

**BY ORDER OF THE COMMANDER
1ST SPECIAL OPERATIONS WING
(AFSOC)**

**AIR FORCE INSTRUCTION 36-3002
HURLBURTFIELD
Supplement**



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Personnel

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 Hurlburt Field Casualty Program. It applies to all units assigned, attached, and partner units at Hurlburt Field. 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). 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 Major Command (MAJCOM) publications/forms managers. 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/gcss-af61a/afirms/afirms/>. 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.

SUMMARY OF CHANGES

This publication has been substantially revised and must be completely reviewed. This supplement has been updated to reflect new guidance in AFI 36-3002. It reflects other changes due to a reorganization of the 1st Special Operations Wing at Hurlburt Field.

1.7.2.1. (Added) Responsibilities of the Wing Command Post (CP):

1.7.2.1.1. (Added) Contact the Casualty Assistance Representative (CAR) immediately (during duty hours) or the on-call CAR (during non-duty hours). Then notify Mortuary Affairs, Security Forces, Unit Commander, Support Group Commander, Wing Commander, Safety Office, Air Force Office of Special Investigations (AFOSI), Chaplain Office (HC), and any other agency deemed appropriate, of all casualties and individuals classified as deceased, missing, very seriously ill (VSI), or seriously ill or injured (SI).

1.7.2.1.1.1. (Added) Request as much information as possible, including name, rank, social security number, status (active, retired, civil service/NAF, contractor), and the circumstances pertaining to the casualty.

1.7.2.1.1.2. (Added) During the initial report of casualty, provide the CAR the following information immediately:

1.7.2.1.1.2.1. (Added) Name, Grade, SSAN of casualty.

1.7.2.1.1.2.2. (Added) Unit of assignment and duty station.

1.7.2.1.1.2.3. (Added) Type of casualty (death, injury, illness) and its severity.

1.7.2.1.1.2.4. (Added) Date and time of occurrence.

1.7.2.1.1.2.5. (Added) Whether other persons were involved, if so, their identities and addresses.

1.7.2.1.1.2.6. (Added) Exact location of occurrence, such as 5 miles east of Fort Walton Beach on Highway 98.

1.7.2.1.1.3. (Added) Organization and telephone number of individual reporting casualty. For active duty deaths, provide the name, rank, position of who pronounced the member dead and the date, time, and place.

1.7.2.1.1.4. (Added) Notifies the Wing Commander and 1 SOW Public Affairs of active duty Air Force deaths.

1.7.2.1.1.5. (Added) Assists in contacting the CAR, as necessary, when receiving calls from sources such as HQ AFPC/DPWCS, AF Casualty Operations Center, requesting to speak to the CAR on duty for that day.

1.7.2.1.1.6. (Added) During duty hours, any agency/individual having first-hand knowledge of a casualty will immediately notify the CP that an active duty casualty has occurred.

1.7.2.1.1.7. (Added) During non-duty hours, anyone with knowledge of an AF active duty casualty will contact the CP. Upon notification of an AF retiree death, the person or the CP notifies the Casualty Services Office within the first hour of the next duty day.

1.7.2.1.1.8. (Added) Inquiries. Any base agency receiving a telephone call from the Next-of-Kin (NOK) of a deceased member (other than initial notification on active duty deaths) refers all calls to the Casualty Assistance Office during duty hours or to the CP after duty hours.

1.7.2.2. (Added) Responsibilities of the Unit Commander:

1.7.2.2.1. (Added) Assume notification duties for personnel when Primary Next-of-Kin (PNOK) reside in the local area as defined in AFI 36-3002. If commander is notified of a casualty by someone other than the Casualty Service Office, he or she immediately contacts the CP who immediately notifies Casualty Service Office (during duty hours) or the on-call CAR (after duty hours) for guidance prior to any casualty notifications being performed.

