



**10 FEBRUARY 2023**

**Operations**

**ALERT AND RECALL PROCEDURES**

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Certified by: 59 MDW/SGA  
(Colonel Wade Adair)

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This instruction implements Department of the Air Force Policy Directive Instruction 10-2, *Readiness*. This instruction provides guidance, establishes policies and assigns responsibilities for managing the 59th Medical Wing's (MDW) recall program, to include conducting and documenting telephonic and communications outage (Comm-Out) recalls. This instruction clarifies how policies and procedures apply to units assigned or attached to the 59 MDW. This instruction applies to all personnel assigned to the 59 MDW, regardless of duty station or location of assignment. This instruction does not apply to the Air National Guard or Air Force Reserve. 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*. The authority to waive requirements is the publication approval authority. Ensure that all records generated as a result of processes prescribed in this publication adhere to Air Force Instruction 33-322, *Records Management and Information Governance Program*, and are disposed of in accordance with the Air Force Records Disposition Schedule which is located in the Air Force Records Information Management System.

**SUMMARY OF CHANGES**

This publication has been revised. This rewrite of 59 MDWI 10-201 updated policy directive publication dates publication references, phone numbers, emails and points of contact.

**1. Program Responsibilities.**

1.1. Medical Readiness Emergency Management:

1.1.1. Provides concept of operations training, guidance, and staff assistance for establishing and maintaining a unit recall program for telephonic and report-to-duty recalls. **Note:** Superintendent or their designee(s) will be the primary recall point of contact (POC) and information hub for their respective Groups/Squadrons within the 59 MDW.

1.1.2. Ensures the 59 MDW meets annual recall exercise requirements IAW AFI 41-106, *Medical Readiness Program Management*, section 5.1.2.1.

1.1.3. Verifies group/squadron recalls are documented by the Superintendent(s); deficiencies identified, and corrective actions monitored through the Medical Readiness Committee (MRC) until closed.

1.2. Group and Squadron Commanders will:

1.2.1. Develop a recall system for all personnel assigned, including residents, trainees and patients assigned to the Airman Medical Transition Unit.

1.2.1.1. Maintain up-to-date telephone and Comm-Out recall rosters for assigned military and civilians.

1.2.1.1.1. Ensure each newly assigned staff member is tracked by the sponsor or supervisor until member is formally placed on the recall roster.

1.2.1.1.2. Identify Essential Personnel on the Recall Rosters. They are defined as individuals, active duty, reserve or civilian, who are required to sustain 24-hour operations or are critical for mission execution. At a minimum, the level of staffing must be equal to that normally seen on weekends. Any further delineation of essential personnel is at the direction of the Squadron or Group commanders. Recall rosters will include an "(E)" after the name(s) of all members classified as "essential" personnel (See [Attachment 2](#)).

1.2.1.1.3. Ensure recall rosters include the most current physical address and the following statement, "if accountability is necessary during a Comm-Out scenario, the physical addresses in the Recall Roster will be used to contact members."

1.2.1.1.4. Ensure new personnel are trained on the use of recall rosters for all types of recalls. 1.2.1.1.5. Ensure the Confidential Unclassified Information (CUI) statement is placed at the bottom of each recall roster IAW AFI 33-332, *Air Force Privacy and Civil Liberties Program*.

1.2.2. Ensure recall rosters are validated no later than the last duty day of each month, and electronic copies are labeled FOUO and forwarded securely to Medical Readiness at [usaf.jbsa.59-mdw.mbx.59-mlrs-readiness-emergency-management@health.mil](mailto:usaf.jbsa.59-mdw.mbx.59-mlrs-readiness-emergency-management@health.mil)

1.2.3. Develop processes to ensure any contact information changes made on recall rosters are updated in MilPDS or other official sources of contact information that may be used in emergency notification or accountability procedures.

1.2.4. Designate a central location within each unit or duty location where personnel report for sign-in during a recall.

1.2.4.1. Use discretion in recalling shift personnel during exercises.

1.2.5. Conduct at least one Group recall per year IAW AFI 41-106. Recalls may alternate between telephonic only and report-to-duty each year and may be combined with other exercises as appropriate.

1.2.6. When directed by the Wing Commander (59 MDW/CC), Vice Wing Commander (59 MDW/CV), or their designated representative, each commander will ensure the Group Superintendent recalls personnel from pass, leave, and temporary duty (TDY) by the most expedient means possible.

