

**BY ORDER OF THE COMMANDER
59TH MEDICAL WING**

**59TH MEDICAL WING INSTRUCTION
10-201**



10 MAY 2016

Medical

ALERT AND RECALL PROCEDURES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements Air Force Policy Directive 10-2, *Readiness*. This instruction provides guidance, establishes policies and assigns responsibilities for managing the 59th Medical Wing's (MDW) recall program, to include conducting and documenting telephonic and communications out (comm out) recalls. This instruction clarifies how policies and procedures apply to units assigned or attached to the 59 MDW. This instruction applies to all personnel assigned to the 59 MDW. This instruction does not apply to the Air National Guard or Air Force Reserve. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF Form 847, *Recommendation for Change of Publication*. The authority to waive requirements is the publication approval authority. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual 33-363, *Management of Records*, and disposed of IAW Air Force Records Information Management System Records Disposition Schedule.

SUMMARY OF CHANGES

This publication has been revised. This rewrite of 59 MDWI 10-201 includes that the 59 MDW has processes in place to meet the annual requirement defined in AFI 41-106, *Medical Readiness Program Management*; deleted requirement for individuals to complete Medical Readiness Training; clarified recall reporting comes from the Group Superintendent to the Medical Control Center (MCC).

1. Program Responsibilities.

1.1. The Readiness Emergency Management (EM) and Plans :

1.1.1. Provide concept of operations training, guidance, and staff assistance for establishing and maintaining a unit recall program for telephonic and report-to-duty recalls. **Note:** Superintendents or their designee will be the primary recall POC and information hub for their respective squadron/group within the 59 MDW.

1.1.2. Ensure the 59 MDW meets annual recall exercise requirements IAW AFI 41-106.

1.1.2.1. Verifies squadron/group recalls are documented by the Superintendent(s); deficiencies identified and corrective actions monitored through the Medical Readiness Committee (MRC) until closed.

1.2. Group and Squadron Commanders will:

1.2.1. Develop a recall system (with coordination from EM and Plans) for personnel assigned, including Residents.

1.2.1.1. Maintain an up-to-date telephone/communications-out recall roster for assigned military and civilians. **Note:** Recall rosters should include an “(E)” after the name(s) of all members classified as “essential” personnel (See Attachment 4).

1.2.1.1.1. Ensure newly assigned personnel are tracked by their sponsor/supervisor until member is formally placed on the recall roster.

1.2.1.1.2. Ensure that the “For Official Use Only” statement is placed at the bottom of each recall roster IAW AFI 33-332.

1.2.2. Ensure recall rosters are validated no later than the fifth (5) duty day of each month, and electronic copies forwarded to the MCC at 59mdw.mcc@us.af.mil.

1.2.3. Designate a central location within each unit or duty location where personnel report for sign-in.

1.2.3.1. Use discretion in recalling shift personnel during exercises.

1.2.4. Conduct at least one recall per year. Recalls can alternate between telephonic only and report-to-duty each year and may be combined with other exercises as appropriate.

1.2.5. When advised by the 59 MDW/CC, 59 MDW/CV, or designated representative, the superintendent will recall personnel from pass, leave, and temporary duty (TDY), by the most expedient means possible.

1.2.5.1. When required by real-world circumstances or when directed, recall all personnel who are on leave or TDY, not due to contingency, manning assistance, formal technical training school and Professional Military Education courses. Listed below are two avenues that can be utilized to recall personnel from leave and TDY:

1.2.5.1.1. Telephone contact. The following is an example of a leave, TDY or pass recall statement: “Airman Jones, (i.e., grade, name, and office symbol) you must immediately return to your place of duty. Conditions exist that require termination of your absence. Return by the most immediate means available. When you have made your arrangements for your return, call me at (telephone

number), to advise of the time and place of your arrival. No further information regarding this recall is available at this time.”

1.2.5.1.2. Personal contact. Notify the individual face-to-face using the above statement as applicable.

1.2.6. Ensure required annual recalls are evaluated, documented, and deficiencies with corrective actions identified by the Superintendent (See Attachment 5, Post Recall Report).

1.2.6.1. Instruct the Superintendent to forward electronic copies of recall reports to the MCC within 5 duty days post recall.

