

**BY ORDER OF THE
INSTALLATION COMMANDER**



AIR FORCE INSTRUCTION 36-3002

**SCOTT AIR FORCE BASE
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Personnel

CASUALTY SERVICES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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OPR: 375 MSS/DPMP (Mr. Joseph P. Atwater)

Certified by: 375 MSS/DPM
(Capt Glenn S. Gilbert)

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AFI 36-3002, 26 August 1994, is supplemented as follows:

1.3.4.5. (Added) Upon the death of an officer or airman on active duty (except personnel in patient status at a USAF Hospital), the installation commander will determine when and if the flag will be flown at half-staff.

1.3.5.3. In the event of a natural disaster, nuclear attack, or other circumstances involving multiple casualties, the Casualty Augmentation Support Team (CAST) will perform the casualty reporting duties under the guidance of the Casualty Assistance Representative (CAR). In the event of a mass disaster, procedures outlined in the current Base Disaster Preparedness Plan will apply.

1.3.6. The Chief of the Customer Support Element (375 MSS/DPMP) acts as the Base Casualty Services Officer and ensures that the casualty standby listing is distributed to the Scott Command Post (375 AW/CP), 375th Mission Support Squadron Commander (375 MSS/CC), Mortuary Affairs (375 SVS/SVM), Chaplain (375 AW/HC), and the 375th Medical Group, Admissions and Dispositions Office (375 MDG/SGRA).

1.3.6.1. The CAR (375 MSS/DPMP) is the central agency to coordinate and administer all casualty matters as follows:

1.3.6.1.1. (Added) Prepares the casualty report messages and forms, and hand-carries the completed messages to the Base Telecommunications Center, Building 1600. Maintains a roster of twenty notification officers.

1.3.6.1.2. (Added) Directs casualty notification to the next of kin (NOK) by briefing each notification officer and providing written instructions and notification messages, as applicable.

1.3.6.1.3. (Added) Contacts the NOK of active duty and retired personnel or persons making the disposition of the remains within 24 hours of learning of a death to arrange a personal assistance visit and express condolences (if within their area of responsibility for assistance).

1.3.6.1.4. (Added) Coordinates on all the casualty circumstances and/or condolence letters prepared by the affected units. Only the CAR will mail these letters to the NOK (not unit commanders).

1.3.6.1.5. (Added) Notifies the casualty notification officer (major and above) that notification is required and where and to whom to report. If the first casualty notification officer on the list cannot be contacted, then, the next officer on the list will be contacted. (The casualty notification officer will report in service dress uniform.)

1.3.6.1.6. (Added) Notifies the duty chaplain that assistance is required and provides information of where and when to report. Makes every effort to ascertain the casualty's faith preference so that a chaplain of the same faith accompanies/assists the team. (The chaplain will report in service dress uniform.)

1.3.6.1.7. (Added) Notifies the 375 MDG on-call representative that assistance is required. Informs the medical representative of where and when to report. (The medical representative will report in service dress uniform.)

1.3.6.1.8. (Added) Notifies Public Affairs (375 AW/PA) for support in dealing with any news media questions. Additionally, Newsworthy Event Reports involving incidents that occur near or on Scott AFB will be coordinated through the Public Affairs Office.

1.3.6.2. Bullet 1 (Added). **375th Security Police Squadron:**

1.3.6.2.1. Serves as liaison between the CAR and investigative personnel and civilian law enforcement agencies to secure information/documents/reports for completion of initial and subsequent casualty reports.

1.3.6.2.2. The 375th Security Police Desk Sergeant immediately contacts the Scott Command Post with all of the available casualty information such as:

1.3.6.2.2.1. Source of information (name, grade, organization, phone number),

1.3.6.2.2.2. name, grade, SSN of casualty,

1.3.6.2.2.3. date and type of casualty,

1.3.6.2.2.4. status - active duty, retired, or other,

1.3.6.2.2.5. religious preference (if known),

1.3.6.2.2.6. location of incident,

1.3.6.2.2.7. NOK, relationship, name and address,

1.3.6.2.2.8. organization to which casualty is/was assigned,

1.3.6.2.2.9. brief resume of the circumstances.

1.3.6.2. Bullet 2 (Added). **375th Communications Group:**

1.3.6.2.1. Maintains a monthly casualty standby listing.

1.3.6.2.2. Immediately notifies the CAR during duty hours and the casualty standby representative after duty hours when the casualty messages for priority and above precedence are received.

1.3.6.2.3. Promptly dispatches the casualty messages. The CAR will contact the Casualty Command Post, by telephone if possible, to report dispatch of the message and check hourly until the report of delivery is received.

1.3.6.2.4. Instructs all telephone operators to relay any casualty-related calls to the CAR during duty hours or to the Scott Command Post during nonduty hours.

