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Personnel

CASUALTY SERVICES

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This instruction implements AFD 36-30 and DODI 1300.18. It establishes procedures for the effective execution of the Air Force Casualty Services Program at Osan AB. This instruction is consistent with guidance provided in AFI 36-3002, Casualty Services. It applies to all personnel assigned to the 51st Fighter Wing and subordinate units, geographically separated units, and personnel assigned or attached to, or supported by Osan AB providing casualty assistance.

This instruction requires the collection and maintenance of information protected by the Privacy Act of 1974 authorized by Title 10 United States Code (USC) Sections 1475 through 1480, 2771, and 8013 and 37 USC, Sections 551 through 556. System of Records Notice F030 AFPC, Casualty Files, applies.

SUMMARY OF REVISIONS

Revision changes office symbol MSPAP (Personal Affairs) to DPMPS (Customer Service Element, Casualty Assistance)

1. Policy. The casualty services program is a function requiring time and accurate reporting, sympathetic yet dignified and humane notification, as well as thorough and compassionate assistance. The full support of all individuals, agencies, and organizations attached or assigned to Osan AB are required in a coordinated effort to achieve these goals. The Customer Service Element (DPMPS) of the Military Personnel Flight (MPF) administers the program.

2. Responsibilities:

2.1. **All Personnel.** Any individual, agency, or organization having knowledge of a casualty is required to immediately notify DPMPS (duty hours) at extension 784-6719/6564 or the Wing Command Post (51 FW/OCO) (nonduty hours) at extension 784-7000.

2.2. **51 MSS/DPMPS.** The primary agency for all casualty services. Responsibilities include, but are not limited to:

- 2.2.1. Ensuring the Casualty Operations Branch (HQ AFPC/DPWCS) DSN 487-3505 is notified immediately by phone of all reportable casualties.
- 2.2.2. Preparing initial or supplemental casualty reports and dispatching them in sufficient time to meet mandatory timeliness of four hours.
- 2.2.3. Ensure 51 FW/OCO, Medical Group (51 MDG), Wing and unit commanders, and if applicable, the Mortuary Affairs (51 SVS/SVX) have been notified of the casualty.
- 2.2.4. Ensure the Chief, MPF designates in writing, a qualified casualty officer/NCO/Amn for standby duties during nonduty hours. The standby roster will be furnished quarterly to 51 FW/OCO, law enforcement desk, and other assisting agencies.
- 2.2.5. Ensure the Chief, MPF designates in writing, a Casualty Augmentation Support Team, and the team is trained and periodically evaluated.
- 2.2.6. Train casualty notification officers (Major and above) in the performance of their duties procedures and responsibilities.
- 2.2.7. Render casualty assistance to eligible primary next of kin (PNOK).
- 2.2.8. Coordinate payment of benefit with the Financial Services office (death only) to the PNOK.
- 2.2.9. Review and coordinate on all facts and circumstances/condolence letters prepared by the appropriate commander prior to dispatching to the PNOK.
- 2.2.10. Notify Public Affairs (51 FW/PA) of the casualty and circumstances of the incident as soon as the information is available.
- 2.2.11. Advise the Personnel Relocations Element (51 MSS/DPMAR) to process dependent movement orders (if applicable).

2.3. **51 FW/OCO:**

- 2.3.1. Serve as the primary point of contact on initial calls concerning casualty during non-duty hours.
- 2.3.2. Obtain on all calls concerning casualties, the member's name, social security number (SSN), place and time of incident, a brief synopsis 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.
- 2.3.3. Immediately contact DPMPS (duty hours) or casualty assistance standby representative as reflected on the casualty standby roster.
- 2.3.4. Immediately notify the Wing Commander (or designated representative) and member's squadron commander and advise them to contact DPMPS for additional guidance.
- 2.3.5. Ensure casualty information is NOT released to any agency other than the Casualty Assistance Representative (CAR), 51 FW/PA, or the member's Commander or First Sergeant. Direct all inquiries to the CAR or 51 FW/PA.

