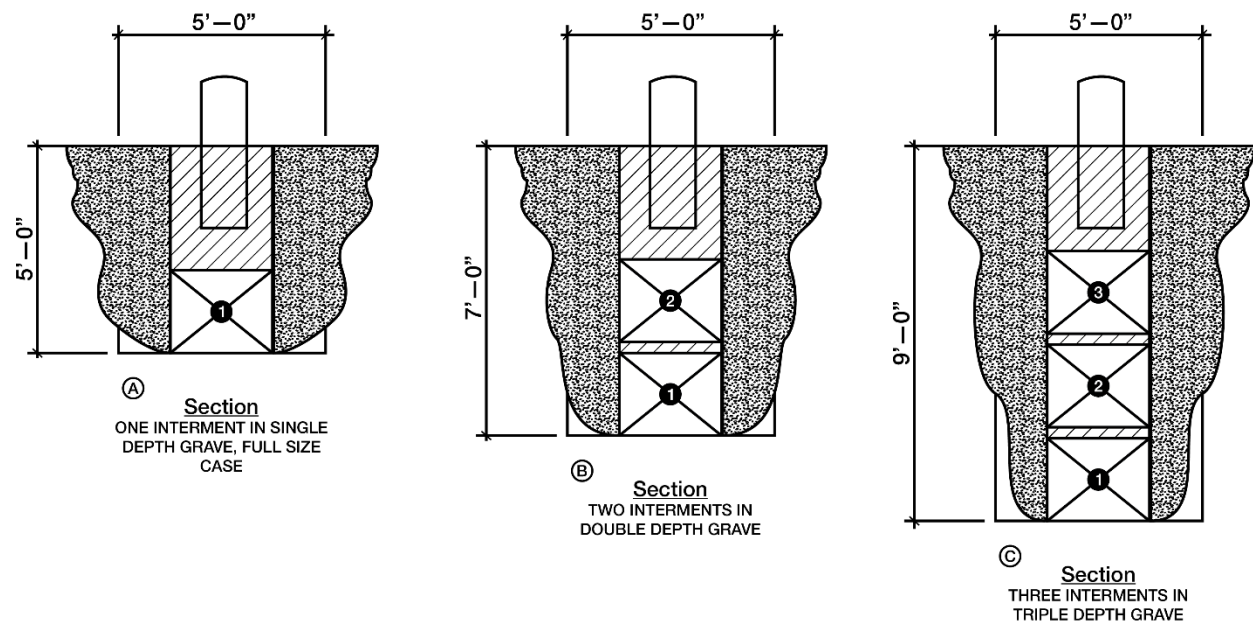
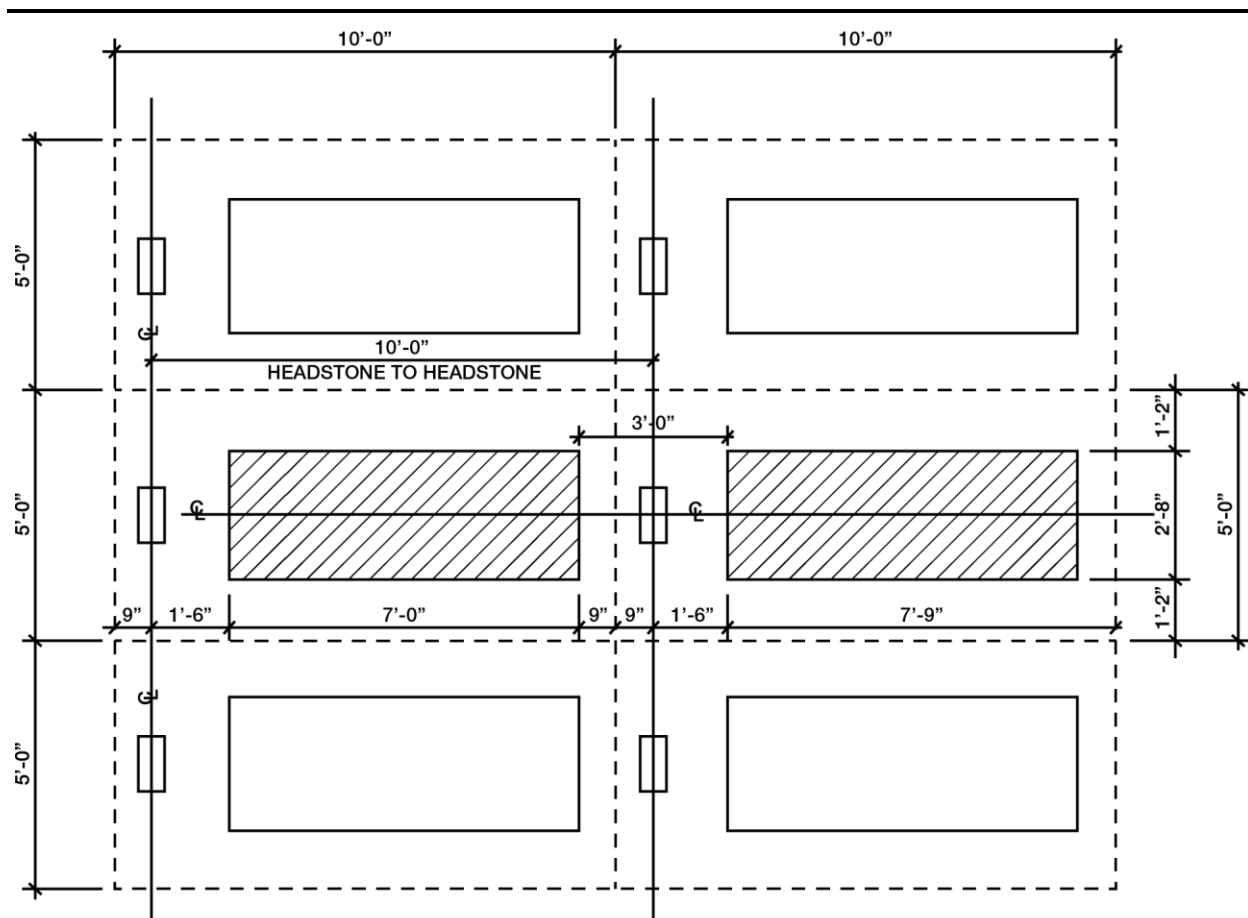
