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Command Policy



22D AIR REFUELING WING OFFICIAL VISITS

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction establishes rules for monitoring official visits requiring base support, coordinating correspondence, and making arrangements for and reporting on official visits. This instruction implements AFR 900-6, *Honors and Ceremonies Accorded Distinguished Persons*, and applies to all 22 ARW organizations. It also applies to associate units to the extent that associate unit commanders will inform the wing commander about visits by personnel of command interest or those who require 22 ARW support. It does not apply to vendors, contractors, or others making frequent visits to the base.

SUMMARY OF REVISIONS

This document is substantially revised and must be completely reviewed.

1. Policy.

1.1. Many visitors and distinguished visitors come to McConnell AFB to serve as consultants, participate in conferences, or to engage in other activities related to the 22 ARW. Distinguished visitors occupy key military or civilian positions in government, industry, business, science, and other professional fields. Their impression of McConnell AFB is formed largely by the initial hospitality extended to them. The use of tact, courtesy, and consideration is required.

2. Responsibilities.

2.1. The wing executive officers (22 ARW/CCE) upon authorization by the wing or vice wing commander will:

- 2.1.1. Designate an OPR when the visit announcement does not indicate responsibility.
- 2.1.2. Task the OPR to provide a project officer to coordinate the visit.
- 2.1.3. Inform the protocol officer of all visit notices and OPR appointments.

2.2. The protocol office (22 ARW/CCP) will:

- 2.2.1. Provide guidance concerning protocol matters and procedures.
- 2.2.2. Receive inputs on visits from the wing executive officers, wing agencies, and unit command sections.
- 2.2.3. Advise the wing command section of all scheduled visitors.
- 2.2.4. Brief and assist project/escort officers, as required.
- 2.2.5. Assist OPR in arranging transportation for distinguished visitors, if required.
- 2.2.6. Assist with quarters for all DVs upon request of the OPR. DV's quarters (Bldg 202) reservations are made through 22 ARW/CCP, this will include fruit baskets, welcome letters, and or wing wine selected by the commander for authorized guests.
- 2.2.7. Coordinate on tour agendas.
- 2.2.8. Arrange and supervise social functions hosted by the wing commander, when appropriate.
- 2.2.9. Arrange for DV honors, when appropriate.
- 2.2.10. Coordinate with the public affairs office for photographic or press coverage or other required support.
- 2.2.11. Arrange for security police escort, when appropriate.
- 2.2.12. Notify HQ 15AF/CCS by COB each Tuesday of all DVs expected in the upcoming two weeks.
- 2.2.13. Coordinate with Base Operations Mil/Air arrival and departures, and Air stairs support.

2.3. The project officer will:

- 2.3.1. Coordinate with the protocol office prior to making a commitment to host any group that would require the use of on-base housing, dining, or other support facilities.
- 2.3.2. Initiate and complete the 22d Air Refueling Wing Visit Checklist (See [Attachment 2](#)).
- 2.3.3. Provide the protocol office a copy of all correspondence concerning official visits as soon as possible.
- 2.3.4. Coordinate arrangements for visits with appropriate base activities to include name, duty title, organization, and duty phone.
- 2.3.5. Coordinate courtesy calls with the wing commander and vice commander through their secretary. **NOTE:** Limit courtesy calls not to exceed 15 minutes. Limit attendees in courtesy call to principals only.
- 2.3.6. Inform the protocol office about:
 - 2.3.6.1. Any scheduled functions that may involve the wing commander, vice commander, or senior staff officer.
 - 2.3.6.2. Conferences or visits to be scheduled or sponsored by the 22 ARW.

2.3.7. Provide a copy of the itinerary for the visit to 22 ARW/CCP for subsequent wing commander approval. A sample itinerary is available via e-mail thru the protocol office. Upon approval of content and format, distribute electronic copies via e-mail as follows:

2.3.7.1. One copy for each participating agency.

2.3.7.2. One information copy to each of the following:

2.3.7.2.1. Wing Commander (22 ARW/CC).

2.3.7.2.2. Vice Wing Commander (22 ARW/CV).

2.3.7.2.3. Director of Staff (22 ARW/DS).

2.3.7.2.4. Support Group Commander (22 SPTG/CC).

2.3.7.2.5. Operations Group Commander (22 OG/CC).

2.3.7.2.6. Logistics Group Commander (22 LG/CC).

2.3.7.2.7. Medical Group Commander (22 MDG/CC).

2.3.7.2.8. Wing Executive Officer (22 ARW/CCE).

2.3.7.2.9. The Command Chief (22 ARW/CCC).

2.3.7.2.10. Director of Public Affairs (22 ARW/PA).

2.3.7.2.11. Wing Historian (22 ARW/HO).

2.3.7.2.12. 184th Bomb Wing Commander (184 BW/CC).