1.3. There are two types of recalls: Telephonic or Report-to-duty recalls.

1.3.1. Telephonic recalls involve telephone notifications to all assigned personnel to relay important or time sensitive information by the following categories: Unit Type Code (UTC), Medical Contingency Response Plan (MCRP) Teams/Disaster Response Force, key personnel, or Deployment Support Team.

1.3.2. Report-to-duty recalls involve the recall to duty (physically present) usually by telephone notification of relay of important or time sensitive information to personnel by the following categories: UTC, MCRP disaster team, or key/Disaster Response Force personnel.

1.4. Unit/Group Deployment Managers (UDM/GDMs) will:

1.4.1. Maintain contact information for personnel assigned to UTCs in a centralized database in the Readiness Flight (Operations). **Note:** UDMs can consider utilizing the recall roster administration function in MRDSS Ultra.

1.5. Readiness Disaster Team Noncommissioned Officer in Charge will:

1.5.1. Maintain contact information for members assigned to the Disaster Response Force (i.e., Emergency Operations Center (EOC), Regional Medical Operations Center (RMOC), etc).

1.6. MCRP Disaster Team Chiefs will:

1.6.1. Develop and maintain a team recall roster. Use group recall structure format (Attachment 4), listing team chief, alternate, and all team members.

1.6.1.1. Provide updated recall rosters to MCC, UDM/GDM and Superintendents, no later than the 5th duty day of each month, or whenever information changes.

1.6.1.2. Ensure all MCRP disaster team members receive a copy of the team recall roster.

1.7. Individual Responsibilities.

1.7.1. Notify supervisor and/or squadron superintendent when personal contact information, or that of personnel supervised, requires update. This includes updating information on personnel assigned to the San Antonio Military Medical Center.

1.7.2. In the event regular reporting channels are not viable, individuals and units will use any means available to report accountability information to squadron and group

superintendents, 59 MDW/MCC, 502d Air Base Wing (ABW) Command Post and/or Crisis Action Team, and Headquarters Air Education and Training Command (HQ AETC).

1.8. Accountability (See Attachment 3).

1.8.1. The 59 MDW/CC, CV, or designated representative will:

1.8.1.1. Activate the MCC when accountability is directed by the 502d ABW/CC or designated representative. **Note:** The MCC is routinely manned 0730-1630 hours. Formal activation of the MCC is required after 1630 hours.

1.9. The Readiness EM and Plans Section/MCC will:

1.9.1. Serve as the point of contact for all 59 MDW accountability exercises when directed by the 502 ABW.

1.9.1.1. Direct Superintendents to conduct accountability upon notification and instruction by the Wing Commander (59 MDW/CC), Vice Wing Commander (59 MDW/CV) or their designated representative. The MCC will email and call each Superintendent or unit representative directly to provide accountability instructions.

1.9.1.2. Ensure accountability recalls are monitored, documented, and deficiencies identified/corrective actions tracked through the MRC until closed.

1.9.1.3. Direct superintendents to accomplish accountability using the 59 MDW Form 5070, *Unit Strength Reporting Worksheet*.

1.9.1.4. Complete a consolidated 59 MDW Form 5070 to report the wing's total strength.

1.9.1.4.1. Report the wing's total strength to the 502d ABW/Command Post/Crisis Action Team in WebEOC, unless otherwise directed. Report will be provided no later than 1 hour and 30 minutes after initial recall notification and then every 60 minutes until 100% accountability is achieved.

1.10. Squadron and Group Commanders/Superintendents will:

1.10.1. Provide the Readiness Plans Section/MCC recall strength figures not later than 10 minutes after Alert Hour (A-Hour) + 1; 10 minutes after A-Hour + 2; and 10 minutes after A-Hour + 3.

1.11. Air Force Personnel Accountability and Assessment System (AFPAAS). Accountability in the AFPAAS will always be generated as a result of real-world and/or exercise activation of the National Disaster Medical System (NDMS).

1.11.1. The Readiness Plans Section/MCC will:

1.11.1.1. Act as the focal point of contact for the 59 MDW when directed (usually by the 802d/902d MSG or designated representative) to complete accountability actions within the AFPAAS.

1.11.1.2. Include a brief, yet concise summary of AFPAAS accountability in the Post Incident Exercise Summary completed for the NDMS exercise. Observations/findings and recommended improvement items must also be captured.