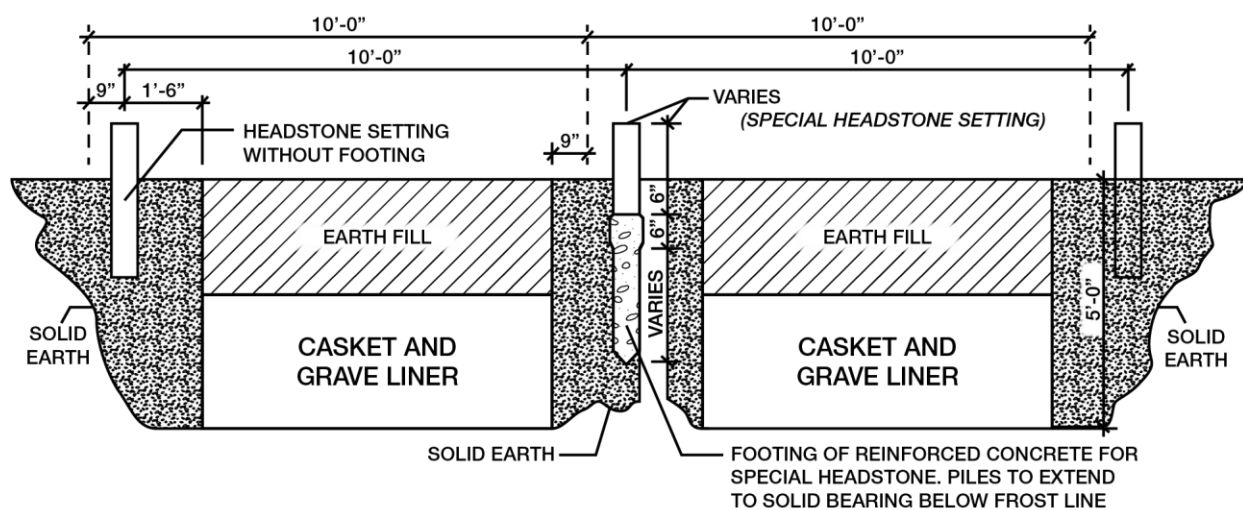