2.3.7.2.13. 931st Air Refueling Group Commander (931 ARG/CC).

2.3.7.2.14. Transportation Commander (22 TRANS/CC).

2.3.7.2.15. Services Commander (22 SVS/CC).

2.3.8. At the conclusion of the visit, send the protocol officer all information pertaining to the visit, such as points of interest, problems encountered, etc. Pass this information to the protocol office by 1200 hours on the day after completion of the visit.

2.4. Flight data personnel will (if the DV is arriving via military air):

2.4.1. Ensure the DV Lounge is unlocked and tidy.

2.4.2. Ensure the electronic sign welcomes the DV to McConnell.

2.4.3. As a minimum, have Command Post notify the wing commanders office when the DV's aircraft is 15 minutes out.

2.4.4. Notify the Protocol Office of arrival time for DV's via cellular phone if protocol cannot be contacted at its office phone.

2.5. Command Post personnel will:

2.5.1. Notify the DV greeter (ZULU) of arrival times for DV's holding the rank of Colonel and above.

2.5.2. Notify the wing commander, vice wing commander, or appropriate group commander, when the DV is a flag rank officer (or equivalent civilian rank). As a minimum, when command

post personnel receive notification from the aircraft's crew or base operations that the DV's aircraft is inbound, they will immediately notify the appropriate commander. Rule of thumb is 30 miles out or 15 minutes prior to landing.

2.5.3. Keep all senior staff personnel updated on the DV's expected arrival time when the DV holds the rank of general or is of special interest to the senior staff. As a minimum, when command post personnel receive notification from their aircrew or base operations that the DV's aircraft is inbound, they will immediately notify the wing and group commanders.

2.6. The DV greeter will:

2.6.1. Meet all DVs, colonels and above, during the time period indicated by the distinguished visitor greeter schedule and procedures letter published every three months by the vice wing commander.

2.6.2. Each morning, check the daily flying activity sheet with command post.

2.6.3. Arrive approximately 15 minutes prior to known DV arrivals and departures.

2.6.4. Ensure a clean GOV, if required, is available and has the proper star plate, as applicable.

2.6.5. Ensure fuel trucks are in position prior to aircraft arrival. Assist the crew, as needed, to ensure a rapid "gas and go."

2.6.6. Ensure coffee, hot water, soft drinks, and snacks are available in the DV lounge. If snacks are running low contact the protocol office to replenish.

2.6.7. Ask the DV if they require an in-flight meal; if so, call the flight kitchen at ext. 4183.

2.6.8. Verify lodging arrangements, when appropriate. When it is known the DV plans to remain overnight, obtain the location and room number of the suite and pass on to the individual

2.6.9. Keep aircraft and powered aerospace ground equipment runs in the vicinity to a minimum when general officers are boarding and deplaning.

3. Associate Organizations. An itinerary is required for any visitor to wing organizations. If the visitor will not be visiting a wing function, no itinerary is required; however, notify the protocol office of the following information:

3.1. Full name of visitor, duty title, and duty station.

3.2. Purpose of visit

3.3. Duration of visit.

3.4. Estimated time of arrival.

3.5. Estimated time of departure.

3.6. Mode of travel.

3.7. Transportation and Lodging requirements.

3.8. Physical limitations if applicable.

3.9. Accompanied by.

4. Unscheduled Visits. Any base agency, when notified that a distinguished visitor will make an unscheduled visit, should inform the wing command post immediately. The Command Post will notify 22 ARW/CC, CV, CCP, PA, the DV greeter, and the HQ AMC Command Post, giving all available information about the visitor.

MICHELLE D. JOHNSON, Colonel, USAF
Commander

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

AFR 900-6, *Honors and Ceremonies Accorded Distinguished Persons*

Terms

Distinguished Visitor (DV)—An individual designated as a distinguished person, as defined in AFI 36-2865. In addition, the following persons are considered DVs: Commissioned officers of any service in the grade of 0-6 (Colonel) or above, civilians in the grade of GS-15 or above, and international military officers with 0-6 or above equivalency. A Civilian from a local city, country, state, or federal governmental agency whose presence would be of interest to this or higher headquarters. Any individual of local, national, or international prominence whose presence at McConnell AFB would be of interest to Senior Leadership or higher headquarters. Other individuals who, in the judgment of the wing commander, warrant special protocol **consideration**.