1.11.2. Group Commanders will:

1.11.2.1. Ensure Group Superintendent, or designated representative, provide the Readiness EM and Plans/MCC, the rank, name, SSAN and duty phone of personnel who will require access to the AFPAAS for all assigned personnel accounting symbol (PAS) codes.

1.11.3. Group Superintendent will:

1.11.3.1. Log into the Air Force Portal to access the AFPAAS when directed by the MCC or designated representative to update applicable 59 MDW member and dependent information as related to a specified contingency (See Attachment 6).

MICHAEL W. GLASS, Colonel, USAF, MSC
Administrator

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

AFPD 10-2, *Readiness*, 6 November 2012

AFI 36-3803, *Personnel Accountability in Conjunction with Natural Disasters or National Emergencies*, 21 December 2010

AFI 41-106, *Medical Readiness Program Management*, 22 April 2014

AFI 10-204, AETC Supplement, *Participation in Joint and National Exercises*, 08 March 2012

AETCI 10-202, *Contingency Operations and Preparation*, 03 June 2014

502D Air Base Wing Joint Base San Antonio Installation Deployment Plan, 10-403, 09 April 2014

Joint Base Medical Contingency Response Plan, 31 March 2015

Prescribed Form

59 MDW Form 5070, *Unit Strength Reporting Worksheet*

Adopted Form

AF Form 847, *Recommendation for Change of Publication*

Abbreviations and Acronyms

ABW—Air Base Wing

AFPAAS—Air Force Personnel Accountability and Assessment System

A-Hour—Alert Hour

COMM-OUT—Communications-Out

EM—Emergency Management

EOC—Emergency Operations Center

GDM—Group Deployment Manager

IAW—In Accordance With

MCC—Medical Control Center

MCRP—Medical Contingency Response Plan

MDW—Medical Wing

MRC—Medical Readiness Committee

NDMS—National Disaster Medical System

OPR—Office of Primary Responsibility

PAS—Personnel Accounting Symbol

RMOC—Regional Medical Operations Center

TDY—Temporary Duty

UDM—Unit Deployment Manager

UTC—Unit Type Codes

Terms

Alert—Members must be in the local area and available to be contacted. Check-in required once during each 24-hour period.

Alert Hour (A-Hour)—The time the recall was initiated (this is not necessarily the time the unit was notified of a base wide recall). The 502 ABW commander or the 59 MDW commander may initiate a total or selective recall of 59 MDW personnel and set the A hour. Group and squadron commanders may initiate recalls for their units. Units should obtain the A-Hour upon notification of recall initiation from the Command Post or the MCC.

A-Hour +1—One hour after A-Hour—For example, time of recall is 0515, the A-Hour +1 is 0615.

A-Hour +2—Two hours after A-Hour—For example, time of recall is 0515, the A-Hour +2 is 0715.

A-Hour +3—Three hours after A-Hour—For example, time of recall is 0515, the A-Hour +3 is 0815.

Comm-Out Recall—Recall conducted under reduced communications capability (e.g., some or all telephone or communications systems are inoperable due to a natural disaster or terrorist activities). It will be left to each unit to determine if they need to maintain comm-out recall capability unless wing leadership decides otherwise.

Disaster Response Force or Specialized Teams—EOC, RMOC, MCRP teams, etc.

Essential Personnel—Are those individuals, active duty, reserve or civilian, who are required to sustain 24 hours operations. At a minimum, the level of staffing must equal to that normally seen on weekends. Trainees/residents/fellows are not considered essential personnel unless they are designated as staff on-call in-house for a specific timeframe. Any further delineation of essential personnel is at the direction of the squadron or group commanders.

Personnel Accountability—The accurate accounting for all Air Force personnel at all times regardless of location.

Recall—A recall of all 59 MDW military personnel. Recalled members are required to physically report to designated sign in locations.

Recall Standby—Members must be at or near a telephone and able to answer within six rings. Members must also have a current recall roster available.

Total Recall—Total recalls may involve telephone notification and recall to duty notifications to relay important or time sensitive information.

Attachment 2

RECALL PROCEDURES

A2.1. Recall Response Goals. Recall response is measured based on available personnel accounted for at the end of a given time period. Personnel determined available for duty are all assigned personnel excluding those on leave, TDY, hospitalized, quarters, etc. Associate units will establish their own mechanism to track the availability of the personnel assigned IAW AETCI 10-202, *Contingency Operations and Preparation*. The following have been approved through the MRC:

A2.1.1. The 59 MDW goal is to have A+1=20%, A+2=80%, A+3=100% accountability.