Figure D-1. Stacked interments in one gravesite



PLAN OF GRAVE SITES



SECTION

Figure D-2. Typical layout of 5 foot by 10 foot gravesite and section showing upright headstones

D-2. Layout for in-ground burial of inurned remains

In-ground burial of inurned remains in Army cemeteries should be laid out as shown below in figure D-3 or figure D-4. The gravesite should normally be either 5 feet by 5 feet or 5 feet by 10 feet for cremated remains.

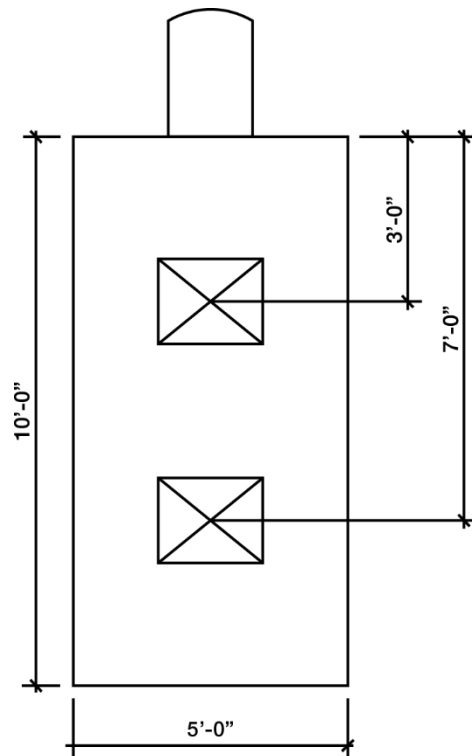


Figure D-3. Inurnment site (full lot)

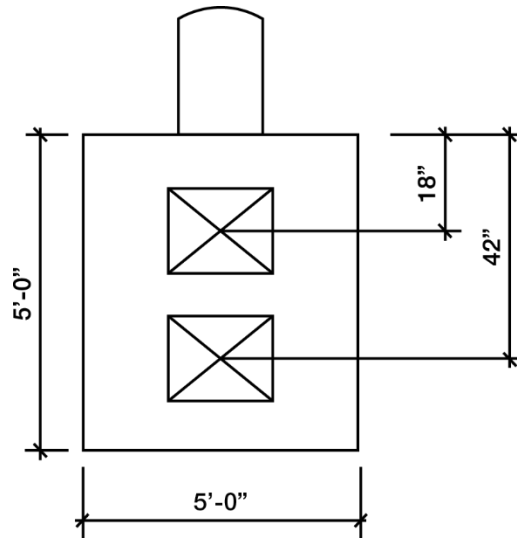


Figure D-4. Inurnment site (half lot)

D-3. Layout of grave sections

Grave sections in Army cemeteries are generally laid out as shown in figure D-5 and figure D-6. For sections laid out in 5 foot by 10 foot gravesite plots, control markers should be placed every 100 feet in a grid pattern as shown to facilitate proper alignment of the gravesite plots in the section. For sections laid out in 5 foot by 5 foot gravesite plots (typically used for in-ground burial of cremated remains), control markers should be placed every 50 feet in a grid pattern as shown.

