

15 JULY 1995

Personnel

CASUALTY SERVICES



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OPR: 89 MSS/DPMPS (SSgt Snelbaker)
Supersedes AAFBR 30-6,1 Dee 93

Certified by: 89 MSS/MSI ()
Pages: 5
Distribution: F; X

This instruction prescribes procedures and responsibilities for casualty notification, reporting, and assistance in support of the casualty services program as defined in AFI 36-3002, *Casualty Services*. Its purpose is to define the responsibilities of each local agency involved in casualty services to ensure effective and accurate notification and assistance in all casualty matters. It applies to assigned AMC units, all tenant units on Andrews AFB, MD, and geographically separated units (GSUs) serviced by the 89 MSS/MPF.

SUMMARY OF REVISIONS

This regulation has been revised due to the new release of AFI 36-3002.

1. Introduction:

1.1. Casualty services is one of the most sensitive programs in the Air Force. Timely and accurate reporting, sympathetic and humane notification, as well as thorough and compassionate assistance are the objectives of this program. The full support of all individuals, agencies, and organizations is essential in achieving these objectives.

1.2. Air Force members are responsible for supporting the Air Force Casualty Services program. Anyone having knowledge of a casualty must immediately notify the customer service, casualty assistance office, (301) 981-6432 (during non-duty hours, immediate notification must be made to the Andrews Command Post), (301) 98 I-5058).

2. Responsibilities.

2.1. Casualty Assistance Representative (89 MSS/DPMPS, Customer Services Unit):

2.1.1. Monitors the Andrews AFB Casualty Services Program.

2.1.2. Prepares casualty reports:

2.1.3. Coordinates and ensures prompt initial notification of next-of-kin (NOK) residing in the local area as defined in AFI 36-3002.

2.1.4. Briefs notification officer on specific duties, procedures and responsibilities prior to notification of the NOK.

2.1.5. Prepares circumstances/condolence letters for 89 AW Commander's signature.

2.1.6. Provides initial and follow-up casualty assistance to NOK.

2.1.7. Advises Andrews Accounting and Finance Center of requirements for death gratuity payment checks.

2.1.8. Provides the Andrews Command Post with a roster of casualty standby personnel and instructions on when and how to contact personnel during non-duty hours.

2.1.9. Notifies the mortuary officer in the event of a death of a member within the jurisdiction of Andrews Air Force Base.

2.1.10. Coordinates the notification of all persons on the casualty notification team.

2.1.11. Is relieved from performing additional duties and base details.

2.1.12. Recalls the casualty augmentation support team (CAST) when multiple casualty incidents occur with approval of the MPF chief.

2.2. Unit Commander:

2.2.1. Notifies the casualty assistance representative (customer service office) during duty hours, or the Andrews Command Post after duty hours immediately if a member of his/her unit becomes a casualty.

2.2.2. Serves as notification officer for casualties from his/her unit if the NOK resides within the local area as defined in AFI 36-3002.

2.2.3. Prepares circumstance/condolence letters to the NOK listed on the DD Form 93, who were not personally notified. Letters must be dispatched within 5 calendar days of the casualty. All letters will be reviewed, coordinated, and mailed by the customer service, casualty assistance office.

2.2.4. Assigns a unit representative as a personal escort to arrange for the reception, quarters, and messing of the NOK.

2.3. Command Post:

2.3.1. Acts as a focal point for casualty information after normal duty hours. Reports all casualty information immediately to the customer service office during duty hours (0730 - 1630) and to the casualty assistance representative during non-duty hours.

2.3.2. Maintains the casualty standby roster provided by the customer service office.

2.4. Chaplain. During duty hours contact the chaplains office at (301) 981-2111 and during non-duty hours contact the command post at (301) 981-5058 for the on-call duty chaplain.