A2.2. Updating Recall Information. Keeping recall information current is an individual responsibility not a unit responsibility. Anytime an individual's home phone number or address changes they need to ensure their recall information is updated by contacting their unit recall roster monitor.

A2.3. Recall Reporting Procedures. Upon recall notification, perform the following procedures (**Note:** These procedures are to be printed on all recall rosters):

A2.3.1. Personnel will call the individual(s) directly below them on the roster or connected to them in the recall chain. Speak directly with member identified on the recall roster and repeat verbatim any message. Do not accept a child, spouse or answering machine as an acceptable contact. If an answering machine is reached, leave a message and continue to call down the chain.

A2.3.1.1. Contact by using all telephonic devices listed on recall roster. If there is no answer, call the next person in the chain.

A2.3.1.2. Unless otherwise instructed, the caller will advise the individual of the recall and requirement to report to their respective duty location in the Airman Battle Uniform.

A2.3.1.3. Individuals should be en-route within 15 minutes, or as specified in the recall message, after being notified of a recall. Personnel are not to shower, shave, bathe, eat breakfast or stop while en-route.

A2.3.1.4. Upon arrival at the duty location, individuals will sign in at their designated sign-in area, and unless otherwise directed, report to their duty section and await further instructions. Announcements will be made to keep medical staff abreast of the current situation and appropriate actions to initiate.

Attachment 3

ACCOUNTABILITY PROCEDURES

A3.1. Accountability is defined as the accurate accounting for all Department of Defense personnel at all times regardless of location.

A3.2. Accountability may include the following personnel:

A3.2.1. Active Duty members.

A3.2.1.1. International students and their dependents (**Note:** International students fall under the 59th Surgical Operations Squadron).

A3.2.1.2. Personnel TDY, on leave, or on a pass in the impacted area.

A3.3. When the impacted area is outside continental United States, the superintendent will contact personnel and find out the personnel's plan of action.

A3.3.1. Accountability Operations.

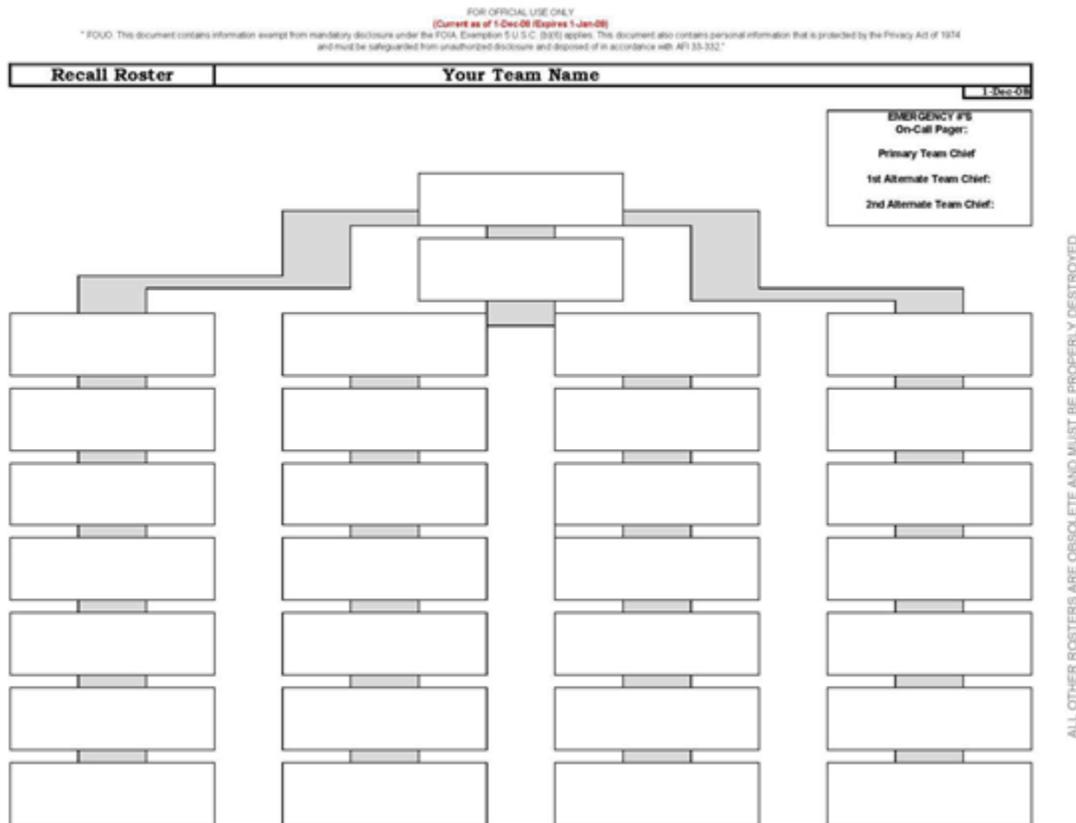
A3.3.1.1. MCC will:

