

**BY ORDER OF THE
SUPERINTENDENT**

**HQ UNITED STATES AIR FORCE ACADEMY
INSTRUCTION 36-3001**

24 APRIL 2002

Personnel

CASUALTY SERVICES



COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

NOTICE: This publication is available digitally on the AFDPO WWW site at:
<http://afpubs.hq.af.mil>.

OPR: 10 MSS/DPMP (Mr. D. McCullough)
Supersedes USAFAI 36-3001, 26 January 1998

Certified by: 10 MSS/DPMP (2d Lt Laura Andrade)
Pages: 8
Distribution: F

This instruction implements AFD 36-30, *Military Entitlements*, and references AFI 36-3002, *Casualty Services*, and describes local procedures and responsibilities as they apply to the USAF Academy, including all tenant units and agencies serviced by the USAF Academy and its vicinity.

This publication is affected by the Privacy Act of 1974, 5 U.S.C. 552a(b)(1), to authorize the maintenance, collection, use, or dissemination of information subject to the Privacy Act and required by this publication. System of Records Notice F036 AF PC C, Military Personnel Records System, applies.

SUMMARY OF REVISIONS

Adds paragraphs **1.2.**, **1.3.**, and **1.4.** to discuss casualty reporting for active duty members, civilians, and Air Force retirees; removes paragraph 2.2. "Central Contact" due to repetition; and defines the requirement for the USAF Academy Hospital to provide a medical officer/medical technician to accompany the notification team when performing casualty notification duties (paragraph **2.2.6.**). A bar (|) indicates revisions from previous edition.

1. General:

1.1. Casualty Assistance Office (10 MSS/DPMP). The agency responsible for initiating and coordinating all Air Force casualty services on this installation is 10 MSS/DPMP within the Military Personnel Flight (MPF). The Casualty Assistance Representative (CAR) ensures that all casualty actions required by AFI 36-3002, *Casualty Services*, are accomplished.

1.2. Death Reporting:

1.2.1. Anyone having knowledge should promptly notify the CAR when death occurs to an active duty member, cadet, cadet candidate (Preparatory School), Air National Guard and USAF Reserve (serving on extended active duty, active duty for training, or performing authorized travel directly

to or from such duty), AFROTC applicants or cadets (participating in practical military training or performing authorized travel directly to or from such training), members of other military services attached or assigned to the USAF Academy, and foreign nationals in the United States under the auspices of the Air Force.

1.3. Department of the Air Force or DOD Civilian Death Reporting:

1.3.1. Anyone having knowledge should promptly notify the CAR when the aforementioned individuals are very seriously ill or injured (VSI), seriously ill or injured (SI), have an incapacitating illness or injury (III), or are deemed missing by the responsible commander.

1.4. Air Force Retiree Death Reporting:

1.4.1. Anyone having knowledge should furnish information to the CAR during normal duty hours when death occurs to a retired member of the active Air Force, Air National Guard, and USAF Reserve (receiving or eligible to receive retirement pay). After duty hours, contact the 10th Security Forces Squadron (10 SFS) 24-hour contact number (333-2000). 10 SFS will relay the information or put you in contact with the on-call Casualty Augmentation Support Team (CAST) member.

2. Responsibilities:

2.1. The Commander, 10 SFS/CC:

2.1.1. Provides the Law Enforcement (LE) Desk with written instructions to inform points of contact (POC) in case of accidents where casualties may be involved. When notified of a casualty on this installation, 10 SFS will immediately contact the CAR or CAST member on duty. 10 SFS will also contact the CAR or CAST member upon receipt of casualty inquiries or notifications from the Air Force Casualty Services Branch, HQ AFPC/DPWCS, Randolph AFB, Texas.

2.1.2. Provides all information to the CAR for submission of a casualty report as required by AFI 36-3002. 10 SFS will also provide the Office of Special Investigation (OSI) (AFOSI DET 808) reports for extracting classified information when applicable.

2.1.3. Notifies the 10th Air Base Wing Command Post (10 ABW/CP) of all casualties involving active duty, retired or civilian personnel.

2.2. CAR or CAST Members:

2.2.1. Promptly report all Air Force casualties from assigned or attached units on the USAF Academy as required by AFI 36-3002. The CAR will also assist the NOK residing on this installation or within the area of responsibility as required by AFI 36-3002.