1.3.6.2. Bullet 3 (Added). **375th Medical Group:**

1.3.6.2.1. The commander or medical duty officer will prepare a letter or roster detailing on-call medical officers (Physician, Nurse Practitioner, Nurse, or Physician Assistant). Personnel should be assigned on a weekly basis and roster should be updated on an as-needed basis. Duty rosters must be forwarded to the CAR (375 MSS/DPMPS) in ample time to continuously provide an on-call medical representative.

1.3.6.2.2. The 375th Medical Group attending physician notifies the NOK when an active duty death occurs and the NOK is present at the Medical Center. If a dependent of an active duty member, retiree, or other dependent dies, the attending physician makes the same notification. Otherwise, the CAR will ensure that personal notification is made for the active duty patient when the NOK is not present at the Medical Center.

1.3.6.2.3. The Patient Affairs Office will provide the CAR with the information necessary to complete casualty reports, to include death certificates, autopsy reports, and medical progress reports, as necessary. They will immediately inform the CAR during duty hours or the Scott Command Post after duty hours of all Air Force active duty deaths and active duty VSI SI patients. A retiree death occurring after normal duty hours, on weekends and holidays, will be reported to the casualty standby representative no later than 1200 the following day.

1.3.6.2.4. Invitational Travel Orders (VSI/SI cases only). If invitational travel is warranted and approved by the physician and hospital commander, immediately contact the Air Force Casualty Command Post (HQ AFMPC/DPWCS) by telephone (DSN 487-3505) and request their assistance with making travel arrangements for NOK. The Patient Affairs Office will hand-carry the required worksheet (next duty day) to 375 MSS/DPMPS to allow them to submit the required report to HQ AFMPC/DPWCS. **NOTE:** Physicians and commanders must base decision to extend invitational travel to NOK on a case-by-case basis following the program guidance published by HQ AFMPC.

1.3.6.2.5. Contingency Operations. Will provide, by phone, all information necessary for the CAR to report casualties (death/VSI/SI/III) to Air Force during all contingency operations, both real life and exercise. Information should include, but is not limited to, name, rank, SSN, status (active duty, Reserve, civilian), condition, and prognosis. Information must be updated as each individual patients status changes by again contacting the CAR telephonically. All initial information must be provided to the CAR within 2 hours of occurrence of contingency, in order for the CAR to provide effective notification to the NOK and HQ Air Force.

1.3.6.2. Bullet 4 (Added). **Scott AFB Command Post:**

1.3.6.2.1. Maintains a casualty standby listing and immediately notifies the CAR during duty hours or the casualty standby representative after duty hours when active duty casualty information is received. If the first person is not available, they will continue down the standby roster until a representative is contacted. A casualty standby representative will be on call 24-hours a day.

1.3.6.2.2. The Scott AFB Command Post will also notify:

1.3.6.2.2.1. The 375th Airlift Wing Commander and Vice Commander.

1.3.6.2.2.2. The 375th Support Group Commander and Deputy Commander.

1.3.6.2.2.3. The 375th Security Police Desk Sergeant.

1.3.6.2.2.4. The 375th Airlift Wing Safety Office.

1.3.6.2.2.5. The Mortuary Officer.

1.3.6.2.2.6. The 375th Medical Group.

1.3.6.2.2.7. The Scott AFB Legal Office.

1.3.6.2.2.8. The On-Call Chaplain.

1.3.6.2.2.9. The 375th Airlift Wing Public Affairs on-duty representative.

1.3.6.2.3. Immediately provides information to the CAR regarding a retiree death occurring during normal duty hours. A retiree death occurring after normal duty hours, on weekends and holidays, will be reported to the on-call representative no later than 1200 the following day.

1.3.6.2.4. Assists in placing telephone calls to agencies with casualty information when ordinary telephone lines are not operating or to expedite communications.

1.3.6.2. **Bullet 5 (Added). Unit Commanders:**

1.3.6.2.1. Assumes the duties as the casualty notification officer if the casualty is assigned to his or her organization and the NOK resides in the local area. Unit commander must be a field grade officer to effect notifications of death/missing/duty status-whereabouts unknown (DUSTWUN) cases and must be of equal or higher rank than the casualty. The notification will not be done without first contacting the casualty standby representative. The notification will be made in service dress uniform.

1.3.6.2.2. Prepares draft copies of all circumstance and condolence letters and expedites them to the CAR for preliminary review. Letters will be typed in final format only after approval of the CAR. The letters will be mailed to the NOK by the CAR (original and three copies). Normally, these letters are signed by the unit commander, unless the deceased member is of a higher grade. Then, the installation commander will sign these letters. The CAR will ensure HQ AFMPC/DPWCS receives a copy of each letter. Units are responsible for preparing follow-up and final letters as required and instructed by the CAR. Circumstance and condolence letters must be sent within 5 calendar days of death.

1.3.6.2. **Bullet 6 (Added). Installation Chaplain.** When feasible, assigns a chaplain of the same faith as the deceased to accompany the notification officer. After normal duty hours, this function will be done by the chaplain duty officer. The installation chaplain will not be requested to make the personal notification.