A3.3.1.2. Receive official notification from 502d ABW Command Post to report accountability of all personnel.

A3.3.1.3. Distribute information to the Group Superintendents to begin accountability procedures. During contingency operations, active duty dependents will be accounted for per HQ.

A3.3.1.4. Report accountability statistics to 502d ABW Command Post unless otherwise directed.

Figure A4.2. Example of Team Recall Structure.



A4.1. Personnel will call the individual(s) directly below them on the recall list or connected to them in the recall chain. Speak directly with member identified on the recall roster and repeat verbatim any message. Do not accept a child, spouse or answering machine as an acceptable contact. Contact by using all phonetic devices listed on recall roster. If an answering machine is reached they will leave a message and continue to call down the chain.

A4.2. Allow the phone to ring until it goes to voicemail or if the phone does not have voicemail capability allow it to ring 10 to 15 times to ensure it is heard. If there is no answer, call the next person in the chain. Do not let the chain break!

A4.3. Unless otherwise instructed, advise the individual of the general recall and the need to report to their respective assembly points in Airman Battle Uniform.

A4.4. Individuals should be en-route within 15 minutes after receiving or as specified in the recall message. Members are not to shower, shave, bathe, have breakfast or stop on the way in.

A4.5. Upon arrival at the duty location/assembly point, individuals will check in at the designated sign in area and, unless otherwise directed, await further instructions. Announcements will be made to keep members abreast of the current situation and appropriate actions to initiate.

Note: Updating General Recall Information:

Personnel are responsible for updating their recall information whenever it changes by contacting their supervisor, noncommissioned officer in charge/officer in charge or Superintendent.

“For Official Use Only. This document contains information exempt from mandatory disclosure under the FOIA. Exemption 5 U.S.C. (b)(6) applies. This document also contains personal information that is protected by the Privacy Act of 1974 and must be safeguarded from unauthorized disclosure and disposed of in accordance with AFI 33-332.”

Attachment 5**POST RECALL REPORT FORMAT****MEMORANDUM FOR 59 MDW/SGSKX** (date)**FROM:** Your unit**SUBJECT:** Post Recall Report (date of recall)

1. A (real world or exercise) recall of the (unit) was conducted on (date). The subject recall was initiated at (time) and terminated at (time). The following statistics are presented for the subject recall:

a. Number of Personnel Authorized:

b. Number of Personnel Assigned:

c. Unavailable Personnel: Enter the number of unavailable personnel that fall into each category below.

(1) Leave:

(2) TDY:

(3) Hospitalized or Quarters:

(4) Other:

d. Total Unavailable and Excused Personnel: Total of paragraphs c(1) through c(4).

2. Deficiencies: List each deficiency separately in the format below.

a. Observation: Give a brief narrative description of the problem.

b. Recommended Corrective Action: Give a brief narrative on your recommended course or action to resolve or correct this problem.

c. OPR/POC: Identify an office of primary responsibility (OPR, unit and office symbol) and give a point of contact (POC, rank, name and duty phone) who can be contacted for updates and further information.

d. ECD: Identify an estimated closure date (ECD) that this problem will be corrected and the deficiency closed.