2.2.2. Serve as liaison between the USAF Academy unit commander and other branch of service casualty operations agencies when a member of another branch of service assigned to the Academy becomes a casualty. The CAR will notify HQ AFPC/DPWCS (by phone) who will notify the 24-hour Casualty Operations Center for the Army, Navy, Marines, or Coast Guard. For an Army casualty, the CAR will also contact the Fort Carson casualty office.

2.2.3. Coordinate NOK notification and assistance process with the Academy Office of International Programs (HQ USAFA/DFIP) if an international officer or cadet assigned to the USAF Academy becomes a casualty.

2.2.4. Maintain current instructions on casualty reporting, notification, and assistance. Coordinate and dispatch all communications between commanders and NOK as required by AFI 36-3002. Ensure coordination and monitoring of all aspects of Air Force casualty services matters for all assigned and tenant units.

2.2.5. Ensure unit commander or designated notification officer notifies the NOK immediately if the NOK live within the immediate area of the USAF Academy. Ensure proper and prompt notification of NOK of all casualties when directed by HQ AFPC/DPWCS. Immediately notify Mortuary Affairs (10 SVS/SVMM) when the death occurs on or near the USAF Academy.

2.2.6. Request a chaplain and a medical officer or medical technician to accompany the commander or notification officer.

2.2.7. Provide all casualty assistance required of this installation, including temporary assistance for NOK who choose to depart the area.

2.2.8. Notify Financial Services (HQ USAFA/FMF) if casualty is an active duty member.

2.2.9. Secure death gratuity check for active duty deaths from HQ USAFA/FMF for delivery to NOK if presently residing in, or traveling to, the area of the USAF Academy.

2.2.10. Coordinate with the Family Support Center to assist PNOK in obtaining emergency financial assistance through the Air Force Aid Society, if warranted, after coordination with the American Red Cross.

2.2.11. Notify 10 SVS/SVMM when it has been confirmed NOK have been notified of a death. Provide the Mortuary Affairs Officer a listing of the deceased member's authorized decorations and awards, service dates, and other pertinent information required to assist the NOK.

2.2.12. Provide a list to USAF Academy key agencies of CAST standby personnel.

2.2.13. Handle calls and requests from the NOK and from other government agencies.

2.2.14. Refer all calls from the general public and the news media to Public Affairs (HQ USAFA/PA).

2.2.15. Review commander's letters of circumstance and condolence prior to dispatch to the NOK.

2.3. Cadet Personnel Division (HQ USAFA/DPY). Upon notification by the CAR, HQ USAFA/DPY provides SGLV 8286, **Servicemembers' Group Life Insurance Election and Certificate**, and **Record of Emergency Data For Cadet Personnel** to the CAR by data-fax. When casualty reporting and assistance is complete, HQ USAFA/DPY will gather all personnel medical and dental records and forward to Registrar, Cadet Records (HQ USAFA/DFRR) in accordance with AFI 36-2608, *Military Personnel Records System*.

2.4. Unit Commander. All unit commanders will have adequate written casualty procedures within their respective squadrons. In all cases involving casualty action (including civilian employees), commanders or their representatives will contact the CAR or Civilian Personnel Office to complete all procedures. All commanders will use a *Casualty Notification Guide* (available from the CAR) to aid them when making notification to NOK of active duty military members and cadets. Commanders or their designee are also responsible for notification of NOK of civilian employees who die, either while on duty or in a nonduty status. The unit commander:

2.4.1. Within 48 hours after the death, will appoint an SCO at the request of 10 SVS/SVMM. The SCO must have at least 6 months retainability at the Academy and not have any leave or TDY scheduled for at least 45 days after appointment. Directs the SCO to report to 10 SVS/SVMM for briefing and counseling on responsibilities.

2.4.2. Notifies NOK, when appropriate, after coordination with the CAR. Coordination must be made with the CAR prior to any action by the commander to ensure proper notification and reporting has been accomplished. Coordinates with the CAR when the Invitational Travel Order (ITO) program applies.

2.4.3. Will not attempt to discuss, and will ensure unit members do not discuss, survivor benefits, entitlements, or mortuary affairs with the NOK. All survivor benefits and entitlements will be discussed during a subsequent casualty assistance visit to the NOK by the CAR. The Mortuary Affairs Officer (or designated representative) will discuss mortuary affairs with the NOK (this does not apply to civilians unless they are retired military).

2.4.4. For active duty members, per request from the Mortuary Affairs Officer, will provide an appropriate escort officer to accompany the remains to final resting place if buried out of the local area.