1.7.2.2.2. (Added) Inform the CAR if the deceased will be posthumously promoted, of any administrative actions and/or pending or ongoing investigation on file, and if a condolence letter from the Air Force Chief of Staff is appropriate.

1.7.2.2.3. (Added) Prepare the condolence/circumstance letter as required and submit it to the CAR within 5 calendar days after notification for review prior to dispatch.

1.7.2.2.4. (Added) Ensure internal procedures are established to implement notification in the event of natural disaster or multiple casualty situations when more than one notification officer may be required from the unit. The CAR will contact the appropriate unit commander to obtain the identity of the field grade officer to be used as the casualty notification officer and to provide instructions. If the unit is unable to provide sufficient support, the unit commander contacts the CAR.

1.7.2.2.5. (Added) Inform the NOK that the CAR and Mortuary Affairs Officer will contact them within 24 hours regarding benefits and funeral arrangements.

1.7.2.3. (Added) Responsibilities of 1st Special Operations Security Forces Squadron (SFS):

1.7.2.3.1. (Added) Notify the CP promptly of all known casualties and provides necessary information to the CAR when requested for the preparation of the casualty report/notification.

1.7.2.4. (Added) . Responsibilities of the 1st Special Operations Medical Group Personnel (MDG):

1.7.2.4.1. (Added) Will notify the CAR during normal duty hours or the CP after duty hours, when a reportable casualty has a change in reportable status (death, Very Seriously Ill or Injured (VSI), Seriously Ill or Injured (SI), Not Seriously Ill or Injured (NSI).

1.7.2.4.2. (Added) Ensures a current list of on-call medical personnel is on file with the Casualty Service Office, CP, and SFS. The medical personnel on-call will be available to report to the Military Personnel Section (MPS) within 30 minutes of notification during duty hours and within one hour outside normal duty hours. Unless otherwise directed, he/she will report in service dress uniform.

1.7.2.4.3. (Added) Assist the Casualty Service Office in gathering information needed to complete casualty notifications and reports.

1.7.2.4.4. (Added) Establish internal procedures to ensure current, accurate information is obtained and given to the CAR from local hospitals when a member has been admitted for conditions classified as VSI, SI, or NSI and report status changes during that admittance.

1.7.2.4.5. (Added) Provide medical progress report information to CAR within 24 hours of the initial Casualty Report and for SI/VSI every 14 days thereafter until the individual is no longer in a reportable casualty status or has been fully restored to duty.

1.7.2.4.6. (Added) Authorize attending physicians to notify the NOK, if present in the medical facility, when a patient dies.

1.7.2.4.7. (Added) Establish a 24-hour point of contact to act as liaison on all casualty-related matters.

1.7.2.4.8. (Added) Accomplish all medical administrative requirements necessary when Emergency Family Members Travel (EFMT) is requested. Medical personnel should not discuss travel entitlements with designated individuals. If EFMT are approved, HQ AFPC/DPWCS will contact the designated individuals and explain their entitlements under the EFMT program. Eglin hospital will be EFMT point of contact (POC) for any admissions into the 96th Medical Group.

1.7.2.4.9. (Added) Maintain personal contact with individuals hospitalized away from home installation. Such contact may include correspondence, telephone calls, and personal visits (if possible).

1.7.2.5. (Added) Responsibilities of the 1st Special Operations Wing Chaplain Office (HC):

1.7.2.5.1. (Added) Supply a current duty chaplain roster to the CP and casualty services office. During emergency situations involving multiple casualties, more than one casualty notification team may be required. Take necessary measures to ensure availability in this type of situation. The CAR or CP will notify the duty chaplain. If notified by the CP the chaplain contacts the CAR and will be informed of when and where to report.

1.7.2.6. (Added) Responsibilities of the 1st Special Operations Force Support Squadron Mortuary Officer:

1.7.2.6.1. (Added) Arrange for the appointment of a Family Liaison Officer (FLO) and Summary Court Officer (SCO). Provide the rank, name, unit and contact numbers of the FLO and SCO to the CAR.

