

**BY ORDER OF THE COMMANDER
DOVER AIR FORCE BASE**

**DOVER AIR FORCE BASE
INSTRUCTION 36-3002**



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Personnel

**CASUALTY REPORTING, NOTIFICATION,
AND ASSISTANCE**

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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This instruction implements Air Force Policy Directive 36-30, *Military Entitlements*; Department of Defense Instruction 1300.18, *Military Personnel Casualty Matters, Policies, and Procedures*; and Air Force Instruction (AFI) 36-3002, *Casualty Services*. It establishes responsibilities and procedures for casualty reporting, notification, and assistance to the Next-of-Kin (NOK) of Air Force casualties (deceased, missing, captured, seriously ill/injured, incapacitating illness, or injury). It applies to all organizations assigned or attached to Dover Air Force Base. This instruction requires the collecting and maintaining information protected by the Privacy Act of 1974 authorized by Title 10 *United States Code (USC)*, Sections 1475 through 1489, 2771, and 8013; and 37 U.S.C, Sections 551 through 559. *System of Records Notice F036 AF PCR, Casualty Files*, applies. 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.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 from the field through the appropriate functional's chain of command.

SUMMARY OF CHANGES

This revision updates unit designation (paragraphs 1.1); moved actions formally taken by the 436th Communications Squadron (paragraph 1.4) into actions taken by the 436th Security Forces Squadron (paragraph 1.7); renames OEF/OIF to OCO (Attachment A2.1); renames MPF to MPS (Attachment 3); renames Military Personnel Flight to Military Personnel Section (Attachment 1 and Attachment 3); renames MPF Commander to MPS Chief (Attachment 3); removes the reference to Commander Support Staffs (CSS) (paragraph Attachment 1 and Attachment 3). This document has been substantially revised and must be completely reviewed.

1. Responsibilities

1.1. The Casualty Assistance Representative (CAR) (436 FSS/FSFR) is responsible for casualty reporting, notification, and assistance as outlined in AFI 36-3002. All reports of casualties or queries for assistance will be referred to the CAR. The 436 FSS/FSMP will furnish a roster to the Command Post, Medical Group, and Security Forces, listing casualty stand-by representatives to contact during non-duty hours. Casualty stand-by personnel are relieved from all additional stand-by duties that would interfere with casualty reporting, notification, and assistance.

1.1.1. The CAR will notify the 436th Force Support Squadron Commander (436 FSS/CC) who will then notify the 436th Mission Support Group Commander to request a Casualty Notification Team officer.

1.1.2. The CAR will notify the 436th Medical Group to request a medical technician to augment the notification team.

1.1.3. The CAR will notify the Base Chaplain Office to request a Chaplain to augment the notification team.

1.2. The 436th Airlift Wing Command Post (436 AW/CP) is responsible for receiving casualty information during all hours and will immediately notify the CAR, Wing Leadership, and HHQ IAW AFI 10-206 and 436 AW/CP QRC 102. All calls referred to the CAR by the 436 AW/CP will include the name, grade or title, address, and telephone number of the caller. The 436 AW/CP, if contacted by NOK, will not discuss details of an incident but will advise NOK that a representative from the Casualty Office will return their call.

1.3. 436th Medical Group (436 MDG):

1.3.1. In Very Seriously Ill or Injured (VSI), Seriously Ill or Injured (SI), or Incapacitating Illness or Injury cases (III):

1.3.1.1. Notify the 436 AW/CP during all hours.

1.3.1.2. Notify the CAR during all hours.

1.3.1.3. Upon request, Patient Administration will provide the CAR the prognosis of the patient and other information pertinent to accomplishing the Emergency Family Member Travel (EFMT) (Attachment 2).

1.3.2. In death cases:

1.3.2.1. Notify the 436 AW/CP.

- 1.3.2.2. Patient Administration will notify the CAR and the 436 AW/CP during all duty hours of all active duty or retired deaths, regardless of their service components. Provide an AF Form 570 to the CAR for casualty reporting.
- 1.3.2.3. Provide a medical technician to augment the Notification Team.
- 1.4. Base Defense Operation Center (436 SFS/BDOC) will notify the 436 AW/CP upon learning of a casualty. The BDOC will notify the CAR and provide all known information pertaining to the casualty.
- 1.5. Base Public Affairs Office (436 AW/PA) is the only base agency authorized to release information concerning casualties to other government agencies. Public Affairs will coordinate with the CAR to ensure NOK notification is complete prior to release to news media.
- 1.6. Transportation (436 LRS/LGRD) will provide a sedan to be used for casualty notifications and assistance. A vehicle will be provided regardless of the day or hour. All operating distance limitations are waived (see AFI 24-301, Vehicle Operations).
- 1.7. Unit Commanders will immediately contact the SFS, Command Post, and the CAR for all deaths. Unit Commanders will coordinate all casualty matters with the CAR.
- 1.8. Chief of Civilian Personnel (436 FSS/FSMC) is responsible for all assistance to NOK of Air Force civilian employees.
- 1.9. Chief of Personnel Support for Contingency Operations Team (PERSCO) will ensure that PERSCO team members are trained on all aspects of casualty reporting and establish procedures for reporting casualties from a tactical environment.