2.5. Wing Chaplain (10 ABW/HC). When requested, will assign a chaplain to accompany the unit commander or notification officer on notification visits. However, a chaplain will not be detailed as notification officer.

2.6. 10th Medical Group (10 MDG). Upon learning of a death, either at the Academy hospital or in a civilian medical treatment facility, the Emergency Room (ER) will initiate the appropriate call roster depending on if the death occurs during or after duty hours.

2.6.1. During duty hours, the ER will notify the Senior Nurse on Call on beeper 389-8677 and the Admissions/Dispositions (A/D) Office at 333-5163 or the A/D clerk on call.

2.6.2. The A/D Office makes all other notifications as follows:

2.6.2.1. 10 ABW/Command Post at 333-2633 from 0600 to 1800 Monday through Friday.

2.6.2.2. 10 SFS/Law Enforcement Desk at 333-2000 after 1800 on duty days and all hours on weekends.

2.6.2.3. Casualty Augmentation Support Team (CAST) member on call (after duty hours) at cell phone 440-6077 (see call roster #25 in ER).

2.6.2.4. 10 SVS/Mortuary Affairs at 333-3323 during duty hours. After duty hours, CAST member will contact Mortuary Affairs personnel.

2.6.2.5. Hospital Commander, Deputy Commander, and Chief of Hospital Services.

2.6.2.6. Aerospace Medicine Squadron will be notified in the event of a cadet death.

2.6.2.7. All other appropriate squadron notifications for active duty members.

2.6.3. If an active duty or retired member dies while a patient in the hospital, the following information is required:

2.6.3.1. Name, grade, SSN, and organization (if active duty member) or home address (if retired).

2.6.3.2. Time of Death.

2.6.3.3. Cause of death in medical terms and known circumstances involved.

2.6.4. If a patient dies while the NOK are present in the hospital, the attending physician will notify the NOK.

2.6.5. The attending physician will notify NOK for all civilian deaths on USAFA (nonactive duty).

2.6.6. When requested by the CAR/CAST member to provide a medical attendant for notification purposes, the ER will contact the Senior Nurse on Call on beeper 389-8677 to serve this duty.

2.6.7. Medical personnel in the appropriate unit must:

2.6.7.1. Notify the unit commander of all persons who become a very seriously ill or injured (VSI), seriously ill or injured (SI), or incapacitating illness or injury (III) patient. The definition of each designation is: VSI – life is in imminent danger; SI – cause for immediate concern, but there is no imminent danger to life; and III – physically or mentally unable to communicate.

2.6.7.2. Notify the CAR at 333-2129 of the status of VSI, SI, or III patients during duty hours or the next duty day.

2.7. Civilian Personnel Office, Employee Relations Section (10 MSS/DPCE). Upon notification of the death of an appropriated fund civilian, 10 MSS/DPCE will, in turn, notify the Benefits and Entitlements Service Team (BEST), Air Force Personnel Center (AFPC), Randolph AFB, which will contact the designated beneficiaries and provide death benefits counseling.

2.8. 10 SVS/SVMM:

2.8.1. Responsible for briefing NOK on the details of the local funeral director, casket preparation, burial, honors, and transporting the remains. In the event of multiple casualties, the Mortuary Affairs Officer, or designated representative, works directly with the 10 MDG and the CAR. Mortuary Affairs would not be involved in briefing the NOK of a civilian employee unless the employee was a retired military member.

2.8.2. Obtains instructions from NOK concerning disposition of remains and desires concerning military honors and type of burial service.

2.8.3. Secures burial clothing and ensures delivery to the funeral director (for active duty members).

2.8.4. Briefs the SCO on duties and responsibilities.

2.9. Vehicle Operations (10 ABW/LGT). The Chief, Vehicle Operations, will provide the unit commander or notification officer a U-Drive-It government vehicle (sedan or station wagon) to facilitate the most expeditious notification of NOK at any hour of the day and on short notice. A U-Drive-It government vehicle will also be provided for the CAR and the Mortuary Affairs Officer or designated representative for visits to NOK.

2.10. Telecommunications Center and Telephone Operators. The telecommunications center will provide the CAR with needed support to dispatch an initial death report to HQ AFPC via immediate message precedence 24 hours per day. The 10th Communications Squadron (10 CS) will provide the 10 SFS with a standby list for the telecommunications center during off duty hours. The telephone

operators will refer calls or requests concerning casualty matters from the NOK to the Casualty Assistance Office during duty hours or the 10 SFS LE Desk during nonduty hours. Refer calls from members of the military, public-at-large, and interested government agencies to HQ USAFA/PA during duty hours or the 10 SFS LE Desk during nonduty hours.