1.7.2.6.

2. (Added) Provide an up-to-date listing of after duty hour POCs to Casualty Services Office. When requested by CAR, provides the status and disposition of remains.

1.7.2.7. (Added) Responsibilities of the Civilian Personnel Office (CPO):

1.7.2.7.1. (Added) Will complete and provide the information on the Civilian Death Worksheet from the official personnel records of a civilian employee casualty to the CAR immediately during normal duty hours and the CP after duty hours.

1.7.2.8. (Added) Responsibilities of the Airman & Family Readiness Center (A&FRC):

1.7.2.8.1. (Added) Provides assistance to the PNOK as needed (e.g., financial counseling, Air Force Aid, etc.).

1.7.2.9. (Added) Responsibilities of the 1st Special Operations Logistics Readiness Squadron's Vehicle Operations (VO):

1.7.2.9.1. (Added) Provide a staff car (sedan or station wagon) and driver for use by the casualty notification team available anytime, including weekends and holidays and for all casualty assistance visits. Transportation support for casualty notification is of the highest priority and will be maintained 24 hours a day. The permissive operating distances are waived in all casualty matters, the driver remains with the casualty notification team until released.

1.7.2.9.2. (Added) Provide multiple vehicle support in the event of multiple casualty situation and take necessary measures to ensure availability in this type of situation.

1.7.2.11. (Added) Responsibilities of the 1st Special Operations Wing Public Affairs Office (PA):

1.7.2.11.1. (Added) Is the sole base agency authorized to release information and to answer inquiries from the public, news media, or other government agencies concerning casualties 24 hours after obtaining confirmation from the casualty services office that casualty notification procedures have been completed.

1.7.2.11.2. Will provide media assistance to FLOs/families, or serve as a spokesperson, as requested by the next of kin.

1.7.2.13. (Added) Responsibilities of the Readiness & Emergency Management Office:

1.7.2.13.1. (Added) Ensures all procedures outlined in the Hurlburt Field Comprehensive Emergency Management Plan (CEMP) 10-2 (change to: Installation Emergency Management Plan (IEMP)) are reviewed, updated and briefed for natural disasters or multiple casualties.

1.7.2.14. (Added) Responsibilities of the 1st Special Operations Wing Financial Services Office:

1.7.2.14.1. (Added) Maintain a qualified person on call during non-duty hours to authorize payment of gratuity pay or issue checks for payment of gratuity pay. The Financial Services Office submits a letter with the name and telephone number of individuals scheduled to be on-call to the CAR. This person must be capable of issuing a death gratuity check.

1.7.2.15. (Added) Responsibilities of the Air Force Office of Special Investigations:

1.7.2.15.1. (Added) Provide information needed to complete casualty reports as required by the Casualty Services Office.

1.7.2.15.2. (Added) Take appropriate action, if notified by the Casualty Office, if the NOK has received any form of harassment, either by telephone or in threatening letters.

1.7.2.16. (Added) Responsibilities of the Airfield Management, Flight Data Personnel:

1.7.2.16.1. (Added) Activate the secondary crash phone to relay information received on the primary crash phone concerning aircraft emergencies. Aircraft/aircrew documents on file at Flight Data (Base Ops) will be secured and stored pending investigation. Agencies requiring those documents must obtain them from Airfield Management.

1.7.2.17. (Added) 1st Special Operations Medical Group Commander:

1.7.2.17.1. (Added) Ensure a point of contact is established to receive information on VSI, SI, or NSI members. If notified by a source other than Casualty Service Office or the CP, immediately notify the CP.

1.7.2.17.2. (Added) Brief civilian doctors on the EFMT program if the member is in a civilian hospital and if the MDG maintains administrative responsibility.

1.7.2.17.3. (Added) Concur or non-concur with attending physician's (military or civilian) request for EFMT.

