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Personnel

CASUALTY SERVICES



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This instruction implements Air Force Policy Directive 36-30, *Military Entitlements*. It describes procedures for the Casualty Services Program at Ramstein Air Base, Germany and the units serviced by Ramstein's Military Personnel Flight. This instruction requires the collection and maintenance of information protected by the Privacy Act of 1974 authorized by Title 10 United States Code (U.S.C.), Sections 1475 through 1480, 2771, and 8013 and 37 U.S.C., Sections 551 through 556. 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 the Air Force Records Disposition Schedule (RDS) located in Air Force Records Information Management System (AFRIMS): <https://www.my.af.mil/gcss-af61/afrims/afrims/rims.cfm>

1. General:

1.1. Effective casualty services require timely notifications. Any individual having knowledge of a casualty will immediately notify the Casualty Assistance Representative (CAR) in the Military Personnel Flight (MPF) Customer Service Office during normal duty hours or the Ramstein Command Post after normal duty hours and provide as much information on the casualty as possible.

1.2. When available, the following information should be provided:

1.2.1. Name, grade and social security number of the casualty.

1.2.2. Date, time and location where casualty occurred.

1.2.3. Circumstances.

1.2.4. Source of information (eyewitnesses, family members, friends, etc.)

1.2.5. Name, location and a way of contacting the person making the report.

1.3. Refer to AFI 36-3002, *Casualty Services*, for definition of terms used.

2. Responsibilities:

2.1. The MPF Customer Service Element is responsible for:

2.1.1. Providing a standby listing to all agencies concerned, (i.e., Command Post, Security Police, Mortuary Affairs, Hospital, and Geographically Separated Units (GSUs).

2.1.2. Providing Mortuary Officer and Summary Court Officer with copies of DD Form 1300, **Report of Casualty**. Complying with all other responsibilities as prescribed in AFI 36-3002.

2.2. Ramstein Command Post personnel are responsible for:

2.2.1. Immediately notifying the CAR of a casualty using the instructions provided on the standby listing.

2.2.2. Notifying the Mortuary Affairs Office in cases involving a death.

2.2.3. Ensuring the CAR is on all notification checklists for possible events that could lead to media coverage and/or possible inquiries from relatives of the assigned personnel or Air Force officials after a casualty.

2.2.4. Forwarding information received from the On-Scene Commander conducting a search or investigation and in Duty Status Whereabouts Unknown (DUSTWUN) cases, to the CAR to be included in search progress reports required by AFI 36-3002.

2.3. 86th Security Forces personnel will:

2.3.1. Immediately notify the Command Post at DSN 480-2121 and the CAR of a casualty using the instructions provided on the standby listing.

2.3.2. Forward all known information on casualty incidents to the CAR.

2.3.3. Furnish the CAR with copies of documents (AF Form 1315, **Accident report**, DD Form 1569, **Incident/Complaint Report**, and/or civilian reports translated into English) as required by AFI 36-3002, Table 5.1.

2.4. Landstuhl Army Regional Medical Center, Patient Administration (duty hours) or the Administrative Officer of the Day (after duty hours) is requested to:

2.4.1. Classify casualties IAW with definitions in AFI 36-3002, and immediately initiate AF Form 570, **Notification of Patient's Medical Status**, and report this information to the CAR during normal duty hours or to the Ramstein Command Post after normal duty hours.

2.4.2. Notify the CAR and initiate AF Form 570, immediately when a reportable casualty is scheduled for any surgery or if there is a change in status.

2.4.3. Continuously monitor the status of reportable patients Very Seriously Ill or Injured (VSI), Seriously Ill or Injured (SI), or Incapacitating Illness or Injury (III) in military and civilian hospitals and give the status of each to the CAR on a daily basis.

2.4.4. Notify next-of-kin (NOK) who are physically present at the Landstuhl Army Regional Medical Center of the casualty category or the time of death of the individual, and provide the CAR with the name and grade of the physician who made the notification.

2.4.5. Immediately notify the CAR of dependent casualties or deaths.

2.4.6. Provide the CAR with a copy and English translation of autopsy reports.

2.4.7. Supply the CAR with a copy of DD Form 2064, **Certificate of Death** (Overseas).

2.4.7.1. Appoint an individual (point of contact) to work with the CAR on casualty matters.

2.5. 86th Medical Group Acute Care Clinic will:

2.5.1. Classify casualties IAW with definitions in AFI 36-3002, and immediately initiate AF Form 570, **Notification of Patient's Medical Status**, and report this information to the CAR during normal duty hours or to the Ramstein Command Post after normal duty hours.