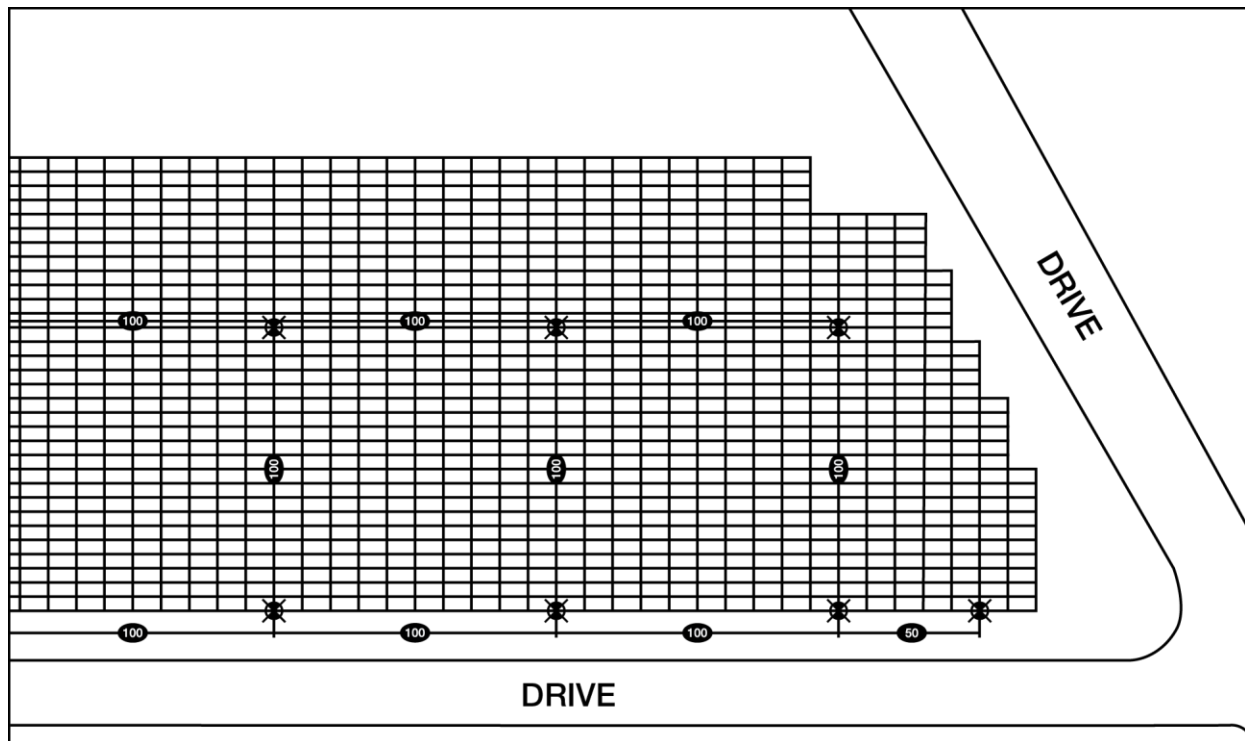


Figure D-5. Typical layout of 5 foot by 10 foot gravesites and sections

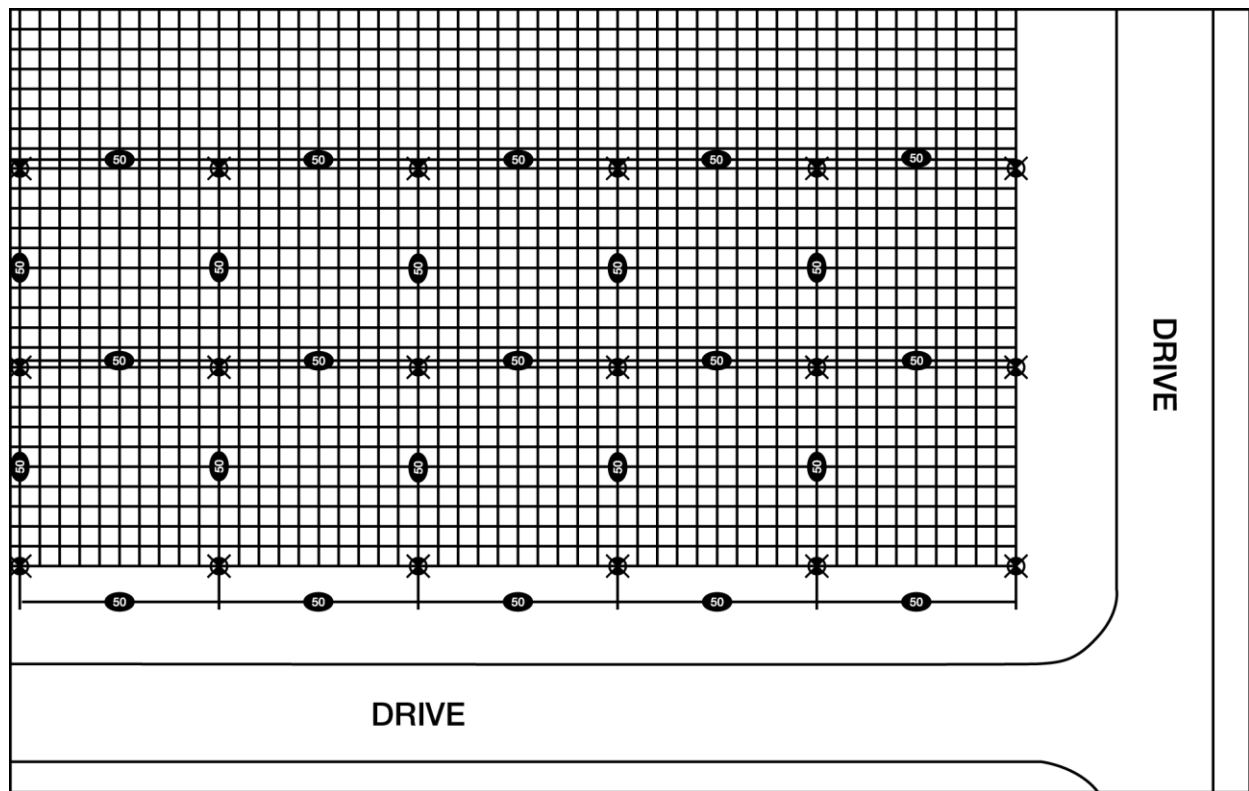


Figure D-6. Typical layout of 5 foot by 5 foot gravesites and sections

Glossary

Section I

Abbreviations

AFARS

Army Federal Acquisition Regulation Supplement

AFI

Air Force instruction

AGO

Department of the Army General Orders

AMO

acquisition management and oversight

ANC

Arlington National Cemetery

ANMC

Army National Military Cemeteries

ANSI

American National Standards Institute

AR

Army regulation

ATRRS

Army Training Requirements and Resources System

CFR

Code of Federal Regulations

CGMP

Cemetery Grounds Management Plan

CMH

U.S. Army Center of Military History

COR

contracting officer's representative

CRO

cemetery responsible official

CRSA

cremated remains storage area

DA Form

Department of the Army form

DA Pam

Department of the Army pamphlet

DD Form

Department of Defense form

DFARS

Defense Federal Acquisition Regulation Supplement

DOB

date of birth

DOD

Department of Defense

DODI

Department of Defense instruction

DRU

direct reporting unit

FAR

Federal Acquisition Regulations

GIS

Geospatial Information System

GSA

U.S. General Services Administration

INRMP

Integrated Natural Resource Management Plan

ISR

Installation Status Report

ISS

Interment Services System

MCO

Marine Corps order

NAVPERS

Navy personnel

NCA

National Cemetery Administration

NOK

next of kin

OAC

Office of Army Cemeteries

OIP

Organizational Inspection Program

OSHA

Occupational Safety and Health Administration

PADD

person authorized to direct disposition

PNOK

primary next of kin

QA

quality assurance

QC

quality control

SOP

standard operating procedure

USC

United States Code

USDA

U.S. Department of Agriculture

USSAHNC

U.S. Soldiers' and Airmen's Home National Cemetery

Section II

Terms

Adequate inventory

When applied to outer burial receptacles, the number of outer burial receptacles is consistently sufficient for the forecasted burial needs of the cemetery. Emergency orders are avoided. There must be adequate liners on hand to facilitate 2 to 3 days of burials in the event contractor equipment is disrupted. Liners must cure for 28 days prior to use.

