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Personnel

CASUALTY SERVICES

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This publication establishes procedures and responsibilities for casualty notification, reporting, and assistance to individuals on Eielson Air Force Base. The base office of primary responsibility (OPR) for initiating and coordinating all casualty reporting, notification, and assistance actions is Military Personnel Flight's (MPF) Casualty Assistance Representative (CAR). It implements AFD 36-30, *Military Entitlements*, and is used in conjunction with AFI 36-3002, *Casualty Services*. It applies to all agencies and personnel serviced by the Eielson AFB military and civilian personnel offices.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

1. Casualty Reporting. Any person or organization having knowledge of a reportable casualty occurring on or near EAFB, whether or not assigned to the base, is responsible for immediately notifying the Command Post at extension 377-1500. Immediate casualty notification is critical to ensure that next of kin are notified promptly and correct reporting procedures are followed.

2. Categories of Casualties:

2.1. Deceased

2.1.1. Those missing in action, prisoner of war, and those missing due to other causes

2.1.1.1. Those very seriously ill or injured (VSI) whose illness or injury is so severe that his/her life is imminently in danger.

2.1.2. Those seriously ill or injured (SI) whose illness or injury is of such severity that there is cause for immediate concern but there is no imminent danger to life

2.1.2.1. Incapacitating illness or injury (III) whose illness or injury makes them physically or mentally unable to communicate

2.1.2.1.1. Not seriously injured (NSI)

2.1.3. Those placed in a duty-status whereabouts unknown (DUSTWUN)

3. Responsibilities. Refer to **Table 1.** for specific responsibilities.

Table 1. Casualty Responsibilities Chart.

Office	Action
<p>General Responsibilities (This applies to all Air Force members/DOD civilian employees and agencies listed below.</p>	<p>Notify the Command Post (377-1500) immediately upon learning of a reportable casualty.</p> <p>Refer all inquiries for casualty reporting, notification, or assistance to Casualty Assistance Representative (377-2276/2331/4144).</p> <p>Refer all inquiries for release of casualty information from the media or public sources to the Public Affairs Office (377-2116).</p>
<p>Casualty Assistance Representative (CAR) (Building 3125, Room 111)</p>	<p>Provides listing of all casualty standby personnel to Command Post for contact in the event of a casualty.</p> <p>Acts as the OPR for casualty notification as outlined in AFI 36-3002, Chapter 1.</p> <p>Immediately contacts Command Post (if not initial source of casualty notification) upon notification of any reportable casualty on or near EAFB or a very important person (VIP) at Eielson. If casualty is VIP (code 3 or higher) or active duty general officer, advises Command Post for required reporting.</p> <p>Reports active duty deaths within four hours of receipt of information.</p> <p>Assembles and briefs a notification team normally consisting of the unit commander, chaplain, and a medical representative. NOTE: If the primary next of kin (NOK) does not reside in the local area HQ AFPC will be asked to assist in the notification.</p> <p>Accepts collect calls from NOK in order to provide casualty assistance.</p> <p>Responsible for scheduling an assistance briefing with NOK within 24 hours of notification and provide assistance as outlined in AFI 36-3002, Chapter 4.</p> <p>NOTE: Presents gratuity check, briefs application procedures for benefits, issues new identification cards, and performs follow-up assistance to NOK.</p> <p>Reviews circumstances/condolence letters before mailing to NOK.</p> <p>Maintains casualty instruction book.</p> <p>Trains Casualty Augmentation Support Team (CAST) members.</p> <p>Renders casualty assistance within assigned ZIP Code area (AFI 36-3002, Atch 20).</p> <p>Administers the Invitational Travel Order (ITO) Program for VSI, SI, and III members.</p>