2.5.2. If a patient is at the 86th Medical Clinic and becomes a casualty, notify next-of-kin (NOK) who are physically present at the 86th Medical Clinic of the casualty category or the time of death of the individual, and provide the CAR with the name and grade of the physician who made the notification.

2.5.3. Provide medical personnel when requested to serve as members of the casualty notification team for deceased, missing, and DUSTWUN cases.

2.6. The Base Chaplain will:

2.6.1. Designate a Chaplain to act as a member of the casualty notification team when required. Furnish the CAR with a standby listing for after normal duty hours.

2.7. The Office of the Staff Judge Advocate will:

2.7.1. Coordinate on circumstance/condolence letters on all casualties resulting in a death.

2.7.2. Provide legal assistance to the NOK in the local area.

2.7.3. Advise the Summary Court Officer, Line of Duty (LOD) investigating officer, and the CAR on legal matters.

2.8. The Public Affairs Office will coordinate information on newsworthy events and/or reports IAW AFI 36-3002.

2.9. The Base Safety Office will:

2.9.1. Furnish information for preparation of the casualty report and the LOD to the CAR.

2.9.2. Coordinate on circumstance/condolence letters to NOK as a result of aircraft accidents.

2.10. Commanders at all levels who support the casualty program will:

2.10.1. Immediately notify the CAR or the Ramstein Command Post upon knowledge of a casualty situation.

2.10.2. Appoint a commissioned officer, senior noncommissioned officer or civilian of comparable grade, to investigate the circumstances surrounding a death and prepare AF Form 348, **Line of Duty Determination**, when required.

2.10.3. Assist in positive identification of a casualty when required.

2.10.4. Prepare initial and subsequent circumstance/condolence letters for mailing to NOK listed in blocks 4 through 7 of the DD Form 93, **Record of Emergency Data**. Coordinate the letters with the Ramstein CAR and Staff Judge Advocate Office before release. (NOTE: If death is due to an aircraft accident, the CAR will coordinate letters through the Base Safety Office.)

2.10.5. Perform duties as the Casualty Notification Officer when required.

2.11. GSU Commanders will:

2.11.1. Comply with all items listed in paragraph 2.9.

2.11.2. Designate one office to be responsible for casualty reporting (one that can be reached 24 hours a day) and this office will maintain at least one copy of AFI 36-3002 with all applicable supplements and this instruction.

2.11.3. Prepare the initial casualty message. The Ramstein CAR will provide guidance and supplement the initial message with all necessary details from the Unit Personnel Record Group (UPRG).

2.11.4. Coordinate all information and actions with the Ramstein CAR.

2.12. The Ramstein Mortuary Affairs Office will:

2.12.1. Administer the Mortuary Affairs Program in accordance with AFMAN 34-243, Mortuary Affairs Program Procedures.

2.12.2. Appoint an individual (point of contact) to work with the CAR.

2.12.3. Notify the CAR of all casualties.

2.12.4. Counsel the NOK on mortuary affairs and benefits.

2.12.5. Brief the Summary Courts Officer on responsibilities and duties

2.12.6. Brief the official escorting the remains of assigned responsibilities and duties.

2.12.7. Provide information to CAR on the shipment of remains and place of burial.

2.12.8. Provide the CAR with a copy of the Mortuary Officer standby listing.

2.13. The Base Transportation Officer will:

2.13.1. Ensure issuance of travel documents to NOK when necessary.

2.13.2. Furnish an appropriate vehicle (sedan or station wagon) to be used by the casualty notification team.

2.13.3. Assist the Summary Courts Officer with NOK travel arrangements, shipment of household goods and privately owned vehicles.

2.14. Civilian Personnel Office, Human Resources Office and AAFES Personnel Office will:

2.14.1. Establish a point of contact for after normal duty hours.

2.14.2. Provide information from the official personnel records of a civilian employee who is a casualty or NOK of a casualty.

2.14.3. Upon request of the commander, assist in making the notification.

2.14.4. Inform the CAR if the civilian employee was dual status (retired military employed as a civilian).

2.14.5. Appoint an individual to advise and assist the NOK in making claims for benefits.

2.15. The Ramstein Financial Service Office will furnish the MPF with a list of all personnel available to issue death gratuity payments during non-duty hours.

2.16. Base Telephone Operators will provide assistance necessary to ensure timely completion of calls related to a casualty incident.

2.17. **Ramstein Communication Center will** ensure the CAR is notified of receipt of all casualty messages by contacting the Ramstein Command Post and to confirm delivery of all action addressees for all casualty messages.

