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CANNON AIR FORCE BASE (AFSOC)**



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CASUALTY SERVICES

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This supplement implements and extends the guidance of Air Force Instruction (AFI) 36-3002, *Casualty Services*, 22 Feb 2010. This supplement establishes certain procedures and requirements that govern the Cannon Air Force Base (Cannon AFB) Casualty Program. It applies to all units assigned, attached, and partner units at Cannon AFB. It consolidates the individual squadron commanders' responsibilities concerning casualty reporting and notification. This publication requires collecting and maintaining information protected by the Privacy Act of 1974 authorized by Title 10, United States Code (U.S.C.), Sections 1475 through 1489, 2771, and 8013; Title 37, U.S.C., Sections 551 through 559. System of Records Notice F036 AF PC R, Casualty Files, applies. This publication does not apply to Air Force Reserve Command (AFRC) Units or the Air National Guard (ANG). 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*, and disposed of in accordance with Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at <https://www.my.af.mil/afirms/afirms/afirms/rims.cfm>. 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*; route AF Form 847s through local publications/forms managers. The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

1.7.2.1. **(Added)** The 27th Special Operations Wing, Command Post (27 SOW/CP) will immediately notify the CAR of the death of any Active Duty (AD) or Reserve Component (AFRC/ANG) military member or CAFB Civil Service/NAF employee (on or off duty) in which they are made aware.

1.7.2.1.1. **(Added)** 27 SOW/CP will notify the CAR within 1 hour of the death of any AD Family Member ("dependent") or any illness or injury that results in hospitalization to an AD military member. This includes notifications received of incidents concerning CAFB members that are TDY or on leave outside the local area.

1.7.2.1.2. **(Added)** Any individual calling 27 SOW/CP to report a retiree death should be given the CAR's duty contact information and asked to contact the CAR. The CAR's office and duty cell phone numbers are releasable to the public. Calls received for the purpose of requesting funeral honors will continue to be referred directly to the Honor Guard. The CAR's service area includes Amarillo and Lubbock in TX and Roswell NM.

1.7.2.1.4. **(Added)** The CAR will provide 27 SOW/CP a Casualty Personnel Roster (AF Form 1075) which provides emergency contact information for the CAR and Alternate CAR. If these individuals cannot be contacted, the 27th Special Operations Force Support Squadron Commander (27 SOFSS/CC) should be contacted to notify the Casualty Augmentation Support Team (CAST).

1.7.2.2.1. **(Added)** Unit Commanders/First Sergeants (Host and Tennant) will notify the CAR immediately when they learn of the death or hospitalization of any assigned personnel or the death of a family member of assigned personnel. Commanders/First Sergeants will seek guidance from the CAR to complete notification actions detailed in Chapter 3 of AFI 36-3002.

1.7.2.2.2. **(Added)** Unit Commanders/First Sergeants (Host and Tennant) will notify the CAR when they determine the status of assigned personnel as Missing or DUSTWUN and will seek guidance from the CAR to complete notification actions detailed in Chapter 3 of AFI 36-3002.

1.7.2.3. **(Added)** 27th Special Operations Security Forces Squadron (27 SOSFS) and the Air Force Office of Special Investigations (AFOSI), Detachment 120, will provide (consistent with their AFIs) details of incidents involving the death, injury or illness of persons subject to casualty reporting per AFI 36-3002, including those declared Missing or DUSTWUN. This may include written documentation as requested by the CAR. The 27 SOSFS, Plans and Programs Flight (27 SOSFS/S5) will provide the CAR/Assistant CAR assistance with obtaining interim security clearances as needed.

1.7.2.4. **(Added)** The CAR will notify the 27th Special Operations Medical Group's (27 SOMDG) Chief of the Medical Staff (SGH), the Nurse Case Manager, and the group Administrator (SGA) to provide information concerning the death or illness/injury of military personnel and coordinate requests for Emergency Family Member Travel (EFMT). 27 SOMDG will provide all information needed to complete casualty reporting per this AFI and will provide enlisted medical technicians, nurses or medical providers (MD, PA, NP, etc.) to accompany casualty notification teams within 1.5 hours of being tasked. No specific uniform is required.