Office	Action
Command Post	<p>Functions as the main point of contact for all reportable casualty information.</p> <p>Immediately notifies CAR of any reportable casualty.</p> <p>Immediately notifies the Mortuary Officer of any reportable or expectant death.</p> <p>Assists the CAR in contacting the casualty notification team members (casualty notification officer, standby chaplain, and medical officer).</p> <p>Immediately advises CAR of any incident or newsworthy event on or near the base that receives extensive media coverage and may result in inquiries from Air Force officials (disasters, aircraft/vehicle accidents, terrorist activities, bombings, etc.).</p> <p>In the event of a mass casualty the Command Post will act as the primary POC for the on-scene commander and will relay all pertinent information to the CAR for reporting purposes.</p> <p>Complies with the General Responsibilities listed on page 1.</p>
Medical Group	<p>Notifies the Command Post (377-1500) immediately upon learning of a reportable casualty. NOTE: During normal duty hours, POC is Tricare (377-5155, ext. 383) and after duty hours/weekends POC is Primary Care Clinic at 377-2296.</p> <p>Provides the CAR with pertinent medical information (time of death, cause of death, who pronounced member dead, etc.)</p> <p>Designate in writing, a POC to act as the liaison for the CAR in obtaining pertinent medical information from civilian medical facilities surrounding all reportable casualties.</p> <p>Determines casualty status of service member when hospitalized.</p> <p>Keeps the NOK of casualty informed of medical status.</p> <p>Selects a medical technician to accompany the Casualty Notification Officer. Medical representative will report to the Casualty Services Office in service dress or medical whites (Bldg 3125, Room 109).</p> <p>Furnishes CAR one copy of autopsy when required by AFI 36-3002.</p> <p>Designates, in writing, a POC to provide casualty information to the CAR during operations/emergencies.</p> <p>Ensures medical personnel are knowledgeable and support the ITO Program and provides necessary information to the Casualty Services personnel.</p> <p>Complies with the General Responsibilities listed on page 1.</p>

Office	Action
Unit Commanders (or designated representatives)	<p>Contacts the CAR for proper notification procedures. (NOTE: Notification officer must be a major or above. If unit commander is a captain or below, he/she will accompany the notification officer).</p> <p>Advises the CAR of any derogatory information concerning casualty.</p> <p>Notifies NOK for members assigned to their unit who dies, are missing or DUSTWUN. NOTE: Unit commanders ensure field grade officers in their unit are identified and available at all times to perform notification duties when the commander is not available.</p> <p>Assists NOK when possible, but does not discuss benefits or entitlements, or commit the Air Force to any agreements.</p> <p>Formulates a plan within the unit for notifying NOK in event of a mass disaster and ensures there are sufficient notification officers available.</p> <p>Prepares circumstance/condolence letters, as required, for person(s) listed on deceased member's DD Form 93, Record of Emergency Data. Coordinates letter(s) with CAR and dispatches within five calendar days of death.</p> <p>Advises the CAR if a posthumous decoration will be recommended for the deceased individual.</p> <p>Appoints summary court officer to collect and secure personal effects and perform other summary court duties upon request by the base mortuary officer.</p> <p>Arranges for military escort of equal or higher rank to deceased, if required.</p> <p>Coordinates with medical personnel to ensure NOK of members of their unit who are VSI/SI/III are notified and kept informed of member's medical progress. Notification may be delegated to attending physician or first sergeant.</p> <p>When ITO has been approved, assigns a unit representative as a personal escort to arrange for reception, quarters, messing, and other assistance as needed by NOK in accordance with AFI 36-3002, para 2.22.</p> <p>Complies with the General Responsibilities listed on page 1.</p>
Chaplain	<p>Maintains an up-to-date list of chaplains available for NOK notification (during and after duty hours) and provides the list to the Command Post and the CAR.</p> <p>Assures availability of a chaplain for casualty notification team. When called to perform notification duties, reports to the Casualty Services Office (Bldg 3125, Room 109) in service dress uniform.</p> <p>Complies with the General Responsibilities listed on page 1.</p>