2.18. **Office of Special Investigations will** provide information and documentation to the CAR needed to accomplish reporting requirements.

2.19. **The 86 MSS/CC** will serve as the squadron commander's liaison to the legal office, Military Personnel Flight, Mortuary Affairs, and other base agencies, as appropriate.

3. Multiple Casualties:

3.1. Overview.

3.1.1. If a situation occurs where the number of casualties exceeds the capabilities of the personnel assigned CAR duties (i.e., aircraft accidents or natural disasters), personnel assigned to the Casualty Augmentation Support Team (CAST) will be called upon to provide assistance.

3.2. Minimum responsibilities:

3.2.1. **The Chief, Customer Support** (during normal duty hours) or CAR (after normal duty hours) will:

3.2.1.1. Establish contact with the On-Scene Commander or Command Post.

3.2.1.2. Follow normal casualty reporting requirements whenever possible.

3.2.1.3. Decide when assistance is required from the CAST.

3.2.1.4. Initiate a recall of CAST members.

3.2.1.5. Coordinate the above actions with the MPF Commander.

3.2.1.6. Make recommendations to the MPF Commander for TDY assistance and abbreviated casualty reporting when necessary.

3.2.2. **On-Scene Commander** reports all casualty information to the CAR either directly or through the Command Post.

3.2.3. **Command Post** will relay information from the On-scene Commander and other agencies to the CAR.

3.2.4. **Hospital/Clinic** commanders ensure all casualty information is provided to the CAR by the most timely method available.

3.2.5. **Mortuary Affairs Officer** reports all deaths to the CAR.

3.2.6. **86 CS/CC** will ensure the MPF and Mortuary Affairs is provided with immediate and uninterrupted telephone and message service back to the CONUS.

3.2.7. **Public Affairs Officer** coordinates the release of casualty information with the On-scene Commander and the CAR.

3.2.8. **Civilian Personnel Office, Human Resource Office and AAFES Personnel Office** will furnish the CAR all required information for civilian casualties.

3.3. If additional assistance is required, it will be coordinated through the Command Post or On-Scene Commander.

4. Support for Deployed Units:

- 4.1. Casualty support for deployed units is outlined in the applicable OPLAN.
- 4.2. In the absence of a governing OPLAN or when not addressed, casualty assistance will be provided in the manner as permanently assigned units.
- 4.3. Personnel Support for Contingency Operations (PERSCO) Teams, deployed to Ramstein AB, will:
 - 4.3.1. Furnish the CAR with an alpha listing of deployed personnel on a weekly basis. This list must include: name, grade, SSAN and PASCODE of home unit.
 - 4.3.2. Ramstein CAR must be provided an up-to-date roster of all PERSCO personnel and POCs for after normal duty hours.

5. Invitational Travel Orders (ITOs):

- 5.1. Invitational Travel Orders are authorized to transport NOK of certain SI and VSI members in certain cases.
 - 5.1.1. When circumstances exist, the CAR will consult with the physician assigned to the case to discuss issuance of ITO.
 - 5.1.2. If ITOs are recommended by the physician and approved by the Landstuhl Army Regional Medical Center Commander, the CAR will initiate action for HQ AFPC/DPWCS to publish ITOs.
 - 5.1.3. Immediately upon approval of ITO, the CAR will contact the unit commander involved and request a sponsor for the next of kin.
 - 5.1.4. The appointed sponsor and member's unit are responsible for arranging transportation, lodging, meals, and assisting the next of kin with all other needs.

6. Non-Air Force Casualties:

- 6.1. The CAR should be notified of all casualties regardless of the branch of service involved.
- 6.2. When notified of a casualty from another service, the CAR will contact the unit concerned, the 86th Medical Group POC, and provide whatever assistance necessary.

7. Imminent Death Processing:

- 7.1. When medical authorities determine that imminent death processing is warranted, the Physical Evaluation Board Liaison Officer (PEBLO) processes a disability case in accordance with AFI 36-3212, Physical Evaluation for Retention, Retirement, and Separations, and AFI 41-120, Medical Resource Management Operations.
- 7.2. The PEBLO must maintain coordination with the member and/or the next of kin (NOK), Medical Facility, MPF Relocations, Casualty Representative, Mortuary Office, and HQ AFPC United States Air Force Disability Division.

7.3. When anticipating quick processing of a very seriously ill member, the PEBLO counsels the NOK concerning their rights in the disability process. The CAR and mortuary representative brief member and/or NOK who must decide if expeditious processing would be in the best interest of all involved.

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