17.2.17.4. (Added) If concurring with an EFMT request, immediately supply the CAR with the following information:

- 1.7.2.17.4.1. (Added) Complete grade and name of hospitalized member.
- 1.7.2.17.4.2. (Added) SSAN.
- 1.7.2.17.4.3. (Added) Unit/base of assignment or attachment.
- 1.7.2.17.4.4. (Added) Medical condition (VSI, SI, or NSI).
- 1.7.2.17.4.5. (Added) Date member placed in medical condition (VSI, SI, or NSI).
- 1.7.2.17.4.6. (Added) Brief account of illness or injury.
- 1.7.2.17.4.7. (Added) Names, relationships, addresses, and telephone numbers of NOK who will be traveling.
- 1.7.2.17.4.8. (Added) Name, rank, and position of individual who initially notified NOK of member's condition.
- 1.7.2.17.4.9. (Added) Name and rank (if applicable) of attending physician requesting EFMT.
- 1.7.2.17.4.10. (Added) Name and rank of Medical Group Commander who concurs with attending physician.
- 1.7.2.17.4.11. (Added) Name, location, and telephone number of hospital where member is a patient.
- 1.7.2.17.4.12. (Added) Maintain contact with the member's physician and CAR in order to keep the PNOK informed of the member's medical status.
- 1.7.2.18. (Added) Responsibilities of the attending physician:
 - 1.7.2.18.1. (Added) Maintain close contact with member's unit commander and CAR to ensure the PNOK are kept informed of the member's condition.
 - 1.7.2.18.2. (Added) Immediately initiate requests for Emergency Family Member Travel Orders (EFMTO) when designated individuals presence is warranted by notifying Casualty Service Office during duty-hours. Non-duty hours contact person (through the CP) designated on the AF Form 1075.
 - 1.7.2.18.2.1. (Added) Do not discuss travel entitlements with designated individuals. If EFMTOs are approved, HQ AFPC/DPWCS will provide designated individuals detailed information concerning EFMT travel and entitlements.
- 1.7.2.19. (Added) Ensures member's medical and dental records are hand-carried to the Casualty Service Office within 10 duty days of AF active duty member's death.
- 1.7. 16 (Added) The Casualty Service Office will be the focal point for the casualty notification process. Any problems concerning actions listed below or connected with initial notification will be immediately referred to the CAR for resolution, regardless of the hour.
 - 1.7.16.1. (Added) The Casualty Notification Officer will be in charge of the casualty notification team. Casualty notification duties take precedence over all other assigned duties. The officer performs notification according to guidance received from the CAR. Any specific instructions from HQ AFPC/DPWCS will be furnished to the notification officer by the CAR. Immediately after notification is accomplished, the Casualty Notification Officer provides acquired information to either the CAR or HQ AFPC/DPWCS depending on instructions given.

1.7.16.2. (Added) Appoint and maintain a list of qualified people to serve as the Casualty Notification Officer on-call during duty and non-duty hours who will perform casualty notification on a rotational basis during duty hours for those casualties (personnel) not assigned to Hurlburt, but whose NOK reside in the area.

1.7.16.3. (Added) Assemble the casualty notification team and provide guidance to the notification officer; notification will not be delayed if a chaplain/medical person cannot be found.

1.7.16.

4. (Added) Notify the member's unit commander that assistance will be required for casualty notification, when and where to report. If unable to reach the Unit Commander, obtain a name from the current listing of officers eligible to perform casualty notification.

1.7.16.5. (Added) If tasked by HQ AFPC/DPWCS to notify NOK for a casualty assigned elsewhere, appoint a casualty notification officer from the base listing of assigned field grade officers. When appropriate, CAR will prepare the notification letter dictated by HQ AFPC/DPWCS to be delivered to the NOK by the casualty notification officer.

1.7.16.6. (Added) Notify VO that a vehicle will be required. Inform the vehicle dispatcher of the time and location that the vehicle and driver will be required.