1.7.2.5. **(Added)** The 27th Special Operations Wing Chaplain (27 SOW/HC) will provide chaplains to accompany casualty notification teams within 1.5 hours of being tasked. Required uniform is Service Dress.

1.7.2.6. **(Added)** 27th Special Operations Force Support Squadron, Readiness and Plans (27 SOFSS/FSOX) Mortuary Affairs personnel will advise the CAR of any death notifications received. The CAR and Mortuary Affairs personnel will inform the Family Liaison Officer prior to visiting the Next-of-Kin (NOK) to ensure a smooth coordination of service delivery.

1.7.2.7. **(Added)** 27 SOFSS, Civilian Personnel Office (27 SOFSS/FSMC) and NAF Employment Office (27 SOFSS/FSMH) will inform the CAR of any civilian employee deaths (on or off duty) and will provide the CAR any personnel records needed to complete casualty reporting and assistance.

1.7.2.8. **(Added)** The 27 SOFSS, Airman and Family Readiness Center (27 SOFSS/FSFR):

1.7.2.8.1. **(Added)** The Airman and Family Readiness Center (A&FRC) Chief will appoint, at their discretion, an 8C000 Readiness NCO or a GS-101 09/11 Community Readiness Specialist/Consultant as the Alternate CAR/SBP Counselor. To ensure availability and prevent a conflict of duties, this individual should not be tasked with Emergency Family Assistance Center (EFAC) duties. The alternate CAR will be initially trained by the CAR will attend the next scheduled CAR/SBP basic workshop conducted by AFPC/DPWCS. The primary CAR should be afforded the opportunity to attend the Advanced CAR/SBP Workshop when offered by AFPC/DPWCS at least once within a 2 year period.

1.7.2.8.2. **(Added)** CAR/SBP Counselors work directly for the A&FRC Chief. The CAR will have direct access to command personnel as needed to complete casualty reporting and notification duties.

1.7.2.8.3. **(Added)** The A&FRC will provide the CAR a private office to counsel NOK. To support emergency actions involving relocation, the CAR will be provided a notebook computer, stand-alone portable printer and stand-alone document scanner. A fax machine, document shredder and a computer with access to commercial internet service should also be made readily available to the CAR.

1.7.2.9. **(Added)** 27th Special Operations Logistics Readiness Squadron (27 SOLRS) will provide a sedan, mini-van or other government vehicle as determined appropriate by the Casualty Notification Officer or CAR for use by the Casualty Notification Team and subsequent casualty assistance visits. Vehicle selection will be determined by the Casualty Notification Officer/CAR based on vehicle availability, the number of passengers and anticipated weather conditions. Sedans will be made available regardless of the rank of the Casualty Notification Officer/CAR.

1.7.2.10. **(Added)** The 27th Special Operations Communications Squadron (27 SOCS) will enable the CAR's notebook computer with Virtual Private Network (VPN) and commercial internet access capability to enable continued casualty reporting in the event of the need to relocate the CAR during emergencies or exercises. If relocation of the CAR is required to support emergency or operational requirements, 27 SOCS will expeditiously relocate telephone and data services to support continued casualty operations.

1.7.2.11. **(Added)** The 27th Special Operations Wing, Public Affairs Office (27 SOW/PA) will provide family members of casualties guidance on dealing with the media upon their request and will release casualty information to the public consistent with applicable AFIs.

1.7.2.12. **(Added)** The FSS representative at the 27th Special Operations Wing Emergency Operations Center (27 SOW/EOC), when activated, will coordinate alternate locations for the CAR/CAST in the event relocation is required. The EOC FSS representative will coordinate with the MDG and Mortuary Affairs personnel to provide the CAR/CAST information concerning casualties.