2.4. **51 CS/SCMTT:**

2.4.1. Ensuring that all operators expedite completion of calls pertaining to casualties.

2.4.2. Refer casualty calls to DPMPS (duty hours) at extensions 784-6719/6564, or 51 FW/OCO (non-duty hours) at extension 784-7000. These telephone numbers should be displayed in a prominent place within the switchboard room to assist newly assigned operators in expediting calls.

2.5. 51 CS/SCSI:

2.5.1. Immediately contact DPMPS (duty hours) 784-6719/6564 or 51 FW/OCO (nonduty hours) at extension 784-7000, when IMMEDIATE and PRIORITY casualty messages are received.

2.5.2. Contact the drafter of the initial or supplemental casualty report and confirm receipt/delivery (all initial casualty reports require a confirmation of delivery within 2 hours of submission).

2.5.3. Assist the CAR in making contact with other agencies to include placing priority DSN calls.

2.6. Commander's:

2.6.1. Immediately notify DPMPS (duty hours) at extension 784-6719/6564 or 51 FW/OCO (non-duty hours) at extension 784-7000 when information is received on a casualty assigned to their unit.

2.6.2. Ensure key personnel know and understand their responsibilities in support of the casualty services program and coordinate all actions through the CAR to ensure completeness and consistency. Direct all inquiries concerning the casualty to the CAR. Refer news media inquiries to 51 FW/PA.

2.6.3. Wing, Group, or Vice Wing commanders make personal notification to the PNOK (when available) as soon as possible after coordination with the CAR. Prepare circumstance and condolence letters per AFI 36-3002.

2.6.4. Safeguard the personal effects of the casualty.

2.6.5. Notify DPMPS of any awards or decorations the casualty will be recommended for (NOTE: The unit should accomplish this action within two days after the casualty occurs).

2.7. Senior Chaplain (51 FW/HC):

2.7.1. Provide a chaplain to accompany the notification officer on the initial death notification and offer spiritual support if needed.

2.7.2. Ensure that a Chaplain Duty Roster is provided to 51 FW/OCO and DPMPS.

2.8. 51 SVS/SVX:

2.8.1. Ensuring current mortuary affairs officer appointment letter is provided to DPMPS and 51 FW/OCO.

2.8.2. Issue orders appointing a Summary Courts Officer (SCO) and instruct the SCO on their responsibilities and duties.

2.8.3. Serve as the point of contact for obtaining autopsy and toxology reports and provide DPMPS a copy upon receipt.

2.8.4. Provide a representative to brief burial benefits and answer any questions the PNOK may have.

2.9. 51 FW/PA:

- 2.9.1. Serve as the focal point for all calls from the general public and the news media concerning the casualty.
- 2.9.2. Is the only agency authorized to release casualty information to agencies outside of the casualty related channels of the Air Force.
- 2.9.3. Will release casualty information according to AFI 36-3002 and AFI 35-102, but not before coordination with DPMPS to ensure the PNOK has been properly notified.

2.10. 51 TRNS/LGTO:

- 2.10.1. Upon request of the CAR or 51 FW/OCO , dispatch a military taxi to transport the CAR to the building 936 and return to place of residence if requested.
- 2.10.2. Provide the Casualty Notification Team and Casualty Assistance Team (to include the initial visit to the PNOK of retired members) with a driver. (NOTE: Per AFI 36-3002, only sedans or station wagons are to be used)

2.11. 51 TRNS/LGTT:

- 2.11.1. Will assist the SCO with the processing and shipment of household goods, personal property, and movement of eligible dependents.

2.12. 51 FW/JA:

- 2.12.1. Upon request, provide legal assistance to the PNOK of deceased members as provided for in AFI 51-504.
- 2.12.2. Advise the SCO in the legal aspects of administering the casualty's personal belongings and finances.

2.13. 51 SPS/SPOL:

- 2.13.1. On all calls received pertaining to a casualty, obtain (as a minimum) the casualty's name, grade, SSN, and place of occurrence, a brief synopsis of the circumstances, and the informant's name and phone number or other information that will facilitate subsequent contact if more information or verification is required. Relay this information immediately to the 51 FW/OCO at extension 784-7000.
- 2.13.2. Assist the CAR in obtaining casualty information from local civilian authorities.

