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Personnel

482D FIGHTER WING CASUALTY SERVICE

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This instruction implements Air Force Policy Directive (AFPD) 36-30, *Military Entitlements* and Department of Defense Instruction (DODI) 1300.18, *Personnel Casualty Matters, Policies, and Procedures* and Air Force Instruction (AFI) 36-3002, *Casualty Services*. It further describes procedures effecting expeditious reporting, dignified and human notification and efficient and thorough assistance to the next level of kin of all casualties. This instruction applies to all personnel assigned to the 482d Fighter Wing (482 FW) who are stationed at Homestead Air Reserve Base (HARB). Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the Air Force (AF) Form 847, *Recommendation for Change of Publication*. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363, *Management of Records*. IAW AFI 33-332, *Privacy Act Program*, Chapter 4, *Giving Access to Privacy Act Records*, and Chapter 12, *Disclosing Records to Third Parties* and Department of Defense-Regulation (DOD-R) 5400.7/AF Supplement.

1. Responsibilities.

1.1. The commander, HARB, is responsible for the casualty services program on this installation.

1.2. The Casualty Assistance Officer (CAO) is responsible for casualty reporting, notification, and assistance. The CAO will report Air Force casualties for the tenant units located on this installation and will provide those casualty services that tenant organizations may require. Services provided under this regulation should be reflected in the host-tenant support agreement.

1.3. All actions concerning casualty matters will be coordinated with the CAO, HARB. The following units/sections will provide assistance/information as requested by the CAO:

- 1.3.1. 482d Security Forces Squadron (482 SFS).
- 1.3.2. 482d Force Support Squadron/Director, Military Personnel (482 FSS/FSO).
- 1.3.3. 482 FW/Chaplain (482 FW/HC) when available during Unit Training Assemblies (UTA) and Active Duty Training(ADT) periods.
- 1.3.4. 482 FW/Command Post (482 FW/CP).
- 1.3.5. 482 FW/Public Affairs (482 FW/PA) Office.
- 1.3.6. 482d Medical Squadron (482 MDS) personnel (as needed).
- 1.3.7. 482d Logistics Readiness Squadron/Director of Operations (482 LRS/DO).
- 1.3.8. 482 FW/Safety (482 FW/SE)
- 1.3.9. 482d Force Support Squadron/Mortuary Affairs (482 FSS).
- 1.3.10. Unit Commander (Deceased's person unit of assignment).
- 1.3.11. 482d Mission Support Group/Emergency Management (482 MSG/CEX).
- 1.3.12. 482 MSG/Fire Department (482 MSG/CEF).
- 1.3.13. 482 FSS/Civilian Personnel (482 FSS/FSMC).

2. Procedures.

2.1. The first agency, organization or person having knowledge of a casualty will telephone the CAO regardless of the time of day or night. Calls and requests from the Next of Kin (NOK) or government agencies will also be referred to the CAO. If the Casualty Assistance personnel cannot be reached, call the base command post for referral to an appropriate representative. The command post will attempt to contact the representatives identified in the letter provided by the CAO. If immediate contact cannot be made, the call will be recorded by the installation command post.

2.2. The Command Post will record all information received and relay it to the CAO or other casualty personnel as soon as possible. Information recorded by the Command Post will include the following:

- 2.2.1. Name and telephone number of informant.
- 2.2.2. Name, grade and social security number of casualty
- 2.2.3. Date of death.
- 2.2.4. Status of casualty, i.e, active duty, reserve, retired, etc.
- 2.2.5. Name, address and phone number of the next of kin, if available.
- 2.2.6. Name, location and phone number of the hospital, and the location of the remains, or any other information that pertains to the location of the casualty. The above information must be relayed to the CAO; or other casualty assistance personnel immediately, regardless of the time of day or night. If after reasonable effort the casualty

assistance personnel cannot be located, contact the 482 FSS/FSO or their designated representative.

2.3. Immediately upon notification of an active duty casualty, the CAO will record the time of the notification and immediately report to his/her duty station. The CAO will then alert the 482 FW/Commander (482 FW/CC) Installation Commander, and agencies listed in paragraph 1.3.1 through 1.3.14., as applicable. The CAO will make every attempt to verify information received by the command post or other means of communication by contacting county, city, state police or other local authorities. Upon verification of information, a casualty report will be submitted.