DV Greeter—An individual (0-6 or above) appointed by the wing commander, in writing, to meet all DVs (colonels and above) arriving at base operations or Wichita's Mid-Continent Airport. Individuals will be assigned rotating shifts as the DV Greeter for one week at a time. The DV greeter (ZULU) will be notified via his/her cellular phone of visitors arrival by the command post or the protocol officer.

Escort Officer—An individual (officer, NCO, or civilian) who accompanies and assists visitors while the wing commander hosts them. Project officers will act as escorts unless otherwise specified.

Office of Primary Responsibility (OPR)—The staff office or organization having staff responsibility in the area most involved with the purpose of the official visit, or the office designated by the wing executive officer.

Project Officer—The person who acts as the overall coordinator for the visit.

Visitors—Any person scheduled to visit McConnell AFB in an official capacity.

Attachment 2

PROTOCOL DV CHECKLIST

22 ARW/CCP X3110 as of:

1. RECEIVE VISIT NOTIFICATION:

- _____ Request an e-mail, or official message with visit details from visiting POC
- _____ Name, duty title of visitor(s) and accompanied by
- _____ Total number in party
- _____ Spouse participation
- _____ Dates of travel
- _____ Purpose of visit
- _____ On site interests/requests, (i.e. ARW/CC interaction, office calls)
- _____ Coordinate with the Wing Commander staff for DV Visit approval

2. IMMEDIATELY FOLLOWING 22 ARW VISIT APPROVAL:

- _____ Request Update the Protocol DV Calendar
- _____ Request Update the Protocol DV Slide for weekly Wing Stand-Up
- _____ Check historical files for de-conflicting previous McConnell visitor programs

3. BUILD A DV VISIT BOOK TO INCLUDE THIS CHECKLIST:**A. GATHER INITIAL INFORMATION**

- _____ Record specific McConnell interests, include initial itinerary from the POC
- _____ Review previous McConnell visit history with POC as applicable
- _____ Verify ladies' program requirements as applicable
- _____ Request biographies of principals
- _____ Verify medical requirements/restrictions of guests
- _____ Verify dietary restrictions/preferences of guests
- _____ Verify language restrictions/interpreter needs
- _____ Verify honors requirements, Establish dress codes for each days' event/function

B. SCHEDULE ITIN APPOINTMENTS/BOOK RESERVATIONS

- _____ Schedule CC office calls/block calendars w/secretary/CCE(s)
- _____ 22 ARW/CC/CV
- _____ 931 ARG/CC (only as required)
- _____ 184 BW/CC (only as required)
- _____ Reserve Wing Conference Room with 22 ARW Secretary
- _____ Schedule Wing Conference Room briefet/s
- _____ 22 ARW Mission Brief

___ 22 ARW Operations Brief (as needed)

___ INTELL Brief (as needed)

___ MIL/CON Brief (as needed)

___ CONTACT TRANSPORTATION WITH VEHICLE REQUIREMENTS:

FAX A TRANS REQUEST SHEET/ CONFIRM RECEIPT BY PHONE

___ Confirm restricted area routes and badge /escort requirements for drivers/guests

___ Contact OSI for Security Threat Assessment for visiting officials

B. SCHEDULE ITIN APPOINTMENTS/BOOK RESERVATIONS (CONTINUED)

___ CONTACT EACH UNIT POC, SEC'Y, CCE or CC AND BLOCK CALENDARS/BOOK APPOINTMENTS FOR EACH ITIN STOP

___ Begin a phone list on the ITIN of all POC's and contacts

___ Request squadron volunteers for augmentee/escort support (as needed)

___ Book DV Suites/billeting rooms via Protocol with Lodging; update DV suite book

___ Schedule Honor Guard via Protocol as required for arrival honors

___ Schedule a photographer via Public Affairs office

___ Coordinate interview/media requirements through 22 ARW/CC and PA; schedule local media interviews (per PA support/inputs)