2.11. The Director, HQ USAFA/PA. After positive identification of a casualty and confirmed notification of NOK, the MPF Flight Commander releases casualty information to HQ USAFA/PA. HQ USAFA/PA is the sole releasing authority for information to the news media and general public. Refer any media queries to HQ USAFA/PA during normal duty hours or to HQ USAFA/PA duty officer, who can be contacted through the 10 SFS LE Desk. Releases will be made in accordance with appropriate Air Force instructions.

2.12. Director, Financial Management and Comptroller (HQ USAFA/FM). HQ USAFA/FM assigns a finance representative in the event of a military death. The finance representative will suspend normal pay actions of the deceased member and make immediate death gratuity payment when requested by the CAR.

2.13. 10th Air Base Wing Command Post. 10 ABW/CP immediately reports all casualty information to the 10 SFS LE Desk, Mortuary Affairs Office, USAF Academy Hospital Admissions and Dispositions Office, and the CAR.

2.14. 10th Civil Engineer Squadron Fire Administration (10 CES/CEF). 10 CES/CEF immediately reports all casualty information to the 10 SFS LE Desk, 10 SVS/SVMM, 10 MDG Admissions and Dispositions Office, 10 ABW/CP, and the CAR.

3. Multiple Reportable Casualties. In the event of multiple reportable casualties, the CAR will serve as the focal point for coordination of casualty reporting, notification, and release of information. The MPF Flight Commander (10 MSS/DPM) will activate the CAST.

4. Invitational Travel Order (ITO) Program:

4.1. Attending physician initiates the request for ITO.

4.2. Commander, 10 MDG, ensures hospital personnel are familiar with the ITO program, approves or disapproves the request, and notifies the Casualty Assistance Office of the decision. CAR informs HQ AFPC/DPWCS (Casualty Branch), and they complete the ITO and provide the fund cite as well as travel voucher filing instructions to the traveler.

4.3. Casualty Assistance Office administers the ITO program and advises HQ AFPC/DPWCS, when appropriate. The CAR accomplishes the ITO message if HQ AFPC/DPWCS approves the ITO by phone.

4.4. Unit commander coordinates with the 10 MDG commander or representative and notifies NOK of the member's condition. The unit commander assigns a personal escort to assist the NOK when they are arriving via ITO.

5. Forms Adopted. AF Form 971, **Supervisor's Employee Brief**; DD Form 93, **Record of Emergency DATA**; and SGLV 8286, **Servicemembers' Group Life Insurance Election and Certificate**.

SCOTT A. NIPPER, Capt, USAF
Flight Commander
Military Personnel Flight

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****Abbreviations and Acronyms***

BEST —Benefits and Entitlements Service Team
CAR —Casualty Assistance Representative
CAST —Casualty Augmentation Support Team
III—Incapacitating Illness or Injury
ITO—Invitational Travel Order
LE—Law Enforcement
NOK—Next of Kin
PNOK —Primary Next of Kin
POC—Point of Contact
SCO—Summary Court Officer
SI —Seriously Ill or Injured
SNOK —Secondary Next of Kin
UPRG—Unit Personnel Record Group
VSI—Very Seriously Ill or Injured

Terms

Casualty—Any person declared dead, duty status—whereabouts unknown (DUSTWUN), missing, ill, or injured.

Next of Kin (NOK) —For married personnel, the spouse is the primary NOK (PNOK) and the parents are considered secondary NOK (SNOK). SNOK also includes any other relative recorded on the DD Form 93, **Record of Emergency Data**, in the Unit Personnel Record Group (UPRG) maintained in the MPF for permanent party, on the **Record of Emergency Data for Cadet Personnel** in the UPRG maintained by the Cadet Personnel Division (HQ USAFA/DPY) for cadets, or in Part A of the AF Form 971, **Supervisor's Employee Brief**, maintained by the first level supervisor for civilian personnel.

Notification Officer—Unit commander or an officer appointed by the unit commander to perform duty as the casualty notification officer (major or above).

Summary Court Officer (SCO)—An officer appointed on orders by the installation commander to handle the personal effects and affairs of the deceased member in accordance with AFI 34-244, *Disposition of Property*.