Office	Action
Security Forces Squadron	<p>Assists in securing facts and circumstances, gathers investigative data concerning casualty, and provides information to the CAR upon request (i.e., to include local law enforcement).</p> <p>Assists in obtaining reports from off base law enforcement agencies.</p> <p>Provides OSI a copy of the SPAS, Incident Complaint Report, or AF Form 1315, Accident Report, on all on-base deaths if completed.</p> <p>Complies with the General Responsibilities listed on page 1.</p>
Office of Special Investigation (OSI)	<p>Assists in securing facts and circumstances, gathers investigative data concerning casualty, and provides information to the CAR upon request (i.e., to include local law enforcement).</p> <p>Provides CAR a copy of the SPAS, Incident Complaint Report, or AF Form 1315, Accident Report, on all on-base deaths if completed.</p> <p>Complies with the General Responsibilities listed on page 1.</p>
Civilian Personnel	<p>Notifies the NOK for Department of the Air Force civilian employees who die while performing their duties in accordance with AFI 36-809.</p> <p>Complies with the General Responsibilities listed on page 1.</p>
Mortuary Affairs	<p>After notification has been made, contacts NOK for disposition action. NOTE: Mortuary Affairs normally accompanies the CAR to the initial assistance visit with the NOK.</p> <p>Develops a written plan for the care and handling, search and recovery, and identification of remains of deceased AF personnel.</p> <p>Coordinates recovery and identification actions with CAR.</p> <p>Obtains items of clothing and accouterments, as needed.</p> <p>Requests appointment of summary court officer (SCO) and briefs SCO on duties.</p> <p>Assists with travel arrangements for NOK and family members.</p> <p>Works with unit commander and first sergeant to appoint escort. Briefs escort on all responsibilities.</p> <p>Advises NOK on mortuary benefits/military honors/obtains disposition instructions.</p> <p>Counsels NOK regarding transportation entitlement for deceased dependent.</p> <p>Establishes and maintains mortuary case records.</p> <p>Complies with the General Responsibilities listed on page 1.</p>

Office	Action
Public Affairs Office	<p>Releases names of casualties after verifying from CAR that the NOK have been officially notified by the Air Force.</p> <p>Interacts with the media regarding casualties.</p> <p>Immediately advises Command Post of any incident on or near the base that receives extensive media coverage and may result in inquiries from Air Force officials (disasters, aircraft/vehicle accidents, terrorist activities, bombings, etc.).</p>
Transportation Squadron	<p>Provides a vehicle (sedan/wagon) and driver to support casualty notification/assistance on a 24-hour basis.</p> <p>Waives all normal permissive operating distance policies for casualty assistance matters.</p>
Accounting and Finance Office	<p>Takes immediate action to have death gratuity check available for the CAR (usually within 24 hours).</p> <p>Provides the CAR and Command Post a letter designating person(s) to serve as POC for issuance of death gratuity check during non-duty hours.</p>
Disaster Preparedness Office	<p>Notifies the Command Post (377-1500) immediately upon learning of a reportable casualty as a result of base disasters, accidents, etc.</p> <p>Refers all inquiries for casualty reporting, notification, or assistance to Casualty Assistance Representative (377-2276/2331/4144).</p> <p>Refers all inquiries for release of casualty information from the media or public sources to the Public Affairs Office (377-2116).</p> <p>Complies with the General Responsibilities listed on page 1.</p>
Base Telecommunications Center/Telephone Operators	<p>Notifies the Command Post (377-1500) immediately upon learning of a reportable casualty.</p> <p>Refers all inquiries for casualty reporting, notification, or assistance to Casualty Assistance Representative (377-2276/2331/4144).</p> <p>Refers all inquiries for release of casualty information from the media or public sources to the Public Affairs Office (377-2116).</p> <p>Complies with the General Responsibilities listed on page 1.</p>

Table 2. Notification Procedures.