1.7.16.7. (Added) Notify the MDG medical representative on call (on/off duty). The medical representative contacts the CAR to be informed when and where to report.

1.7.16.8. (Added) Notify Chapel (on-duty) to obtain Chaplain that will assist notification team. After duty hours notify the CP to obtain the standby Chaplain. Chaplain contacts CAR to be informed when and where to report.

1.7.16.9. (Added) Immediately notify the Chief, Airman & Family Readiness Center and the Commander, 1st Special Operations Force Support Squadron, if the casualty is a member assigned to Herbert Field.

1.10.1.1. (Added) Any individual having knowledge of a casualty will immediately notify the CAR during normal duty hours, or the CP after duty hours with the following information if applicable/known: name, grade, and social security number of the casualty; date, time, and place of casualty occurrence; circumstances of the situation; source of information (eyewitness, a friend, radio/television, etc.) and the name, grade (if applicable) and method of contacting the person making the report.

2.1.2.1. 1 (Added) CAR is responsible for obtaining all documentation normally required and any additional documentation needed by the Department of Veterans Affairs to support claims submitted by the PNOK. AFOSI, Security Forces, Legal Office, Medical Group, and all other base agencies cooperate with the CAR to ensure the required documentation is obtained.

2.1.1.5. (Added) Mass Casualty Reporting:

2.1.1.5.1. (Added) Mass casualty reporting procedures apply when five or more casualties occur as a result of hostilities, accidents, or natural disasters, or when determined appropriate by the Chief, Mass Casualty Reporting Team.

2.1.1.5.1.1. (Added) Reporting Procedures:

2.1.1.5.1.1.1. (Added) The Chief, Mass Casualty Reporting Team will:

2.1.1.5.1.1.1.1. (Added) Be the representative for coordinating, reporting, and providing information to the CP on all mass casualty situations, real or exercises.

2.1.1.5.1.1.1.2. (Added) Coordinate all actions with the Air Force Casualty Operations (HQ AFPC/DPWCS, DSN 665-3505).

2.1.1.5.1.2. (Added) The Casualty Reporting Officer will:

2.1.1.5.1.2.1. (Added) Be located in the Airman and Family Readiness Section (FSFR) OR in the Military Personnel Section (FSMP) and supervisor the reporting and assistance phases of the operation.

2.1.1.5.1.2.2. (Added) Determine the need for TDY assistance for both the reporting phase and the assistance visit phase of the operation.

2.1.1.5.1.2.3. (Added) Notify Air Force Casualty Operations:

Note: HQ AFSOC/A1 augments the base Mass Casualty Reporting Team when required. Additional augmentation may be obtained from the Chief; Military Personnel Section at Eglin AFB, providing his/her Casualty Services Office is not engaged in the same operation.

2.1.1.5.1.3. (Added) 1st Special Operations Medical Group:

2.1.1.5.1.3.1. (Added) Initially report the following information to the Chief, Mass Casualty Reporting Team, the total number of:

2.1.1.5.1.3.2. (Added) Casualties.

2.1.1.5.1.3.3. (Added) Deceased.

2.1.1.5.1.3.4. (Added) Killed in action.

2.1.1.5.1.3.5. (Added) Wounded in action.

2.1.1.5.1.3.6. (Added) Wounded in action and died.

2.1.1.5.1.3.7. (Added) Missing in action.

2.1.1.5.1.3.8. (Added) VSI.

2.1.1.5.1.3.9. (Added) SI.

2.1.1.5.1.3.10. (Added) NSI.

2.1.1.5.1.4. (Added) Provide the Chief, Mass Casualty Reporting Team, supplemental information to include the name, grade, SSAN, and unit of assignment of all casualties, when possible.

2.1.1.5.1.5. (Added) CP provides sufficient pertinent information concerning the mass casualty, disaster, or hostile action (type, place, location, time, etc.) to the Chief, Mass Casualty Reporting Team, for inclusion in the mass casualty report to higher headquarters.

