

**BY ORDER OF THE COMMANDER  
21ST SPACE WING**

**AIR FORCE INSTRUCTION 36-3002**



**21ST SPACE WING  
Supplement**

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**Personnel**

**CASUALTY SERVICES**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This supplement implements and extends the guidance of AFI 36-3002, Casualty Services. It redefines Base-level and comparable-level responsibilities. It applies to all activities supported by the Casualty Assistance Office (FSHT), 21st Force Support Squadron, to include geographically separated units (GSU) and tenant units receiving host support at Peterson AFB. This supplement applies to Air Force Reserves Command (AFRC) units, but does not apply to Air National Guard (ANG) units. This supplement requires the collection and or maintenance of information protected by the Privacy Act of 1974 authorized by 10 U.S.C. 8013, Secretary of the Air Force; 44 U.S.C. 3101, Records Management by Federal Agencies; DoDD 1300.22, Mortuary Affairs Policy; DoDI 1300.15, Military Funeral Support, DoDI 1300.18, Department of Defense Personnel Casualty Matters, Policies, and Procedures; Office of the Assistant Secretary of Defense Memorandum, Subject: Defense Casualty Information Processing System, dated Oct 22, 1999; and E.O. 9397 (SSN), as amended. The applicable SORN A0600-8-1c AHRC DoD, Defense Casualty Information Processing System (DCIPS) is available at: <http://dpclo.defense.gov/Privacy/SORNS.aspx>. Ensure that all records created as a result of processes prescribed in this publication are maintained IAW Air Force Manual (AFMAN) 33-363, Management of Records, and disposed of IAW the Air Force Records Disposition Schedule (RDS) in the Air Force Records Information Management. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using AF IMT 847, Recommendation for Change of Publication; route AF IMT 847s from the fields through the appropriate functional's chain of command. 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/gcss->. This publication may not be supplemented.

### ***SUMMARY OF CHANGES***

This document is substantially revised and must be completed reviewed. This publication establishes the requirement for the 21st Force Support Squadron (21 FSS) Casualty Assistance Representative (CAR) to maintain a list of notification officers and provide a standby roster to the Colorado Springs Regional Command Post (CSRCP). This publication clarifies the procedures for the CSRCP, Unit Commanders/Staff Agency Chiefs and GSU Commanders, Security Forces (21 SFS), Medical Treatment Facility (21 MDG), Installation Chaplains

(21 SW/HC) , Mortuary Affairs (21 FSS), Civilian Personnel Flight (21 FSS), Airmen and Family Readiness Center (21 FSS), Logistics Readiness Squadron (21 LRS)/Vehicle Dispatch, Public Affairs Office (21 SW/PA), Disaster Preparedness Office (21 CES) and the Air Force Reserve (AFR) 302 FSS attached to the installation.

**1.11. (21SW) 21 FSS Casualty Assistance Representative (CAR):****1.11.1.1.1. (21SW) Colorado Springs Regional Command Post (CSRCP):**

1.11.1.1.1.1. **(Added)** Will immediately notify the CAR or the individual on standby of any active duty casualty assigned to Peterson AFB.

1.11.1.1.1.2. **(Added)** During non-duty hours, if neither the CAR nor the person on standby can be reached by home or cellular telephone, continues calling until a person on the roster is reached.

1.11.1.1.1.3. **(Added)** Refers all calls about retiree deaths to the CAR.

**1.11.1.1.2. (21SW) Unit Commanders/Staff Agency Chiefs and GSU Commander:**

1.11.1.1.2.1. **(Added)** Will notify the CSRCP for all casualties (to include Very Seriously Ill/Injured (VSI) and Seriously Ill/Injured (SI) who are assigned to their unit.

1.11.1.1.2.2. **(Added)** Will maintain close contact with the active duty member's doctor and ensure the family is kept informed of the member's condition in accordance with AFI 36-3002, Paragraph 3.25. They will also act as the Casualty Notification Officer (CNO) for deceased members assigned to the unit who's NOK resides in the area.

1.11.1.1.2.3. **(Added)** 21SW) Will ensure no unauthorized notification of NOK is made by unit members or co-workers, and provide all available information to CAR. Under no circumstances will unit commanders make casualty notification without prior guidance and instruction from the HQ AFPC Casualty Services Branch via the Casualty Assistance Office. Will also perform casualty notification only after coordinating with the Peterson CAR or the on-call casualty representative.

1.11.1.1.2.4. **(Added)** 21SW) Commanders may have information pertaining to the casualty, such as drug/alcohol, disciplinary, personal or mental problems, which may be required for circumstance letters.

1.11.1.1.2.5. **(Added)** 21SW) Will complete an AF IMT 348, Line of Duty Determination, IAW AFI 36-3002.

1.11.1.1.2.6. **(Added)** 21SW) Unit commanders and their support staff (CSS) will require all newly assigned personnel to have a current Airman Record of Emergency Data (RED) on file in the virtual Military Personnel Flight (vMPF) and stress the importance of keeping the Airman RED current for prompt notification of NOK. Commanders will establish procedures to ensure members departing for TDY in excess of 30 days have a current Airman RED prior to departure.

