

**BY ORDER OF THE COMMANDER
94 TH AIRLIFT WING**

**94 TH AIRLIFT WING INSTRUCTION
36-3001**



13 DECEMBER 2013

Personnel

CASUALTY SERVICES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements and extends the guidance of Air Force Instruction (AFI) 36-3002, *Casualty Services*. This instruction is used to assist the Air Force in effecting expeditious reporting, dignified and humane notification and efficient and thorough assistance to the next of kin of all casualties. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the Air Force 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 AFMAN 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Disposition Schedule (RDS) located at <https://www.myaf.mil/afrims/afrims/afrims/rims.cfm>.

SUMMARY OF CHANGES

This publication has been revised and must be completely reviewed. Revision includes the change of Office symbols from Mission Support Squadron to Force Support Squadron. This instruction deletes Invitational Travel Orders and replaces it with the Emergency Family Member Travel (EFMT) Program.

1. Responsibilities:

- 1.1. The Commander, Dobbins ARB, is responsible for the casualty services program on this installation.
- 1.2. The Casualty Assistance Representative (CAR) is responsible for casualty reporting, notification and assistance. The CAR 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 host-tenant support agreements.

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

- 1.3.1. Base Telephone Switchboard
- 1.3.2. Security Police
- 1.3.3. Staff Duty Officer (SDO)
- 1.3.4. Chaplain (when available during Unit Training Assemblies, Active Duty for Training (UTA/ADT periods)
- 1.3.5. Installation Command Post
- 1.3.6. Public Affairs Office
- 1.3.7. Medical Personnel (when available)
- 1.3.8. Transportation
- 1.3.9. Safety
- 1.3.10. Mortuary
- 1.3.11. Unit Commander (Deceased person's unit of assignment)
- 1.3.12. Emergency Management
- 1.3.13. Fire Department
- 1.3.14. Civilian Personnel

2. Procedures:

2.1. The first agency, organization or person having knowledge of a casualty will telephone the CAR 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 CAR. If the Casualty Assistance personnel cannot be reached, call the base telephone operator for referral to an appropriate representative. The base operator will attempt to contact the representatives identified in the letter provided by CAR. If immediate contact cannot be made, the call will be referred to the Base Fire Department.

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

- 2.2.1. Name and telephone number of informant
- 2.2.2. Name, grade and social security number of the 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 to 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 CAR 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 FSS Commander or his/her representative.

2.3. Immediately upon notification of an active duty casualty, the CAR will record the time of notification and immediately report to his/her duty station. The CAR will then alert the Installation Commander, and agencies listed in **paragraph 1.3.1** thru **1.3.14**, as applicable. The CAR will make every attempt to verify information received by the switchboard 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 CAR with a copy of the civilian police report, DD Form 1569, *Incident/Complaint Report*, as appropriate. The Security Police will also obtain other documentation upon request of the Casualty Assistance Representative, and may be required to be at the scene to assist and/or obtain information from local authorities.

2.5. The Public Affairs Officer is responsible for the release of all information to the news media. Any calls requesting media information release will be referred to the Public Affairs Office. The Public Affairs Office will not release any information pertaining to a casualty outside of DOD channels for 24 hours after notification has been made to the next of kin.

2.6. The Dobbins Mortuary Officer, in conjunction with the Mortuary Officer, 78MSG, Robins AFB, GA, 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 the next of kin to provide mortuary assistance for any death, other than for a retired Air Force member, until after death notification has been made and confirmed by CAR. Any calls pertaining to mortuary matters will be directed to 94 FSS/SV.

2.7. Air Force chaplains are not normally available at Dobbins ARB. However, in emergency situations, Air Force Reserve Chaplains may be placed on duty and utilized to assist in casualty notifications.

2.8. Air Force Reserve medical personnel will be utilized to assist on notifications when available.

2.9. The Transportation Officer will ensure that suitable transportation (sedan/station wagon) is available upon request for casualty notification or assistance.