2. Notification Procedures:

- 2.1. 436 AW assigned or attached casualties. Notification of NOK in the immediate area will be made by Commanders provided they are: 1) a field grade officer and 2) equal or higher grade than the casualty.
- 2.2. NOK of Air Force personnel not assigned to 436 AW residing in local area. The CAR or casualty stand-by person will form a Casualty Notification Team consisting of a field grade officer who is of equal or higher rank than the casualty, the duty Chaplain, and a medical technician. The CAR or stand-by casualty person will brief the team on their responsibilities and furnish a copy of the original notification letter to be delivered to the NOK.
- 2.3. Aircraft Mishaps. The 436 AW/CP will immediately notify the CAR of all aircraft mishaps (military or civilian contract) which had Dover AFB as its origination or last departure point. During duty hours, 436 AW/CP personnel will notify the CAR. The CAR will be notified immediately upon the death of any 436 AW personnel resulting from a 436 AW aircraft accident, regardless of its departure point or location. The Command Post will furnish the CAR a list of crew members, including their organization of assignment, as well as a copy of the passenger manifest.
- 2.4. Multiple Casualty Reporting in the event of a mass casualty. Dover personnel will comply with the procedures outlined in the current Wing Mass Casualty Plan (436 AW

OPLAN 34-5, Mass Casualty) and the 436 AW Comprehensive Emergency Management Plan, 10-2.

2.5. Emergency Family Member Travel (EFMT). The responsibilities of base agencies as related to EFMT are outlined in Attachment 2.

MARK D. CAMERER, Colonel, USAF
Commander 436 Airlift Wing

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

Air Force Policy Directive 36-30, *Military Entitlements*, 2 Aug 1993

DoD Instruction 1300.18, *Military Personnel Casualty Matters, Policies, and Procedures*, 18 Dec 2000

AFI 36-3002, *Casualty Services*, 29 March 2012

AFI 91-204, *Safety Investigations and Reports*, 24 Sep 2008

AFI 10-206, *Operational Reporting*, 15 Oct 2008

Prescribed Forms

There are no forms prescribed by this publication.

Adopted Forms

AF Form 570, *Notification of Patient's Medical Status*, 1 August 1980

Abbreviations and Acronyms

AFB—Air Force Base

AFPC—Air Force Personnel Center

AW—Airlift Wing

CAR—Casualty Assistance Representative

CAST—Casualty Augmentation Support Team

CP—Command Post

EFMT—Emergency Family Member Travel

HHQ—Higher Headquarters

III—Incapacitating Illness or Injury

MPS—Military Personnel Section

MTF—Medical Treatment Facility

NOK—Next of Kin

OCO—Overseas Contingency Operations

OPLAN—Operations Plan

PERSCO—Personnel Support for Contingency Operations

SFCC—Security Forces Control Center

SI—Seriously Ill or Injured

SFS—Security Forces Squadron

TDY—Temporary Duty

VSI—Very Seriously Ill or Injured

Attachment 2

EMERGENCY FAMILY MEMBER TRAVEL (EFMT):

A2.1. General. The Air Force may provide round-trip transportation, lodging, and per diem for not more than three family members traveling to the medical facility (military/civilian) of a member who is Very Seriously Ill/Injured (VSI) or Seriously Ill/Injured (SI) and placed in a casualty status of VSI, SI (also Not Seriously Ill/Injured (NSI) if OCO related). The attending physician/surgeon and the commander or director of the medical facility exercising military control over the member determines if the presence of Next of Kin (NOK), or individuals standing as loco parentis, may contribute to the member's health and welfare (Title 37 U.S.C., Section 41 1h). NOK can either be spouse, child, mother, father, brother, sister or someone who was standing in loco parentis within one year prior to member joining the armed services. When requesting parents at bedside, only one mother and one father (natural or step parent) can be authorized EFMT. EFMT entitlements apply to active duty personnel (including ANG and AF Reserve personnel serving in an Active Duty status).

A2.2. Responsibilities:

A2.2.1. Medical personnel responsibilities: The attending physician initiates the request for EFMT.

A2.2.2. Military Medical Treatment Facility (MTF) commander's responsibilities: The MTF commander determines that the presence of the family member may contribute to the member's health and welfare and concurs with the attending physician's EFMT request. The term "health and welfare", with respect to the member, includes a situation in which a decision must be made by family members regarding the termination of artificial life support being provided to the member. He/she must ensure that the CAR is immediately notified of the request and is provided all required information to effect EFMT approval and arrangement of transportation by HQ AFPC/DPWCS.

A2.2.3. Unit Commander's Responsibilities: When advised by the CAR of the NOK's approved itinerary, the unit commander assigns the NOK an escort to arrange for the reception, quarters, and further assistance needed. He/she ensures that the escort stays in contact with the NOK during the stay, and informs the CAR when return transportation is required.

A2.2.4. CAR Responsibilities: The CAR is the overall focal point for the EFMT program. The CAR coordinates all actions with HQ AFPC.

Attachment 3**CASUALTY AUGMENTATION SUPPORT TEAM (CAST) RESPONSIBILITIES**

A3.1. Purpose. The purpose of the CAST is to ensure casualties are reported to HQ AFPC Casualty Operations Center in the shortest possible time to ensure prompt, accurate, and humane notification of NOK. The CAST is composed of personnel assigned within the Military Personnel Section (MPS) and Airman and Family Readiness Center (AFRC).

A3.2. MPS Chief responsibilities. When notified of a situation involving mass casualties, the MPS Chief will authorize recall of the CAST to augment the Casualty Assistance Representative (CAR) as necessary. The MPS Chief will also determine if TDY manning assistance from other Casualty Assistance representatives is required to provide additional support for casualty reporting, assistance, etc. When telephone contact with AFPC Casualty Operations Center cannot be established, the MPS Chief determines if abbreviated casualty reports are required.

A3.3. Training. CAST members will participate in quarterly training (conducted by the CAR) and base level exercises that facilitate familiarization with casualty reporting procedures.