___ Arrange for Security Forces traffic direction/parking support and gate clearances as necessary

C. RESEARCH ADDITIONAL REQUIREMENTS

___ Select/prepare gift(s) for presentation as required (both principle and spouse)

___ Verify current DV refreshment supply stock .

___ Wing Conference Room refreshment

___ DV Lounge refreshment

___ Other (i.e. extra water/refreshments for bus tours)

___ Determine requirements for DV fruit basket, flowers, other special items

___ Do a funds request for all needed items (SM and W)

___ Purchase needed supplies

___ Coordinate 22 ARW/CC personal DV notes with Protocol staff

___ Coordinate with 22 SVS for DV lockers at base gym, include combo for locker

D. SET UP OFFICIAL MEALS

___ Arrange a **breakfast** option as required , Establish dress code

___ Verify special in room breakfast preferences/requests of principals

___ Contact Dining Facility or Emerald City for breakfast set-up w/ troops

___ Book Emerald City Catering service for continental breakfast in

Wing Conference Room **if DV level supports use of 22 ARW/CC ORF monies*

_____ Arrange a **luncheon**:

_____ Book dining facility or Emerald City as desired for lunch w/ the troops

_____ Book Heritage Room reservation as desired; select menu

D. SET UP OFFICIAL MEALS (CONTINUED)

_____ Propose local restaurant options for 22 ARW/CC's approval- If instructed by the Wing CC book party reservation, set all inclusive price, (include beverage and dessert) request menu and or separate check options

_____ Arrange (per Wing CC's desires) for all special menu and dietary restrictions, Establish dress code

_____ Coordinate with traveling aide-de-camp/escort officer to ensure discreet money collection prior to meals and incidental added expenses

_____ Coordinate discreet money or credit card collection from wing lunch attendees through secretaries or execs prior to scheduled event

_____ Prepare a seating plan, coordinate through protocol for approval

_____ Prepare menu cards

_____ Prepare place cards

D. DINNER SET UP

_____ Arrange a **dinner**:

_____ Establish dress code

_____ Determine guest list composition with direction from 22 ARW/CC

_____ Propose local restaurant to 22 ARW/CC, book reservation, set price, request menu options

_____ Coordinate special menu requests, dietary restrictions of 22 ARW/CC and guests, **INCLUDE AN APPERTISER AND DESSERT** when setting the menu

_____ Coordinate with traveling aide-de-camp or other military escort and regarding individual payments or money collection prior to event

_____ Coordinate discreet money collection or credit card number from wing dinner attendees through secretaries or execs prior to event

D. DINNER SET UP (CONTINUED)

_____ Prepare a seating plan, coordinate through 22 ARW Protocol for CC approval

_____ Prepare menu cards

_____ Prepare place cards

E. BEGIN THE FIRST DRAFT OF THE ITINERARY

_____ Register ITIN author name/current date time group of latest draft

_____ Record all POC's work and cell phone under each itinerary appointment

_____ Additionally prepare a back page of important Wing phone numbers

_____ Indicate proper attire/duty uniform and arrival entrance on itinerary for each stop

_____ **COORDINATE EACH SUCCESSIVE DRAFT VIA E-MAIL TO THE FOLLOWING ADDRESS GROUPS:**

- ___ Protocol Chief and Protocol staff
- ___ Visit Originator, Point of Contact or Project Officer and escort/s
- ___ Wing Secretary (for 22 ARW/CC and CV review/coord)
- ___ Wing Exec
- ___ Wing Admin
- ___ Wing PA (as necessary)
- ___ Wing DS
- ___ 22 SVS/CC (as necessary)
- ___ 22 TRANS (as necessary)
- ___ 22 SFS (as necessary)
- ___ 184th BW exec as necessary

E. BEGIN THE FIRST DRAFT OF THE ITINERARY (CONTINUED)

- ___ 931st ARG exec as necessary
- ___ Base Ops Field Manager as necessary (Mr. Floyd Smith)
- ___ Group & Vice Commanders, exec, & secretaries (as required)

F. A FEW DAYS BEFORE THE VISIT

- ___ GO SUPPLY SHOPPING IF YOU HAVEN'T ALREADY DONE SO
- ___ Prepare a DV Folder for EACH member of the visiting party with:
 - ___ Bios of 22 ARW/CC, 22 ARW/CV and 22 ARW/CCC
 - ___ FINAL ITIN hard copies with key POC Phone List
 - ___ Other special interest items or requirements
 - ___ Briefing slides paper copy (principle visitor only)
 - ___ Early Bird copy (principle visitor only)
 - ___ Newspaper (principle visitor only)
 - ___ Contrails copy (principle visitor only)
- ___ Prepare FINAL highlighted ITIN hard copies and biographies for:
 - ___ CC
 - ___ CV
- ___ Confirm Billeting reservation
- ___ Review reservation bookings/confirm vacancy
- ___ Order Special items for the rooms
 - ___ special breakfast, snack, dietary food items
 - ___ newspaper
 - ___ Early Bird
 - ___ ask about hairdryers/irons