Responsibilities	Do's-Don'ts	Checklist
<p>Reports to Casualty Services Office, Bldg 3125, Room 109, in service dress uniform. Exception: Medical representative may wear medical whites.</p> <p>Picks up the notification package (message, checklist, briefing card, etc.) from the CAR before departing with other notification team members to make the notification.</p> <p>In accordance with pre-brief from the CAR, makes prompt notification to NOK.</p> <p>Locates the NOK as soon as possible and makes the notification in an unhurried manner.</p> <p>Refrains from attempting to answer questions concerning disposition of remains. Advises NOK that a mortuary representative will contact them shortly.</p> <p>Calls Air Force Casualty Services Branch from nearest phone after leaving NOK and report time of notification, address, and phone number of NOK. (1-800-433-0048).</p> <p>Reports back to CAR with complete notification package (i.e., completed post-notification checklist).</p>	<p>Do make positive identification of person to be notified</p> <p>Do identify yourself first, then ask the person to have a seat. Begin with a phrase such as, "I have some unfortunate news for you."</p> <p>Do be as natural as possible in speech manner and delivery.</p> <p>Do introduce the chaplain after notification has been given. The medical representative should wait in the vehicle and only be called upon, if the NOK requires medical care.</p> <p>Do be alert for the person's reaction and offer to help if needed.</p> <p>Don't speak hurriedly or extend overly sympathetic gestures.</p> <p>Don't call NOK for appointment or use telephonic notification.</p> <p>Don't discuss disposition of remains with NOK. Advise NOK that they will be contacted shortly by Mortuary Affairs.</p> <p>Don't attempt to answer questions concerning survivor benefits. Tell NOK that they will be contacted by the Casualty Assistance Representative (CAR) within 24 hours.</p>	<p>Have I picked up the notification package at the Casualty Services Office?</p> <p>Is a staff car available? Do I have routing to NOK's last known address?</p> <p>Am I familiar with the details of the casualty so I may relay the information in a professional manner?</p> <p>Did I confirm the address and phone number with NOK after making notification?</p> <p>Did I get the time of notification?</p> <p>Did I call the Air Force Casualty Services Branch (1-800-433-0048) and report time of notification, address, and phone number of NOK?</p> <p>Do I have notes of questions posed by NOK?</p> <p>Did I return the notification package to the CAR, inform them of action(s) taken and relay all pertinent information (377-2276/2331/4144)?</p>

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Commander

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

Terms

Casualty Assistance Representative—The office responsible for official notification, reporting, and assistance for all reportable casualties at or near EAFB.

Mortuary Affairs—The office responsible for mortuary benefits and military funeral honors.

Newsworthy Event—Incidents occurring near or on EAFB that could receive extensive media coverage and generate inquiries for information on Air Force members and dependents. Natural disasters, civil disorders, aircraft and vehicle accidents are typical examples of newsworthy events. Newsworthy events do not always include casualties.

Next of Kin—The Air Force identifies the primary next of kin in this order: spouse; natural, adopted and stepchildren; parents; persons standing in loco parentis; persons granted legal custody of the member by court or statute; siblings; grandparents; and other relatives in order of relationship to the member according to civil laws.

Notification Officer—An officer in the rank of major or above, usually a unit commander, or someone detailed to represent a commander who is not available or does not meet rank requirement. If the casualty is a civilian, the notification is made by a representative of the Civilian Personnel Office.

Reportable Casualty—Any person declared dead, duty status-whereabouts unknown (DUSTWUN), missing, ill, or injured and is:

An active duty Air Force member

A retired Air Force member

A civilian employed by the Armed Services when the casualty is due to duty

A Reserve or Air National Guard member on active or inactive duty training, or traveling to or from the place of training

A citizen of a foreign nation in the United States under the care of the United States Air Force

Any person injured in an Air Force aircraft

A family member of an active duty Air Force member (only when the Air Force is going to notify other NOK residing in the CONUS)

Unit Commander—A unit commander is defined as a group, squadron, or detachment commander that is assigned or attached for duty to EAFB.