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AFI 36-3002, 26 August 1994, is supplemented as follows and applies to all activities supported by the Casualty Assistance Office (DPMPS), 21st Mission Support Squadron, to include geographically separated units (GSU) and tenant units receiving host support. This supplement applies to Air Force Reserves on active duty, but does not apply Air National Guard units.

1.3.6.2.1. (Added) Wing Command Post (CP), 21st Space Wing, responsibilities include:

1.3.6.2.1.1. (Added) Serves as the primary point of contact on initial calls concerning a casualty during non-duty hours.

1.3.6.2.1.2. (Added) Obtains the following information from caller concerning casualties: Name, social security number (SSN), place and time of incident, a brief resume of the circumstances, and the informant's name and phone number or other information that will facilitate subsequent contact in the event more information or verification is needed.

1.3.6.2.1.3. (Added) Contacts the Casualty Assistance Office (duty hours) or Casualty Assistance Standby Representative, as reflected on the casualty standby roster (non-duty hours).

1.3.6.2.1.4. (Added) Notifies the Wing Commander and appropriate squadron commander and advises them to contact the Casualty Assistance Office or the Casualty Assistance Standby Representative for more guidance.

1.3.6.2.1.5. (Added) Notifies the NORAD/USSPACE Command Center (474-4500) for casualties of other services (Army, Navy, and Marines) of personnel assigned to HQ NORAD or HQ USSPACECOM.

1.3.6.2.2. (Added) Security Police (SPS), 21st Space Wing, responsibilities includes:

1.3.6.2.2.1. (Added) On all calls received pertaining to a casualty, obtains (as a minimum) the Name, grade, SSN, and place of occurrence, a brief resume of the circumstances, and the informant's name and phone number or other information that will facilitate subsequent contact in the event more information or verification is required.

1.3.6.2.2.2. (Added) Notifies the Wing Command Post at extension 6-7358 or 6-4660 and relays any casualty information.

1.3.6.2.2.3. (Added) The Reports and Analysis Office serves as the focal point for obtaining on and off base incident reports and providing the Casualty Assistance Office a copy upon receipt.

1.3.6.2.3. (Added) Communications Center responsibilities include:

1.3.6.2.3.1. (Added) Notifies the Casualty Assistance Officer (duty hours) at extension 6-6232 or 6-4229, or the Casualty Assistance Standby Representative or Wing Command Post (non-duty hours) at extension 6-7358 or 6-466, when priority or higher precedence casualty messages are received.

1.3.6.2.3.2. (Added) Notifies the drafter of the initial or supplemental casualty report and confirms receipt of delivery. All initial casualty reports require a confirmation of delivery within two hours of submission.

1.3.6.2.4. (Added) Base switchboard responsibilities include:

1.3.6.2.4.1. (Added) Ensures that all operators expedite or prioritize all calls pertaining to casualties.

1.3.6.2.4.2. (Added) Ensures that all casualty calls are referred to the Casualty Assistance Office (duty hours) at extension 6-62332 or 6-4229, and the Wing Command Post at extension 6-7358 or 6-4660. These telephone numbers should be displayed in a prominent place.

1.3.6.2.5. (Added) Medical Group Commander or designated representative responsibilities include:

1.3.6.2.5.1. (Added) Notifies the Casualty Assistance Office (duty hours) at extension 6-6232 or 6-4229, or Casualty Assistance Standby Representative and the Wing command Post at extension 6-7358 or 6-4660, and relays casualty information.

1.3.6.2.5.2. (Added) Provides a standby list of medical officers, technicians, or credentialed health care providers to accompany the notification officer on death, missing, and duty status whereabouts unknown (DUSTWUN) notifications.

1.3.6.2.6. (Added) Unit commanders responsibilities include:

1.3.6.2.6.1. (Added) Notifies the Casualty Assistance Officer (duty hours) at extension 6-6232 or 6-4229 and Wing Command Post (duty and no-duty hours) at extension 6-7358 or 6-4660, when information is received on a casualty assigned to their unit.

1.3.6.2.7. (Added) Mortuary Affairs Officer responsibilities include:

1.3.6.2.7.1. (Added) Ensures a current Mortuary Affairs Officer appointment letter is provided to the Casualty Assistance Office.

1.3.6.2.7.2. (Added) If notified of a retiree's death, refers the caller to the Casualty Assistance Office at extension 6-6232 or 6-4229 for assistance.

1.3.6.2.8. (Added) Wing Public Affairs Office responsibilities include:

1.3.6.2.8.1. (Added) Serves as the focal point for all calls from the general public and the news media concerning casualty. Ensures no information is released until it is confirmed that the next of kin (NOK) has been notified.

1.3.6.2.8.2. (Added) Is the only agency authorized to release casualty information outside the Air Force channels.

1.3.6.2.9. (Added) Vehicle Operations responsibilities include:

1.3.6.2.9.1. (Added) Provides the Casualty Notification Team and Casualty Assistance Team (to include the initial visit to the primary next of kin (PNOK) of retired members) with sedans or station wagons.