2.14. 51 CPTS/FMF:

- 2.14.1. Ensure a point of contact is available 24 hours a day to prepare DD Form 197 (Claim Certification and Voucher for Death Gratuity Payment) and process death gratuity payment to the PNOK.
- 2.14.2. Advise DPMPS of Servicemen's Group Life Insurance (SGLI) allotment amount.
- 2.14.3. Process claims for benefits when provided by DPMPS on behalf of the PNOK (active duty or retired members death).

2.15. 51 MDG/CC or Representative:

2.15.1. Immediately notify DPMPs (duty hours) at extension 784-6719/6564 or 51 FW/OCO at extension 784-7000 and relay casualty information.

2.15.2. Provide a standby list of medical representatives to accompany the notification officer.

2.15.3. Provide the CAR with medical status, diagnosis, and prognosis of patients admitted to the 121st Community Hospital or any other medical facility that have been declared very seriously injured (VSI), seriously injured (SI), or incapacitating illness or injury (III).

2.15.4. Notify the CAR immediately if the attending physician determines that the PNOK's bedside presence is warranted for members in VSI or SI status and the PNOK is not collocated with the member.

2.15.5. Promptly notify the CAR when the status of a VSI, SI, or III patient changes or the patient is evacuated to another hospital.

2.16. **51 MSS/DPC.** Will ensure a point of contact is available and has access to civilian personnel records 24 hours a day to release information to the CAR in the event of a civilian casualty.

3. Special Procedures for Multiple Reportable Casualties. In the event of a natural disaster, hostile action, or exercise in the Osan AB area which results in multiple reportable casualties, accomplish the following actions:

3.1. The Casualty Assistance Support Team (CAST) will be activated to assist in compiling, recording, and dispatching casualty reports as directed by the CAR.

3.2. The Medical Command Center will notify the CAR immediately of casualties who are VSI, SI, III, and any death declaration by the medical authority. During a communications black out provide a runner to relay casualty information.

3.2.1. Provide the casualty assistance representative with the medical authority's name and grade, the number of casualties by status and any other specific information as it becomes available. Advise SVS/SVX of any deceased casualties in the field.

3.3. SVS/SVX will appoint a representative to provide casualty information on deceased personnel to the CAR as it comes available.

3.4. Disaster Preparedness (CES/CEX) will immediately alert 51 FW/OCO of events such as natural disasters, attacks, explosions, and all military aircraft accidents (even if casualties are undetermined) that effects Osan AB.

3.5. Wing, group, unit, and all other commanders will immediately furnish 51 FW/OCO, the names of personnel who are deceased, missing, or missing in action.

4. Terms and Definitions:

4.1. **Casualty.** A person declared dead, duty status-whereabouts unknown (DUSTWUN), missing, ill, or injured.

4.2. **CAST.** A group of individuals trained in casualty reporting, notification, and assistance procedures who assists the casualty assistance representative and other casualty personnel.

4.3. **Duty Hours.** Normal duty hours are from 0700-1700, Monday through Friday.

4.4. **DUSTWUN.** A transitory casualty status applied to military personnel only. Used when a commander suspects that an involuntarily absent member may be a casualty but the commander does not feel there is sufficient evidence to make a definite determination of missing or deceased.

4.5. **III.** The casualty status used for member whose illness or injury makes them physically or mentally unable to communicate.

4.6. **PNOK.** The Air Force considers the person most closely related to the casualty the primary next of kin for casualty notification and assistance purposes. This is normally the spouse of married persons or the parents of single persons without children. Parents or legal guardians exercise the rights of minor children.

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

Siblings

Grandparents

Other relatives in order of relationship to the member according to civil laws

If no other persons are available, the Secretary of the Military Department may act on behalf of the member

4.7. **Reporting Installation.** Installation first learning of the incident.

4.8. **Seriously III or Injured.** Casualty status of a person with an illness or injury of such severity that there is cause for immediate concern but there is no imminent danger to life.

4.9. **Servicing Installation.** Installation closest to the PNOK's location which will provide casualty assistance. May or may not be the same as the reporting installation.

4.10. **Very Seriously Ill or Injured.** The casualty status of a person whose illness or injury is so severe that his or her life is imminently in danger.

CHRIS W. SHAW, Colonel, USAF
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