Administrative files

Records common to Army cemetery offices that relate to the internal administration or housekeeping of the office rather than the functions for which the office exists. The files include official and non-record materials and are generally temporary, having a limited lifespan. Typical administrative files are reading/chronological files, suspense files, control/index files, and stock distribution files.

Benchmark

Monument used to measure location of gravesites and assist with survey of cemetery.

Building

A manmade structure that is heated or cooled and/or enclosed within a roof and within exterior walls providing shelter and support of individuals and/or real property. A building is usually a completely enclosed, weather-tight structure.

Cemetery action plan

Cemetery planning document that includes both short- and long-range strategies to support garrison or cemetery plan with a detailed list of resources required to complete task.

Cemetery Equipment Maintenance Program

A written schedule which identifies the manufacturers recommended maintenance activities and services for each vehicle and piece of equipment.

Cemetery Grounds Management Plan

A maintenance plan developed for each Army cemetery, which identifies required maintenance tasks and schedules for all grounds activities.

Cemetery responsible official

Government official (military or civilian) appointed by a garrison commander to oversee all aspects of administration, operation, and maintenance of an Army cemetery. The CRO for ANMC is the Superintendent, ANC.

Damaged headstone, marker, or niche cover/plaque

A headstone, marker, or niche cover that is badly deteriorated or vandalized in some way, illegible, purposely scratched, or other such event that makes replacement necessary.

Direct reporting unit

An Army organization comprised of one or more units with institutional or operational support functions, designated by the Secretary of the Army, normally to provide broad general support to the Army in a single, unique discipline not otherwise available elsewhere in the Army. DRUs report directly to Headquarters, Department of the Army principal and/or Army command and operate under authorities established by the Secretary of the Army.

Disciplined evolution

An order of grave assignment which demonstrates a consistent progression toward completing interments in a row. A disciplined evolution of interments allows for more uniform grave placement and turf development.

Facilities maintenance checklist

A standardized checklist that identifies the tasks and appropriate frequency required for the maintenance inspection of each building and structure within the cemetery. A completed checklist documents the completion of inspection and notes deficiencies found.

Generally free of bare areas

The presence of bare ground is very widely scattered and visually insignificant when the total expanse of the cemetery turf grass is observed. Bare areas in no way detract from the visual attractiveness of the landscape.

Generally weed free

Population of weeds is very widely scattered and visually insignificant when the total expanse of the cemetery turf grass is observed. The presence of weeds in no way detracts from the visual attractiveness of the landscape.

Gravesite layout plan

A plan depicting burial sections with individual gravesites showing all pertinent spatial information necessary to accurately establish the layout of the burial sections and to precisely locate specific gravesites. The plan identifies benchmarks and survey reference points for registering the grid of the gravesite layout control markers. The plan shows size of gravesites, total number of gravesites, direction of grave markers, and distance between grave markers. It also shows the varying sizes and shapes of burial sections and the visual separation from other features by vegetation, roads, walks, and changes in slope.

Green (organic) waste

Small prunings from hedges and trees, leaves, bark, straw, flowers, plants, grass cuttings, and garden weeds.

Headstone alignment

The arrangement of headstones in a straight line at consistent relative positions to create a pattern of rows and columns in an axis of ordinates (Cartesian) configuration.

Headstone bump and realignment

The manual adjustment of a headstone without removal from its socket to correct alignment and degree of plumb. Bump and alignment is not appropriate for correcting height.

Headstone raise and realignment

The removal of headstone from its submerged socket to correct inadequate alignment, height, and degree of plumb. During a headstone raise and realignment, the headstone should never be transported away from the original gravesite so as to maintain accountability between the headstone and grave.

Historic property or historic resource

Any prehistoric or historic district, site, building, structure, or object included in, or eligible for inclusion on the National Register, including artifacts, records, and material remains related to such a property or resource.

Historic significance

A combination of age (50 or more years), material, inscription, setting, uniqueness of design, artist, or association with historic events that contribute to the historic integrity of a cemetery or feature within a cemetery whether it be a building, structure, object, monument, headstone, marker, historic site, or the entire cemetery.