1.11.1.1.2.7. **(Added)** 21SW) On all active duty deaths, supplies the CAR with the following information:

1.11.1.1.1.7.1. **(Added)** 21SW) Is an Air Force Chief of Staff condolence letter appropriate?

**1.11.1.1.3. (21SW) Security Forces (21 SFS):**

1.11.1.1.3.1. **(Added)** 21SW) On all calls received pertaining to an active duty casualty, obtain (as a minimum) name, grade, SSAN (except ill or injured casualties without the member's written permission), place of occurrence, brief account of the circumstances, and the informant's name and phone number. Provide this information to the CSRCP and the CAR.

1.11.1.1.3.2. **(Added)** 21SW) When necessary, assist the CAR in obtaining information required to complete casualty reporting and coordinate with other law enforcement agencies to obtain copies of accident reports, etc., for casualty case files.

1.11.1.1.3.3. **(Added)** 21SW) When required, provides CAR with documentation needed by the Department of Veterans Affairs in accordance with AFI 36-3002, Table 5.1.

1.11.1.1.4. **(21SW)** Medical Treatment Facility (21 MDG):

1.11.1.1.4.1. **(Added)** 21SW) Immediately notifies Peterson CAR or the standby casualty representative and the 21 SW/CSRCP of an active duty or retired member's death that falls within Peterson AFB's responsibility IAW AFI 36-3002.

1.11.1.1.4.2. **(Added)** 21SW) Provides a qualified medical attendant to assist in notification to the NOK. Will provide a standby list of medical attendants to 21 FSS/FSHT to accompany the notification officer on casualty notifications.

1.11.1.1.4.3. **(Added)** 21SW) May be tasked to provide more than one medical representative for notification teams in multiple casualty situations.

1.11.1.1.4.4. **(Added)** 21SW) Ensures assigned personnel are familiar with the Emergency Family Member Travel (EFMT) Program contained in AFI 36-3002, Paragraph 2.25.

1.11.1.1.4.5. **(Added)** 21SW) Briefs civilian doctor on the EFMT Program if an active duty member assigned to Peterson AFB is hospitalized in a civilian hospital. If EFMT is requested, concurs or nonconcur with attending physician's request and obtains Medical Group Commander's approval/disapproval, if requested.

1.11.1.1.4.6. **(Added)** 21SW) Makes CAR aware of members who are VSI/SI and do not require EFMT but may qualify for the Traumatic Injury Protection Insurance (TSGLI).

1.11.1.1.4.7. **(Added)** 21SW) When necessary, assists the CAR in gathering medical information necessary to complete casualty reporting in accordance with AFI 36-3002.

1.11.1.1.4.8. **(Added)** 21SW) During multiple casualty situations will:

1.11.1.1.4.9. **(Added)** 21SW) Assist the on-scene commander in determining the identification and disposition of the casualties (deceased only) at the scene.

1.11.1.1.4.9.1. **(Added)** 21SW) Assist the CAR in obtaining the following information:

1.11.1.1.4.9.2. **(Added)** 21SW) Names of the deceased member(s).

1.11.1.1.4.9.3. **(Added)** 21SW) Approximate time of death.

1.11.1.1.4.9.4. **(Added)** 21SW) Name and organization of the authority that classified the member as deceased.

1.11.1.1.4.10. **(Added)** 21SW) Will initiate an AF IMT 348 on all active duty deaths and those that may qualify for the TSGLI.

1.11.1.1.5. **(21SW)** Installation Chaplains (21 SW/HC):

1.11.1.1.5.1. **(Added)** 21SW) Provides a standby duty roster to 21 SW/CSRCP of on-call chaplain support to assist in casualty notification actions. The Duty Chaplain will serve as a member of the notification team and assist the Casualty Notification Officer in the event assistance to the NOK is necessary. At no time shall the Duty Chaplain be required to make the casualty notification.

1.11.1.1.6. **(21SW)** Mortuary Affairs (21 FSS):

1.11.1.1.6.1. **(Added)** 21SW) Provides CAR and 21 SW/CSRCP with a 24-hour on-call duty roster of points of contact.

1.11.1.1.6.2. **(Added)** 21SW) Assists the NOK with funeral arrangements, to include military honors and uniform preparation. Briefs the NOK on status of remains and transportation support to desired resting place of the deceased.

1.11.1.1.6.3. **(Added)** 21SW) Provides training to the Family Liaison Officer appointed by the unit commander.

1.11.1.1.6.4. **(Added)** 21SW) Appoints a Summary Court Officer to dispose of the personal property (deceased only) and will brief the officer on procedures for performing this duty.

1.11.1.1.6.5. **(Added)** 21SW) Arranges for appointment of an escort, when required.

1.11.1.1.6.6. **(Added)** 21SW) Contacts and briefs NOK concerning disposition of remains after official casualty notification to NOK has been made.

1.11.1.1.6.7. **(Added)** 21SW) Discharges duties and responsibilities outlined in AFI 34-244, Disposition of Personal Property and Effects, and applicable mortuary checklists.