2.4. Security Forces will provide the CAO with a copy of the civilian police report, Department of Defense (DoD) Form 1569, *Incident/Complaint Report*, as appropriate. The 482 SFS will also obtain other documentation upon request of the CAO, and may be required to be at the scene to assist and/or obtain information from local authorities.

2.5. The 482 FW/PA officer is responsible for the release of all information to the news media. Any calls requesting media information release will be referred to the 482 FW/PA. The 482 FW/PA officer will not release any information pertaining to a casualty outside of DoD channels for 24 hours after notification has been made to the NOK.

2.6. The 482 FW Mortuary Officer, in conjunction with the Mortuary Officer, 44 FSS, Patrick Air Force Base (PAFB), Florida, is responsible for all activities related to search, recovery, identification, preparation, transportation and disposition of remains, memorial services, funeral arrangements, claims, escorts, military honors and other mortuary matters as directed by AFI 34-261, *Mortuary Services Benefits for Members Who Die While on Active Duty*. The Mortuary Officer will not contact NOK to provide mortuary assistance for any death, other than for a retired AF member, until after death notification has been made and confirmed by the CAO. Any calls pertaining to mortuary matters will be directed to 482 FSS.

2.7. AF Chaplains are available at HARB.

2.8. Air Force Reserve (AFR) medical personnel will be utilized to assist on notifications when available and as needed.

2.9. 482 LRS/DO will ensure that suitable transportation is available upon request for casualty notification and assistance.

2.9.1. For after duty hours notification: The Casualty Services Office (CSO) will call 482 LRS/DO for availability and access to an appropriate vehicle.

2.10. 482 FSS/FSO will be responsible for effecting casualty notification and assistance to NOK of AF civilian employees.

3. Multiple Casualty Reporting Procedures.

3.1. Multiple casualty reporting procedures are implemented in situations where the number of casualties exceeds the reporting units' normal operating capability. Under these conditions, the responsibilities of the various functions are as follows:

3.2. The 482 FSS/FSO will designate a Casualty Augmentation Support Team (CAST), in writing, which will consist of as a minimum, the Chief, Reporting Team, Casualty Reporting

Representative and sufficient team members to perform the reporting function. The team will be trained and evaluated periodically.

3.3. The installation Command Post will notify the FSO and the Casualty Assistance Officer should multiple Casualty situations occur.

3.4. The Mortuary Officer will notify the Casualty Office of the confirmed death of each individual. The On-Scene Commander will also notify the Chief of the Reporting Team, CAST, of the name, rank and Social Security Account Number (SSAN) of any personnel involved who were transported to another medical facility/hospital for further treatment or admission. The on-scene commander will attempt to obtain the medical status of the individuals from the civilian medical facilities. NOTE: Civilian medical facilities do not acknowledge or will they release information consistent with a request for Very Seriously Ill (VSI) or Seriously Ill (SI) status.

3.5. The Mortuary Officer will furnish the Chief, CAST and/or the Casualty Reporting Representative with the name, rank, Social Security Number and other pertinent information on each member whose remains have been recovered and identified (as applicable).

3.6. The Disaster Control Group On-Scene Commander will make the determination of Conclusive Evidence of Death or the determination of Duty Status-Whereabouts Unknown, on those persons whose remains have not been recovered and/or positively identified, base on "conclusive evidence of death" (e.g., AFI 36-3002, *Casualty Services*). If more than one commander or service is involved, they must coordinate their actions. A determination of the status of the casualty will not be made without the concurrence of all commanders concerned. As soon as the determination is made, the Chief, CAST will be notified (as applicable).

3.7. The Chief, CAST will alert team members and will then assume his/her duties in the Casualty Assistance Work Center. He/she will be responsible for tasking and briefing notification officers, for dispatching the Abbreviated Casualty Report and the Casualty Report, Initial Death Report to AFPC/DPFCS and other addresses as required. The Chief CAST will establish liaison with the Base Public Affairs Officer and advise when notification to the next of kin has been accomplished. He/she will be the focal point for all casualty notification and reporting activities, and under no circumstances will any agency, office or individual assume notification or reporting responsibilities without the specific assignment of such responsibility by the Chief, CAST or the Casualty Reporting Representative.