3. Direct all questions to (rank and name) at (duty phone).

Squadron or Group/CC, Superintendent or Designated Rep

Attachment 6

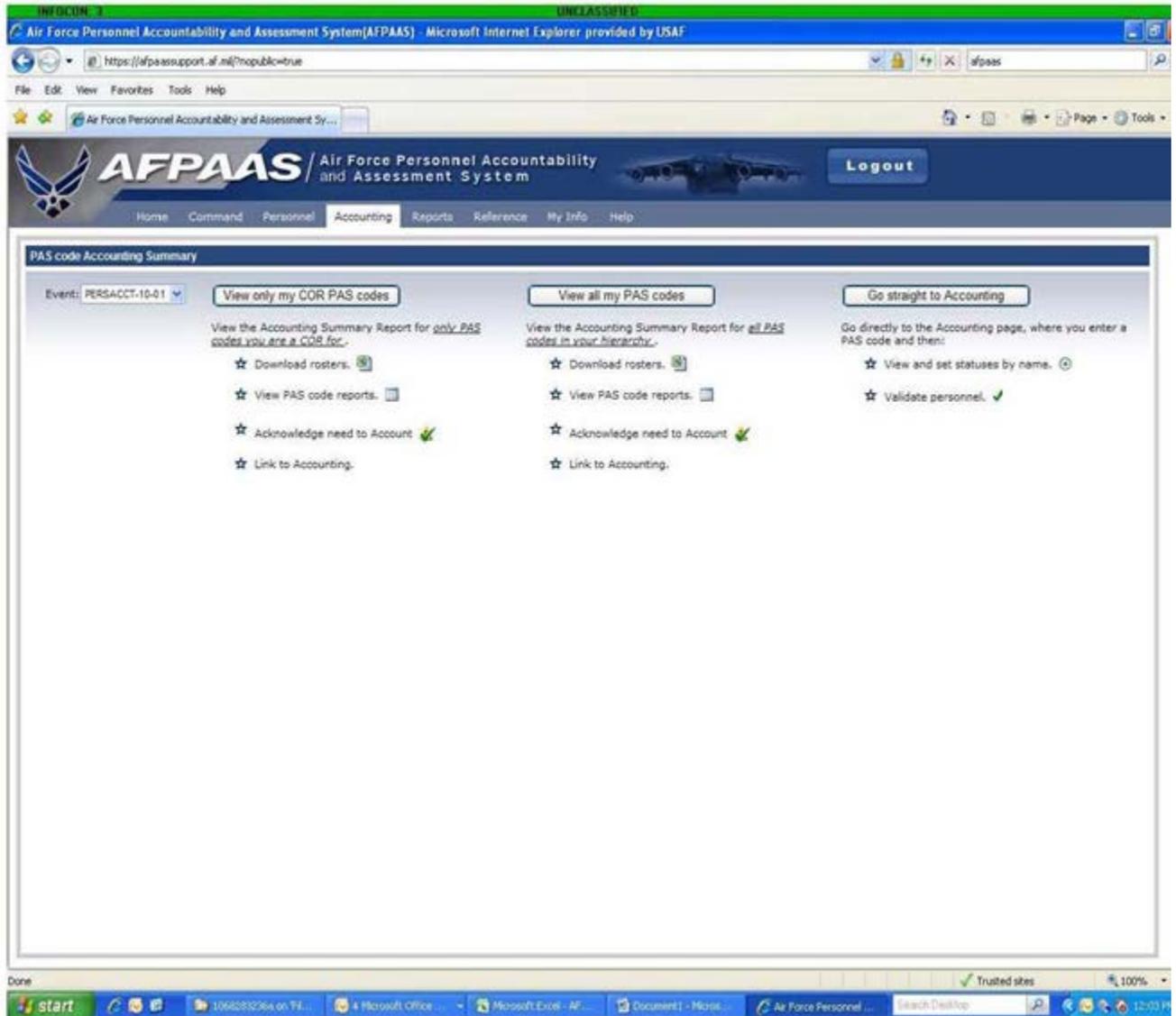
INSTRUCTIONS FOR ACCESSING AFPAAS

Figure A6.1. AFPAAS-AF Personnel Accountability & Assessment

The screenshot displays the AFPAAS (Air Force Personnel Accountability and Assessment System) website. The browser window shows the URL <https://afpaasupport.af.mil/mopublic/true>. The page features a navigation menu with options: Home, Command, Personnel, Accounting, Reports, Reference, My Info, and Help. The main content area is titled "Announcements - PERSACCT 10 - 1" and contains an exercise announcement. The announcement includes an "EXERCISE SCENARIO" describing a category F-5 tornado at Sheppard AFB, TX, and a "Geographic Area of Impact (GAOI)" in Wichita Falls County, Texas. A sidebar on the right contains "Online Training" for Case Manager (CM) Training, listing sessions for Monday, 18 Oct. 2010 and Monday, 25 Oct. 2010. Below the training sessions are "Resources" including Military OneSource and "Useful Links" such as Current Watches and Warnings, National Doppler Radar, National Hurricane Center, and Today's Weather Map. At the bottom of the main content area, the "Air Force Personnel Readiness Cell (PRC)" contact information is provided: 1-800-435-9941.