1.7.2.13. **(Not Applicable).**

1.7.2.14. **(Added)** The 27th Special Operations Comptroller Squadron (27 SOCPTS) will assist the CAR in coordinating access to DFAS automated systems including active duty, retiree and annuitant pay records. Additionally, they will assist as needed in payment of travel advances for Emergency Family Member Travel (EFMT) travelers, payment of the Death Gratuity and unpaid pay and allowances to designated beneficiaries, and verification of payment of Servicemembers Group Life Insurance (SGLI) program premiums.

1.7.2.15. **(Added)** The 27th Special Operations Support Squadron (27 SOSS) will immediately provide the CAR a manifest (crew and passenger) for aircraft involved in reportable mishaps as detailed in AFI 36-3002, Table 1.1, Note 1.

1.7.3.1. **(Added)** Casualty Reporting. The CAR will coordinate casualty reports with 27 SOW/CC (or as delegated) prior to transmission. The CAR may simultaneously coordinate drafts of reports with AFPC/DPWCS for their approval but these will be annotated: *****DRAFT-DO NOT DISTRIBUTE*****.

1.7.3.2. **(Added)** The CAR will immediately coordinate with AFPC/DPWCS when 27 SOW/CC elects to perform casualty notifications outside CAFB's assigned notification area.

1.7.3.3. **(Added)** As needed, CAR will request assistance from other USAF CARs to perform active-duty casualty assistance visits in the event weather or other factors make travel from CAFB dangerous or impractical. CAR will coordinate these requests with AFPC/DPWCS. For retired casualties, CAR may refer the NOK to other assistance locations (Federal, State or Veteran Service Organizations) if geographically closer and/or agreeable to the NOK. CAR will monitor referrals with the NOK to ensure service is successfully provided.

1.7.3.4. **(Added)** All calls concerning requests for casualty assistance information will be referred to the CAR. This includes inquiries from NOK and other agencies.

1.7.3.5. **(Added)** Calls from the general public or news media requesting identification of casualties or information concerning the number of deceased or ill/injured pertaining to casualty situations (accidents, disasters, etc.) will be referred to 27 SOW/PA.

1.7.3.6. **(Added)** The CAR will provide casualty reporting and assistance services to AFROTC Det 820 in Lubbock, TX and other USAF Geographically Separated Units (GSUs) and Operating Locations (OLs) within the Cannon AFB area of responsibility as determined by AFPC/DPWCS. GSUs/OLs will quickly provide the CAR circumstance and personal information needed to complete casualty reports. Non-AFSOC GSUs/OLs may elect to do their own casualty reporting but must coordinate with AFPC/DPWCS and the Cannon AFB CAR for follow-up casualty assistance to NOK.

1.7.3.7. **(Added)** The CAR/Alternate CAR is subject to recall (civilian) or standby (military) on a 24 hour-a-day/7 day-a-week basis. Civilian employees, when recalled to duty or required to remain on duty, will be compensated per the terms of the CAFB Collective Bargaining Agreement and local commander's policies concerning recalling or directing overtime for civilian employees. The CAR will coordinate leave and other periods of unavailability with the Chief, A&FRC. 27 SOFSS/CC will determine if supplemental standby personnel are needed during the absence of the CAR/Alternate CAR or during high-risk events such as air shows,

periods of severe weather or disaster operations. Supplemental standby members will normally be sourced from the CAST.

1.7.3.8. **(Added)** The CAR will be provided, at government expense, a communication instrument capable of voice, text and e-mail to facilitate notification of recall and conduct casualty operations from outside the office. The device will be used by the Alternate CAR when the CAR is on leave or otherwise unavailable.

7.3.5.3. **(Added)** Unit commanders will ensure all military personnel update their Virtual Record of Emergency Data (vRED) within 14 days of PCS arrival or whenever any vRED data requires a change.

7.3.5.4. **(Added)** The CAR will review vRED progress reports monthly and notify unit commanders of members not having a vRED on file for Cannon AFB. Units will resolve vRED discrepancies within 14 days.

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Commander