2.1.1.5.1.6. (Added) The Chief, Mass Casualty Reporting Team and the Mortuary Affairs Officer fully coordinates activities concerning the number, status, and disposition of remains of all deceased personnel.

2.1.1.5.1.7. (Added) Natural Disaster or Multiple Casualties . Procedures outlined in the current Installation Emergency Management Plan (IEMP) will apply.

2.1.1.5.1.7.1. (Added) The on-scene commander is responsible for providing the number, identity, nature of illness or injury, and the location of the casualties involved in the incident to Casualty Service Office to assist in casualty reporting.

2.1.1.5.1.7.2. (Added) The MDG obtains information regarding the status and prognosis of casualties transferred to the Eglin Medical Treatment Facility, Hurlburt Field Clinic, or other off-base medical facilities.

2.1.1.5.1.7.3. (Added) The Mortuary Affairs Officer assists CAR in obtaining information such as the approximate time, name, and organization of the authority who classified the casualty as deceased.

2.1.1.5.1.7.4. (Added) The Unit Commander identifies a field grade officer within the chain-of-command to act as casualty notification officer as required.

2.1.1.5.1.8. (Added) Mass Casualty Reporting Team Composition:

2.1.1.5.1.8.1. (Added) The CAR will be the Chief of the Mass Casualty Reporting Team and is responsible for casualty reporting.

2.1.1.5.1.8.2. (Added) The Commander, Force Support Squadron will identify personnel to augment the team in the event of a mass casualty situation.

2.1.1.5.1.8.3. (Added) The Chief, Mass Casualty Reporting Team is responsible for planning and conducting training for augmentees.

7.3.3.5. (Added) Unit Commander conducts an annual review of all DD Form 93, Record of Emergency Data (*vRED*), ensuring that all unit members review their Emergency Data Cards to verify information is accurate.

MICHAEL T. PLEHN, Colonel, USAF
Commander

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

AFPD 36-30, *Military Entitlements*, 2 Aug 1993

DOD Instruction 1300.18, *Military Personnel Casualty Matters, Policies and Procedures*, 8 Jan 2008

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

Abbreviations and Acronyms

AFI—Air Force Instruction

AFPC—Air Force Personnel Center

A&FRC—Airman & Family Readiness Center

CAR—Casualty Assistance Representative

CAST—Casualty Augmentation Support Team

CP—Command Post

CPF—Civilian Personnel Flight

EFMT—Emergency Family Member Travel

HC—Base Chapel

IEMP—Installation Emergency Management Plan

MDG—Medical Group

MPS—Military Personnel Section

NOK—Next-of-Kin

NSI—Not Seriously Ill or Injured

PNOK—Primary Next-of-Kin

SFS—Security Forces Squadron

SI—Seriously Ill or Injured

RED—Virtual Record of Emergency Data

VSI—Very Seriously Ill or Injured

Prescribed and Adopted Forms

Prescribed Forms—None.

Adopted Forms—AF Form 847, Recommendation for Change of Publication

Attachment 2**CASUALTY AUGMENTATION SUPPORT TEAM (CAST) RESPONSIBILITIES****A2.1. (Added) Purpose:**

A2.1.1. **(Added)** 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 notifications of PNOK. The CAST is appointed in writing by the Commander, Force Support Squadron and is composed of members from the Personnel Support for Contingency Operations (PERSCO) team, FSOXU (FSS Unit Readiness) and the Airmen and Family Readiness Center. The CAST is trained in casualty reporting, notification, and assistance procedures that help the Casualty Assistance Representative (CAR) and other casualty personnel.

A2.1.2. **(Added)** The Commander, Force Support Squadron will authorize the recall of the CAST to augment the CAR as necessary, at which time CAST team support will become their primary duties.

A2.1.3. **(Added)** CAST members will participate in quarterly training (conducted by the CAR) and base-level exercises that facilitate familiarization with casualty reporting procedures.