2.9.1. For after duty hours notification: The Casualty Services Office will call the Fire Department who, in turn will contact the Transportation Manager for availability and access to an appropriate vehicle.

2.10. The Human Resources Officer will be responsible for effecting casualty notification and assistance to NOK of AF civilian employees.

2.11. The Base Finance Officer will provide a listing of personnel who can be contacted after duty hours to allow payment of the death gratuity, when needed.

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 MPS Chief 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 Command Post will notify the MPS Chief and the Casualty Assistance Representative 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, CAST, of the name, rank and SSAN of any personnel involved who were transported to another medical facility/hospital for further treatment or admission, the medical status of the individual Very Seriously Injured (VSI), Seriously Injured (SI), Not Seriously Injured (NSI), the nature of the injury (broken back, etc.) and the name of the facility/hospital to which they were taken and the date and time transported.

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.

3.6. The Emergency Management 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, based 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.

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 94 MPS Chief 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 Resources Office, under the direction of the 94 FSS/CC, will establish a Casualty Assistance Support Team to serve in conjunction with the 94 FSS/FSMPS CAST Team. This Team will be activated in incidents where DOD/DAF civilian employees are also casualties. Civilian Casualty procedures are governed by AFI36-809, *Civilian Survivor Assistance*. A list of the names and telephone numbers of the team members will be furnished to 94 FSS/CC. These team members will be subject to call 24 hours a day, 7 days a week in the event of multiple civilian casualties.

4. Emergency Family Member Travel (EFMT) 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:** AFPC is the sole approving authority for EFMT's. Do not obligate the Air Force prior to insuring all criteria are met.

4.2. The nearest Medical Treatment Facility (MTF) Commander or his representative will, upon receiving requests for EFMTs for Air Force members, immediately contact the Casualty Services personnel. MTF Commander must concur/non-concur with EFMT requests.

4.3. Member's Unit Commander will be contacted by the Casualty Representative. Commander coordinates with CAR to ensure NOK are promptly notified of member's condition. Upon notification of EFMT 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.

4.4. Casualty Services Office will contact AFPC by telephone upon request for EFMT to obtain approval. When approved AFPC will dispatch a CONUS EFMT confirmation message and coordinate with escort in assisting NOK.

5. Newsworthy Events. Incidents involving Air Force personnel and their dependents, which occur on or near Dobbins ARB in which no Air Force casualties occur, but in which the news media is expected to show special interest, and whose coverage might result in next of kin or Air Force officials calling and requesting information on the Air Force member, will be reported to AFMPC/DPMC by the CAR. The information furnished to AFMPC will be coordinated through the Public Affairs Officer prior to transmittal. No information will be furnished to anyone outside the chain of command without the approval of the Public Affairs Officer.

6. Casualty Reporting. If casualty reporting becomes impossible because of disasters or other circumstances, the reporting requirements will become the responsibility of the next higher echelon in the chain of command having jurisdiction over the base.

7. Coordination Requirements. Agencies and tenant units of Dobbins ARB who prepare written instruction pertaining to casualty matters will obtain the coordination of the Casualty

Assistance Representative using Staff Summary Sheet or service equivalent prior to publication to ensure adequacy and conformance to acceptable standards.

TIMOTHY E. TARCHICK, Colonel, USAFR
Commander

Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

AFPAM 34-506, *Mortuary Services Benefits for Members Who Die While on Active Duty*, 12 August 2011.

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

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

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

Adopted Forms

DD Form 1569, Incident/Complaint Report and AF 847, Recommendation for Change of Publication

Abbreviations and Acronyms

AFPC/DPFCM—Air Force Personnel Center Missing Persons Branch

CAR—Casualty Assistance Representative

CAST—Casualty Augmentation Support Team

EFMT—Emergency Family Member Travel

NOK—NextofKin

SDO—Staff Duty Officer

UTA—Unit Training Assembly

MTF—Medical Treatment Facility