2.5. Medical Group personnel:

- 2.5.1. Ensure all military treatment facility (MTF) personnel are familiar with the implementation of the invitational travel order (ITO) program.
- 2.5.2. Ensure a doctor or nurse is available to assist in the notification of the next-of-kin.
- 2.6. Medical Group Patient Administration:
 - 2.6.1. Reports all active duty casualties immediately to the casualty assistance office during regular duty hours (0730-1630). During non-duty hours they are reported to the Andrews Command Post, 2-5058.
 - 2.6.2. Immediately notifies the casualty assistance office (during duty hours) or the command post (after duty hours) on all retiree casualties.
 - 2.6.3. Attending physician must start the ITO process on any very seriously ill (VSI) or seriously ill (SI). Notifies the casualty assistance office that an ITO request is being processed.
 - 2.6.4. Obtains MTF commander's or designee's concurrence/nonconcurrence with ITO request.
 - 2.6.5. Provides 24-hour point of contact information to the casualty assistance representative in writing.
- 2.7. 89th Aeromedical Staging Squadron (ASTS). Reports medical information to the casualty assistance office at (301) 98 1-6432 on active duty Air Force patients being aeromedically evacuated to Andrews AFB who are classified as very seriously ill (VSI), seriously ill (SI), or incapacitated illness or injury (III).
- 2.8. Transportation. Will provide a military vehicle (staff car or station wagon) and driver to support casualty program on a 24-hour basis, to include weekends and holidays.
- 2.9. Information Management. Upon being notified by 89 MSS/DPM, the chief, base information management (IM) will forward casualty notification tasking requirements to 89 AW units requesting names of field grade officers to perform casualty notification officer duties.
- 2.10. Mortuary Affairs:
 - 2.10.1. Coordinates with the casualty assistance office on all retiree deaths.
 - 2.10.2. Conveys information on active duty deaths within the jurisdiction of Andrews AFB.
- 2.11. Communications Group:
 - 2.11.1. Notifies the casualty assistance office or the casualty standby representative upon receipt of immediate and priority precedence casualty messages.
 - 2.11.2. Provides confirmation of delivery for casualty messages to customer service, casualty assistance office within 2 hours of delivery. If confirmation is not received within 2 hours, initiates tracer action to obtain information.
 - 2.11.3. Refers calls or requests on casualty matters from NOK or anyone else to the casualty assistance office during duty hours and to the Andrews Command Post during non-duty hours.
 - 2.11.4. Ensures base operators refer all casualty-related calls to the casualty assistance office during normal duty hours, and to the Andrews Command Post during non-duty hours.

2.12. Security Police. Records the name, telephone number, and duty station or location of the casualty and the agency/person reporting the casualty, and passes all information to the Andrews Command Post.

2.13. Accounting and Finance:

2.13.1. Issues death gratuity payments as required by DoD Military Pay Allowance Entitlement Manual (DODPM, paragraph 40507 and 40508) within 24 hours after notification of death.

2.13.2. Provides 24-hour point of contact in writing to the casualty assistance office.

2.14. Public Affairs. Coordinates with the customer service office before releasing the name of any casualty to ensure notification to NOK has already been completed.

2.15. Notification Officer. All notification officers will be in the grade of major or above. The notification team will assemble in the casualty assistance office to receive instruction prior to effecting any casualty notification. Notifies the casualty assistance office upon completion of NOK notification.

3. Invitational Travel Orders (ITO) Program. The Air Force is obligated to provide round trip transportation of NOK to the bedside of SI and VSI members hospitalized overseas or in the CONUS when their presence is considered necessary by competent medical authority to aid in the physical recovery of the patient, and not for compassionate reasons.

3.1. Attending Physician. Initiates the request for ITOs whenever the NOK's presence is warranted based upon the ITO criteria.

3.2. Patient Affairs. Notifies the casualty assistance office when the MTF commander approves ITO.

3.2.1. Casualty Assistance Office. Sends a message to MPC that the MTF commander approved the ITO.

3.3. Unit Commander:

3.3.1. Upon notification that a member of his/her unit has been determined to be VSI or SI, and the NOK is requested by the attending physician, immediately contact customer service, casualty assistance office during duty hours, and the Andrews Command Post during non-duty hours.

3.3.2. If the NOK travels to the bedside, assign a unit representative as a personal escort to arrange for the reception, quarters, messing of the NOK, and provides whatever assistance is needed.

4. Casualty Augmentation Support Team (CAST). A contingency of individuals designated in writing by the MPF chief available to augment the casualty assistance office during situations in which the number of casualties exceed the capability to submit standard reports in a timely manner.

5. Casualty Matter Calls:

5.1. Anyone receiving a call regarding an active duty casualty must refer the caller to the Casualty Assistance office during duty hours and to the Andrews Command Post during non-duty hours.

5.2. Retiree deaths will be reported to the Customer Service, Casualty Assistance office during duty hours (0730-1630) at (301) 981-6432 or after duty hours contact the command post at (301) 981-5058.

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Commander