- _____ Confirm phones/STU III access functioning properly
- _____ Collect lunch, dinner payment from wing commanders, event attendees

F. A FEW DAYS BEFORE THE VISIT (CONTINUED)

- _____ Check the DV Lounge
- _____ Cleanliness
- _____ Bathroom towels, supply
- _____ Refreshments, coffee, snacks
- _____ Current information
- _____ Phone operability
- _____ Graphics/seating Review: spelling, proper titles, and neatness
- _____ Complete/check lunch seating chart
- _____ Complete/check dinner seating chart
- _____ Prepare/check Wing Conference Room seating chart
- _____ Prepare/check lunch place cards (head table area always mandatory)
- _____ Prepare/check dinner place cards (head table always mandatory)
- _____ Prepare/check Wing Conference Room nametags
- _____ Prepare/check dinner menu cards (check with protocol prior to preparing)

G. MORNING OF THE VISIT

- _____ Verify Aircraft/Arrival logistics
- _____ Transient Alert Parking Location (RED CARPET)
- _____ Transportation in place at aircraft arrival 30 minutes prior
- _____ Coordinate with base operations and maintenance if DV Stairs needed
- _____ AF Fuel Truck in place
- _____ Change 22 ARW /CC or 22 ARW/CV GOV vehicle cover plates to appropriate General Officer star plates as required
- _____ Call SP's/review DV vehicle movements through gates/areas for clearance
- _____ Set the Wing Conference Room
- _____ Cleanliness check
- _____ Start coffee for morning briefing (as needed)
- _____ Set Conference Room table with name plates/individual place settings (coasters, glasses, cookies, portfolios, etc)
- _____ USING TONGS SET COOKIES OR OTHER FOOD

NOTE: No food handling without tongs or gloves

- _____ Wing briefings loaded, Wing exec's support at the ready
- _____ Hard Copy Slide back-ups ready in case of system crash
- _____ Set cart /back table with extra napkins, refreshments, coffee

(as needed for larger attendees lists)

- Set ice buckets out as needed
- Transfer coffee to individual urns and set about the table
- Last Billeting Check
- Pick up all keys
- Check rooms for cleanliness
- Place special items in room:

G. MORNING OF THE VISIT (CONTINUED)

- 22 ARW/CC DV welcome letter or card
- Fruit baskets
- Baked goods (per CC request only)
- Wing wine (per CC request only)
- Special food items (per visiting exec or aide input only)
- Early Bird newspaper (one copy for principle visitor only)
- Place bottled water/refreshments on bus or in vehicles as necessary
- Place umbrellas on board DV transportation
- Track aircraft arrival by call sign/obtain Command Post 30 miles out calls
- Notify 22 ARW/CC, CV, or acting DV greeter
- Notify Trans
- Notify SVS as required
- Depart or escort from Wing Headquarters for DV arrival location
- Protocol will assist to ensure all commanders are in place upon DV arrival

H. VISITOR ARRIVAL

- Protocol and Exec coverage at 22 ARW HQ for greeting, door catches
- Protocol/designated appointee calls Building to ATTENTION as required
- Direct accompanying visitors to facilities, principal stops in 22 ARW/ CC office
- Announce DV/Wing/CC as required to the Conference Room if not covered

(Day of the event:)

H. VISITOR ARRIVAL (CONTINUE)

- Release TRANS Driver if WCR briefing/s will exceed beyond two hour.
- Insure principle guest has a senior level escort from facility to facility
- Insure (visiting spouse) has an escort and transportation if departing on a separate ITIN from principle guest.
- Arrive in advance of the guests at *lunch* location to check menu serving preparation and seating arrangements
- Set, check head table (mandatory)

- ___ Clear bill payment
- ___ Greet and seat guests
- ___ Arrive in advance of the guests at *dinner* location (22 ARW CC option)
- ___ Set, check table (as requested)
- ___ Clear bill payment (as requested)
- ___ Greet and seat guests (as requested by 22 ARW/CC)

I. LAST DAY OF THE VISIT

- ___ Track updates to the departure plan
- ___ Ensure all “greeters” in place to farewell on departure
- ___ 22 ARW/CC, CV, or acting greeter
- ___ 184th BW/CC and 931s ARG/CC (as necessary)
- ___ 22 ARW/CCC (as necessary)
- ___ Check for returned/ borrowed vehicles from TRANS
- ___ Clear any open bills, reconcile log books, mail out request, record receipts
- ___ Debrief Protocol concerning any open visit items/issues/concerns