3.8. The Chief, Customer Support will assist, upon the request of the Chief, CAST in obtaining medical, clerical and other support needed in making notification to the next of kin. The Chief, Customer Support is the alternate for the Officer in Charge (OIC), 482 FSS/FSO and may, in coordination with the Casualty Reporting Representatives, assign duties as required to perform tasks associated with casualty reporting and casualty notification.

3.9. Upon being alerted of Multiple Casualty situations, team members will report to the area designated by the Chief, CAST and assume duties as assigned.

3.10. The Human Resource Office, under the direction of the 482 MSG/CC, will utilize the military Casualty Assistance Support Team which will be activated in incidents where

DOD/Department of the Air Force (DAF) civilian employees are also casualties. Human Resource Casualty procedures are governed by AFI 36-809, *Survivor Assistance*.

4. Invitational Travel Order (ITO) Procedures.

4.1. Policy. The Air Force is obligated to provide roundtrip transportation of NOK to the bedside of hospitalized SI or VSI members when their presence is considered necessary by competent medical authority to aid in the physical recovery of the patient, and not for compassionate reasons. The program applies to the NOK of Active Air Force members and USAFR/ANG members in a duty status. **Note:** Air Force Personnel Center (AFPC) is the sole approving authority for ITO's. Do not obligate the Air Force prior to insuring all criteria are met.

4.2. Member's Unit commander will be contacted by the Casualty Officer. Commander coordinated with CAO to ensure NOK are promptly notified of member's condition. Upon notification of ITO approval and when itinerary has been established, assigns a unit representative as a personal escort to assist NOK. Ensures that escort informs Casualty office of NOK's desired departure time so transportation can be arranged (as applicable).

5. Casualty Reporting. If casualty reporting should become impossible because of disasters of other circumstances; the reporting requirements will become the responsibility of the next higher echelon in the chain of command having jurisdiction over the base.

DONALD R. LINDBERG, Colonel, USAFR
Commander, 482d Fighter Wing

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

AFI 33-332, *Air Force Privacy Act Program*, 16 May 2011

AFDP 36-30, *Military Entitlements*, 2 August 1993

AFI 36-809, *Civilian Survivor Assistance*, 1 July 2003

AFI 36-3002, *Casualty Services*, 22 February 2010

AFMAN 33-363, *Management of Records*, 1 March 2008

DODI 1300.18, *Department of Defense (DOD) Personnel Casualty Matters, Policies, and Procedures*, 8 January 2008

DOD-R) 5400.7/AF Supplement, 21 October 2010

<https://www.my.af.mil/gcss-af61a/afrims/afrims/rims.cfm>

Adopted Forms

AF Form 847, *Recommendation for Change of Publication*

DD Form 1569, *Incident/Complaint Report*

Abbreviations and Acronyms

AF—Air Force

AFI—Air Force Instruction

AFMAN—Air Force Manual

AFPC—Air Force Personnel Center

AFRC—Air Force Reserve Command

AFRIMS—Air Force Records Information Management

ADT—Active Duty Training

AFRC—Air Force Reserve Command

CAO—Casualty Assistance Officer

CAST—Casualty Augmentation Support Team

CC—Commander

CEF—Base Fire Department

CEX—Emergence Management

CP—Command Post

DD—Department of Defense

DODI—Department of Defense Instruction

DODR—Department of Defense Regulation

FSO—Director Military Personnel

FSMC—Civilian Personnel Office

FSS—Force Support Squadron

FW—Fighter Wing

HARB—Homestead Air Reserve Base

HC—Chaplain Office

IAW—In Accordance With

ITO—Invitational Travel Order

LRS—Logistics Readiness Squadron

MDS—Medical Squadron

MSG—Mission Support Group

NOK—Next of Kin

OIC—Officer in Charge

OPR—Office of Primary Responsibility

PA—Public Affairs Office

RDS—Records Disposition Schedule

SE—Safety

SFS—Security Forces Squadron

SI—Seriously Ill

SSAN—Social Security Account Number

UTA—Unit Training Assembly

VSI—Very Seriously Ill