1.3.6.2. **Bullet 7 (Added). Mortuary Affairs Officer:**

1.3.6.2.1. Upon notification of an active duty death, immediately contacts the deceased unit commander for a Summary Court Officer Appointee. The deceased personal property will be secured.

1.3.6.2.2. Briefs the NOK on mortuary benefits after they have been notified of the death.

1.3.6.2.3. Briefs the appointed Summary Court Officer who accomplishes the disposition of the deceased's personal effects as requested by the NOK.

1.3.6.2.4. If applicable, briefs the escort and makes the arrangements for the escort to accompany the remains.

1.3.6.2.5. Finalizes the paperwork required for the payment of costs incurred.

1.3.6.2.6. Arranges for military honors when requested by the NOK. (Military honors are provided for active duty members and retirees)

1.3.6.2. Bullet 8 (Added). **375th AW Public Affairs** functions as the sole office authorized to release casualty information to the general public and to the news media. All calls or requests for such information will be coordinated with this office. No names will be released until the CAR confirms the notification of the NOK.

1.3.6.2. Bullet 9 (Added). **375th Transportation Squadron:**

1.3.6.2.1. Upon request by the CAR, reserves a government vehicle (sedan or station wagon) for the Casualty Notification Officer and the Assistance Team. The notification officer will be required to obtain the vehicle prior to arrival at the MPF.

1.3.6.2.2. Will not require the individual performing the casualty notification or assistance duties to clean or gas up the vehicle.

1.3.6.2.3. Will require the Passenger Services Office to provide the CAR with a copy of passenger manifests on missing AMC Passenger and AMC Civilian Contract Passenger Flights generated from or transiting Scott AFB. This information will be used in the preparation of casualty reports and the notification to the NOK.

1.3.6.2. Bullet 11(Added). **Casualty Notification Officer:**

1.3.6.2.1. The notification officer will normally be accompanied by a chaplain and a doctor or nurse. The notification must be made with least possible delay and in service dress uniform.

1.3.6.2.2. In the case of a HQ AFMPC-directed notification, makes the personal notification to the NOK of the deceased in accordance with the instructions furnished by the CAR.

1.3.6.2.3. Potential notification officers will become familiar with the Casualty Services Program by viewing the Personnel Insight Film/Video, Casualty Notifications, in the Casualty Assistance Office.

1.3.6.2.4. Prior to arrival at the MPF, the notification officer is required to obtain a vehicle from the 375th Transportation Squadron.

1.3.6.2. Bullet 12 (Added). **375 AW Comptroller Squadron:**

1.3.6.2.1. Provides the CAR with a current letter of personnel authorized to pay the death gratuity after normal duty hours.

1.3.6.2.2. Ensures procedures are in place to pay the death gratuity within 24 hours to the NOK and to verify the SGLI deductions.

1.3.6.2. Bullet 13 (Added). **375th Operations Group** provides the CAR with a copy of DD Form 175, **Military Flight Plans**, on missing AMC Passenger and AMC Civilian Contract Passenger Flights generated from, or transiting Scott AFB for casualty reporting.

1.3.6.2. Bullet 14 (Added). **Det 301, Office of Special Investigations (OSI)**. The CAR will coordinate with Det 301, OSI, in order to obtain pertinent information to complete casualty reports and effect expedient notification to NOK.

1.3.6.2. Bullet 15 (Added). **375th Airlift Wing Safety Office**. The CAR will coordinate with the Safety Office concerning information on ground/aircraft mishaps for the purpose of casualty reporting and will notify the Safety Office at Ext. 66311 of active duty deaths due to other than natural causes.

1.3.6.2. Bullet 16 (Added). **Geographically-Separated Units:**

1.3.6.2.1. Submit initial casualty reports immediately, by telephone, to the host CAR or standby representative using information available.

1.3.6.2.2. Establish liaison with the host CAR for reporting procedures.

1.3.6.3. Bullet 1 (Added). Any unit or staff agency that has knowledge of a casualty will immediately call the CAR, 375 MSS/DPMPS, Ext. 66508.

1.3.6.3. Bullet 2 (Added). 375 MSS/DPMPS is responsible for notifying the NOK.

1.3.6.3. Bullet 6 (Added). Upon confirmation of a casualty of a member from another service branch assigned to Scott AFB, the CAR will report the casualty IAW AFI 36-3002, **Table 1.1. and Table 1.2.**, and ensures casualty notification and/or assistance is accomplished in the minimum amount of time. The CAR will render whatever assistance is requested to accomplish the objective.

1.3.6.3. Bullet 7 (Added). After nonduty hours, any unit or staff agency that has knowledge of a casualty will immediately call the Scott Command Post, Ext. 65891.

1.3.6.7. The Casualty Augmentation Support Team (CAST) will be trained by the CAR.

TERESA H. CLINE, Major, USAF
Commander, 375th Mission Support Squadron