Historical headstones, markers, and niche covers

Headstones, markers, and niche covers installed 50 or more years ago.

Memento

A nonorganic object placed on a marker or gravesite in memoriam of the deceased.

National Shrine

A public place of honor sacred to the memory of those whose sacrifice for our Nation in life is perpetually enshrined with dignity and respect in strict accordance to defined standards and measures.

Nonexpendable cemetery equipment

Equipment that has an acquisition cost of \$300 or more and a life expectancy of 2 years or more, or is of a sensitive nature which requires accountability regardless of cost, life expectancy, or maintenance requirements.

Nonmonetary gifts and donations

These include such items as trees, monuments and memorials, carillons, benches, and so forth.

Objectionable accumulation

The presence of environmental deposits, mold, mildew, moss, algae, lichen, grass clippings, grass marks, tire marks and scruffs, and accumulations of dried bird droppings, and so forth on headstones, markers, and niche covers.

Official record

All books, papers, maps, photographs, machine readable materials, or other documentary materials, regardless of physical form or characteristics, made or received by an Army cemetery in connection with the transaction of public business and preserved or appropriate preservation by that facility as evidence of the organization, functions, policies, decisions, procedures, operations, or other activities of the Government or because of the information value of data in them.

Performance measure(s)

A method used to assess performance. It may include outputs, indicators, intermediate outcomes, or outcomes.

Performance requirements

A specific criteria that is required to achieve the performance expected. For example, in a contract it may be set out that a contractor must mow grass in a cemetery once a week from late May until mid-September. This is a performance requirement.

Performance target

A level of performance intended to be achieved within a specified timeframe. Targets are created as part of the planning process to set distinct goals and to act as a catalyst for improvement.

Planting bed

A defined area of non-turf type planting material. The perimeter is outlined and bed is filled with ground cover and/or other non-turf plant material.

Plumb

A degree of vertical correctness.

Sensitive data

Workstations can access highly sensitive information, including but not limited to Social Security numbers and NOK information. Various Army data resources manipulate, generate, and store sensitive veteran and employee data. Therefore, a high degree of security for the systems is mandatory to protect the confidentiality, integrity, and availability of the data.

Solid Waste Recycling Program

A program developed at the cemetery in compliance with local, state, and federal regulations to collect and separate solid waste (such as paper, glass bottles, jars, aluminum and steel cans, tires, batteries, cardboard, plumbing fixtures, fence material, lumber, insulation, siding, paneling, flooring, carpet and pads, plastic sheeting and plastic laminate, piping, and wiring) to maximize pollution prevention techniques.

Spoils area

A holding area for compost and soil removed from gravesites.

Structure

A structure is a manmade asset that does not fall under the building definition. Common structures are committal service shelters, three-sided storage enclosures, pump house, underground pump vault, and so forth. Structures are usually open to the weather.

Sunken grave

Any grave where the grade of the gravesite is not level and does not blend with the grade level of adjacent gravesites. The settlement presents an unsatisfactory appearance, and/or a maintenance or safety situation.

Survey of satisfaction with Army post cemetery

A survey conducted by the local Army cemetery to determine level of family and funeral director satisfaction with staff, service, and appearance of national cemeteries.

Unaccompanied veteran burial

The burial of a veteran where no NOK is known and/or the burial arrangements have been made by the public administrator, a VA medical center, or an Anatomy Board. This does not include situations where the NOK has specifically requested no service.

Visually prominent area

Refers to areas within an Army cemetery that attract notice due to what is in the area (for example, a cemetery's entrance way, assembly area, interment areas, public information building, committal service shelter(s), visitor entrance to the administration building, lodges and other buildings in prominent locations, and/or memorial path) or topography which makes the area visually prominent. Those areas that are visually prominent often provide families and visitors with their first impression of the cemetery.

Water feature

Landscape design using water decoratively or functionally such as fountains, pools, natural or manmade ponds, waterfalls, and/or lakes.

Water wise

A grounds management concept that incorporates water conserving landscaping such as use of native plants and grasses in lieu of traditional turf grass.

UNCLASSIFIED

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