1.11.1.1.6.8. **(Added)** 21SW) Maintain close coordination with the Traffic Management Flight to arrange the movement of the remains to destination and the movement/disposition of the personal property to NOK.

1.11.1.1.7. **(21SW)** Civilian Personnel Flight (21 FSS):

1.11.1.1.7.1. **(Added)** 21SW) If a civilian employee death occurs while on duty, the Civilian Personnel Flight (CPF) will assist in locating the employees NOK. The unit commander and immediate supervisor will notify the NOK in person if in the local area.

1.11.1.1.7.2. **(Added)** 21SW) The CPF will counsel the NOK on benefits and assist with claim forms.

1.11.1.1.7.3. **(Added)** 21SW) The CPF will provide the CAR with information necessary for casualty reporting.

1.11.1.1.8. **(21SW)** Airmen and Family Readiness Center (21 FSS):

1.11.1.1.8.1. **(Added)** 21SW) The Airmen and Family Readiness Center will furnish the 21 SW/CSRCP with an on-call flight representative, in case of an active duty death and the NOK needs immediate assistance.

1.11.1.1.9. **(21SW)** Vehicle Operations Supervisor (21 LRS):

1.11.1.1.9.1. **(Added)** 21SW) Will provide a sedan or station wagon in excellent working condition upon request from CAR for use by the casualty notification team and the CAR.

1.11.1.1.9.2. **(Added)** 21SW) Ensure vehicles to be used by casualty notification and assistance teams are clean, fueled, provided with road kits, etc., and pre-inspected to expedite team's departure.

1.11.1.1.10. **(21SW)** Public Affairs Office (21 SW/PA):

1.11.1.1.10.1. **(Added)** 21SW) Upon confirmation and verification from the CAR of official notification to the NOK, releases information and details of the casualty IAW applicable Air Force Instructions.

1.11.1.1.10.2. **(Added)** 21SW) For media event situations, the PA officer will assist families with dealing with the civilian media, and offer assistance with any public statements, considering the family's desires, on how and when to answer media questions.

1.11.1.1.10.3. **(Added)** 21SW) Sole agency authorized to release information and answer inquiries from the public, news media, or other government agencies concerning casualties.

1.11.1.1.11. **(21SW)** Disaster Preparedness (21 CES):

1.11.1.1.11.1. **(Added)** 21SW) Procedures outlined in the current CEMP 10-2, Base Disaster Preparedness Plan, will apply.

1.11.1.1.11.2. **(Added)** 21SW) The on-scene commander is responsible for obtaining the number, identity, nature of illness or injury, and the location of the casualties involved in the incident.

1.11.1.1.11.3. **(Added)** 21SW) The medical or mortuary representatives will assist the on-scene commander.

1.11.1.1.12. **(21SW)** Air Force Reserve (AFR) 302 FSS attached to or on the installation:

1.11.1.1.12.1. **(Added)** 21SW) The 302 FSS CAR can contact the Peterson AFB CAR for assistance, if needed.

1.11.1.2.1. **(21SW)** The CAR will promptly notify AFPC/DPWCS of any casualty listed in AFI 36-3002, Table 1.1. A message will be sent within 4 hours of notification and will only be extended with concurrence of AFPC/DPWCS.

1.11.1.2.1.1. **(Added)** 21SW) The CAR and Assistant CAR are appointed on AF Form 1075, Casualty Personnel Roster, and share on-call duties. If contacted after duty hours, the CAR and Assistant CAR will fall into the emergency reaction overtime class for overtime pay.

1.11.1.2.2. **(21SW)** Notifying the NOK. The CAR will contact the Casualty Notification Officer (CNO), Chaplain and medical technician upon the death of a member with NOK in our area. The CNO will review the Casualty Notification DVD and AFI 36-3002, Attachment 5, and answer any questions prior to dispatching team to make notification.

1.11.1.2.2.1. **(Added)** 21SW) The CAR will maintain a listing of all appointed potential notification officers.

1.11.1.2.3. **(21SW)** The CAR will contact the NOK within 24 hours of notification to provide assistance. The CAR will meet the NOK wherever it is convenient for the NOK.

1.11.1.2.4. **(21SW)** All calls or requests from the NOK or from other government agencies will be handled expeditiously. If the CAR is unable to provide assistance, AFPC/DPFCS will be contacted for assistance.

1.11.1.2.5. **(21SW)** Calls from the general public or the news media will be referred to the 21 SW/PA office.

1.11.1.2.6. **(21SW)** Reaching FSS casualty services personnel after-hours. The CAR provides a standby roster to the CSRCP on a quarterly basis of standby personnel.

1.11.1.2.7. **(21SW)** The MTF will establish internal procedures to ensure information is obtained from local hospitals when a member assigned to Peterson AFB has been admitted or classified as a casualty. If member is SI or VSI will notify the CAR and will keep the CAR informed of the hospitalized member's condition.

TODD R. MOORE, Colonel, USAF  
Commander

**Attachment 1****GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION***Adopted Forms*

AF IMT 847, Recommendation for Change of Publication

AF Form 1075, Casualty Personnel Roster

AF IMT 348, Line of Duty Determination