1.3.6.3.1. (Added) Special Procedures for Multiple Reportable Casualties. In the event of a natural disaster, hostile action, or exercise in the Peterson AFB area which results in multiple reportable casualties, accomplishes the following actions.

1.3.6.3.1.1. (Added) The Casualty Augmentation Support Team (CAST) is activated to assist in compiling, recording, and dispatching casualty reports, as directed by HQ AFPC or Chief, Military Personnel Flight.

1.3.6.3.1.2. (Added) When the Battle Staff is in session the following procedures apply:

1.3.6.3.1.2.1. (Added) Advises the Command Post to route all casualty calls to the CAST.

1.3.6.3.1.2.2. (Added) Notifies the casualty assistance officer (CAO) in the Casualty Assistance Office at extension 6-6232 or 6-4229 (duty hours) or contact the Casualty Assistance Standby Representative (after duty hours) and advises of the following:

1.3.6.3.2.2.1. (Added) A mass casualty incident or exercise is in progress and provides date and time of incident; location; circumstances (confirmed or unconfirmed); on-scene commander's name and grade; reportable casualties (number, name, and grade, if available); and exercise termination, if applicable.

1.3.6.3.2. (Added) The Medical Control Center notifies the casualty assistance representative, by any means, of casualties who are very seriously ill or injured (VSI); seriously ill or injured (SI); or incapacitating illness or injury (III); and any death declaration by the medical authority who declares a field death casualty. During a communication blackout, provides a runner to relay casualty information.

1.3.6.3.2.1. (Added) Provides the casualty assistance representative with the medical authorities' names and grades.

1.3.6.3.2.2. (Added) Notifies the Base Mortuary Office of any deceased casualties in the field.

1.3.6.3.3. (Added) The medical authority declaring an individual's death in the field notifies the Command Post Wing Battle Staff of the death.

1.3.6.3.4. (Added) Mortuary Affairs Office keeps an updated letter on file with the Casualty Assistance Office appointing a 24-hour point of contact and notifies the casualty standby representative of deceased personnel tagged in the field.

1.3.6.3.5. (Added) Financial Services keeps an updated letter on file with the Casualty Assistance Office appointing a 24-hour point of contact, in the event a death gratuity payment is required.

1.3.6.3.6. (Added) Disaster Preparedness Office notifies the Wing Battle Staff on events such as natural disasters, bombings, explosions, and all military aircraft accidents (even if casualties are undetermined) that effect Peterson AFB.

1.3.6.3.7. (Added) The Wing Battle Staff, in turn, contacts the Casualty Assistance Standby Representative to notify HQ AFPC/DPWCS (Casualty Services Branch) and advises them that an incident has occurred.

1.3.6.3.8. (Added) Wing, unit, shelter, group commanders, and staff directors furnish to the Wing Battle Staff the names of personnel who are missing or missing in action. If the situation allows, commanders and staff directors provide for the needs of the PNOK who lives on base or in the surrounding area.

1.3.6.3.9. (Added) Notification to the PNOK is accomplished under the direction of the Casualty Assistance Office. Procedures are dictated by the situation. The casualty assistance representative submits reports to HQ AFPC or MAJCOM, as required, by the basic instruction.

1.3.9. Any individual, agency, or organization having knowledge of a casualty must notify the Casualty Assistance Office (duty hours) at extension 6-6232 or 6-4229 or the Wing Command Post (non-duty hours) at extension 6-7358 or 6-4660.

2.1.2. The Casualty Assistance Office (DPMPS), 21 MSS, is the primary agency for all casualty services. Responsibilities include, but are not limited to:

2.1.2.1. Ensures the Casualty Services Branch (DPWCS), HQ AFPC, DSN 487-3505, is notified immediately by phone of all reportable casualties.

2.1.2.3. Prepares initial or supplemental casualty reports and dispatches them in sufficient time to meet mandatory time lines of four hours.

2.1.2.3.1. (Added) Ensures the Wing Command Post and Mortuary Affairs are notified of the casualty.

2.1.2.3.2. (Added) Designates, in writing, that a qualified casualty representative for standby duties, during non-duty hours, is furnished to the Wing command Post, Law Enforcement desk, and other assisting agencies.

2.1.2.3.3. (Added) Ensures the Chief, Military Personnel Flight designates, in writing, a Casualty Augmentation Support Team (CAST), and the team is trained and periodically evaluated.

3.2.5.1. Trains casualty notification officers (Major and above) in the performance of their duties, procedures, and responsibilities.

3.10.12.1. (Added) The Senior Chaplain ensures that a chaplains' duty roster is provided to the Wing Command Post and the Casualty Assistance Office.

4.7.2.2.1. (Added) Prepares DD Form 397, **Claim Certification and Voucher for Death Gratuity Payment**, and processes death gratuity payment to eligible PNOK.

4.15.1. Coordinates Payment of benefits with the Financial Services Office (death only) to the PNOK.

5.1.4.1. Reviews and coordinates all facts and circumstances and condolence letters prepared by the appropriate squadron commander before dispatching to the PNOK.

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