Note: Go to the Air Force Portal.
 Locate the "Top Links, Personnel/Finance" heading on the left side of the page.
 Click on "AFPAAS-AF Personnel Accountability & Assessment."
 Locate the Exercise/Real World Scenario at the top of the page.
 Click on "Accounting" at the top (3rd Tab).

Figure A6.2. View All My PAS Codes.



Note: Click on “View all my PAS codes.”

Figure A6.3. PAS Codes.

The screenshot shows the AFPAAS web application interface. At the top, there is a navigation bar with 'Home', 'Command', 'Personal', 'Accounting', 'Reports', 'Reference', 'My Info', and 'Help'. Below this is a 'PAS code Accounting Summary' section with filters for 'Event: PERSACCT-10-01' and buttons for 'View only my COR PAS codes', 'View all my PAS codes', and 'Go straight to Accounting'. A note indicates a new feature to click 'Acknowledge Accounting' for commands. The main table displays 61 rows of data, with a 'Totals for My PAS codes' row at the top. The table columns include 'Download', 'View Report', 'Ack Accounting', 'PAS code', 'Command Name', '# Personnel (incl. Fam. Members)', '# Affected (Req. to Account)', '% Accounted', '# Accounted', and '# Unaccounted'.

| Download | View Report | Ack Accounting | PAS code | Command Name | # Personnel (incl. Fam. Members) | # Affected (Req. to Account) | % Accounted | # Accounted | # Unaccounted |
|--------------------------------|-------------|----------------|-------------------------|-------------------------------|----------------------------------|------------------------------|-------------|-------------|---------------|
| Totals for My PAS codes | | | | | 11475 | 76 | 25% | 19 | 67 |
| | | | All My PAS codes | | | | | | |
| | | | LAGZ123 | 0000 0000 MEO GP | 26 | 0 | 0% | 0 | 2 |
| | | | LAGZ124 | 0000 0000 AEM SQ | 406 | 1 | 0% | 0 | 3 |
| | | | LAGZ125 | 0000 0000 MDO SQ | 180 | 4 | 0% | 0 | 4 |
| | | | LAGZ460 | 0000 59 DENTAL TRAINING SQ | 467 | 3 | 0% | 0 | 3 |
| | | | LAGZ471 | 0000 59 SURGICAL INFANTRY SQ | 700 | 4 | 0% | 0 | 4 |
| | | | LAGZ472 | 0000 59 DENTAL SUPPORT SQ | 156 | 0 | 0% | 0 | 0 |
| | | | LAGZ484 | WLST 59 MENTAL HEALTH SQ | 9 | 0 | 0% | 0 | 0 |
| | | | LAGZ488 | WLST 59 SURGICAL SPEC SQ | 7 | 0 | 0% | 0 | 0 |
| | | | LAGZ493 | AFST 59 CLINICAL SUPPORT GP | 28 | 0 | 0% | 0 | 0 |
| | | | LAGZ487 | WLST 59 CLINICAL SUPPORT GP | 1 | 0 | 0% | 0 | 0 |
| | | | LAGZ464 | AFST 59 TRAINING SQ | 24 | 0 | 0% | 0 | 0 |
| | | | LAGZ480 | WLST 59 EMERGENCY MEDICAL SQ | 3 | 0 | 0% | 0 | 0 |
| | | | LAGZ485 | WLST 59 MATERNAL CHILD CAR SQ | 8 | 0 | 0% | 0 | 0 |
| | | | LAGZ490 | WLST 59 MEDICAL OPERATIONS SQ | 8 | 0 | 0% | 0 | 0 |

Note: Group Superintendents will need to locate each of their PAS Codes and account for all of their people. Click on the PAS Code and wait 2 seconds until it populates the names. **Note:** It will only show names, if the “#Affected (Required to Account) shows a number greater than “0.”