1.2.6.1. When required by real-world circumstances or when directed, recall all active duty or essential civilian personnel who are on leave or TDY. However, personnel will not be recalled from manning assistance, formal technical training school, or Professional Military Education courses. Listed below are two avenues that can be utilized to recall personnel from leave and TDY:

1.2.6.1.1. Telephone contact. The following is an example of a leave, TDY or pass recall statement: "Airman Jones, (i.e., grade, name, and office symbol) you must immediately return to your place of duty. Conditions exist that require termination of your absence. Return by the most immediate means available. When you have made your arrangements for your return, call me at (telephone number), to advise of the time and place of your arrival. No further information regarding this recall is available at this time."

1.2.6.1.2. Personal contact. Notify the individual face-to-face using the above statement as applicable.

### 1.3. Medical Readiness will:

1.3.1. Maintain contact information for members assigned to the Disaster Response Force (i.e., Emergency Operations Center (EOC), etc.).

1.3.2. Ensure required annual recalls are evaluated, documented, and deficiencies with corrective actions are identified and tracked by the 59 MDW/IG. Deficiencies will be briefed in the MRC and included as an attachment to the minutes. (See [Attachment 3](#), Post Recall Report).

1.3.2.1. Instruct the Group Superintendent(s) to forward electronic copies of recall exercise after action reports to Medical Readiness within 5 duty days post recall.

1.3.2.2. Provide updated recall rosters to the Medical Control Center (MCC), no later than the last duty day of each month.

### 1.4. Medical Contingency Response Plan (MCRP) Disaster Team Chiefs will:

1.4.1. Develop and maintain a team recall roster. Use team recall structure format ([Attachment 2](#)), listing team chief, alternate, and all team members.

1.4.1.1. Provide updated recall rosters to the Medical Readiness Emergency Management office no later than the last duty day of each month at [usaf.jbsa.59-mdw.mbx.59-mlrs-readiness-emergency-management@health.mil](mailto:usaf.jbsa.59-mdw.mbx.59-mlrs-readiness-emergency-management@health.mil)

1.4.1.2. Ensure all MCRP disaster team members receive a copy of the team recall roster.

1.5. Individual Responsibilities. Notify UDM, Supervisor, MCRP Disaster Team Chief, and/or Squadron Superintendent when personal contact information, or that of personnel supervised, requires an update. Update all official sources of contact information, to include MilPDS, consulting the Commander's Support Staff as needed.

## 2. Accountability Procedures.

2.1. Accountability is defined as the accurate accounting for all Department of Defense personnel at all times regardless of location. Accountability is accomplished through the use of recalls.

2.2. Accountability may include Active Duty, Civilians, personnel TDY, on leave, or on a pass in the impacted area.

2.3. If a recall needs to be conducted as a result of a natural disaster or contingency and the impacted area is outside continental United States, the Group Superintendent will contact personnel to determine the personnel's plan of action.

2.4. In the event of a real-world and/or exercise activation of the National Disaster Medical System (NDMS), the requirement to attain accountability will be accomplished by using the Air Force Personnel Accountability and Assessment System (AFPAAS) Procedures Website. ([Attachment 4](#))

2.5. The 59 MDW/CC, 59 MDW/CV, or designated representative will activate the MCC when accountability is directed by the 502d Air Base Wing Commander (502 ABW/CC) or designated representative. **Note:** The MCC phone number is 210-292-5990.

2.6. Upon activation, the MCC will:

2.6.1. Serve as the point of contact for all 59 MDW accountability exercises when directed by the 502 ABW and/or 59 MDW/CC.

2.6.2. Direct Group Superintendent to conduct accountability upon notification and instruction by the 59 MDW/CC, 59 MDW/CV or their designated representative.

2.6.3. Direct Group Superintendent to accomplish accountability using the 59 MDW Form 5070, *Unit Strength Reporting Worksheet*.

2.6.4. Complete a consolidated 59 MDW Form 5070 to report the Wing's total strength.

2.6.5. Report the Wing's total strength to the 502 ABW/Command Post/Crisis Action Team (CAT) in WebEOC, unless otherwise directed. Report will be provided no later than 1 hour and 30 minutes after initial recall notification and then every 60 minutes until 100% accountability is achieved.

2.7. Each Group Superintendent and the 559 Medical Squadron (MDS) at Randolph AFB Squadron Superintendents will provide the Readiness Plans Section/MCC recall strength figures not later than 10 minutes after Alert Hour (A-Hour) + 1; 10 minutes after A-Hour + 2; and 10 minutes after A-Hour + 3.

2.8. The 559 MDS MCC (Joint Base San Antonio - Randolph) will:

2.8.1. Serve as the point of contact for all 559 MDS accountability exercises when directed by the 502 ABW/CC, 59 MDW/CC, and 559 MDG/CC.

2.8.2. Direct Squadron Superintendent to conduct accountability.

2.8.3. Ensure accountability recalls are monitored, documented, and deficiencies identified/corrective actions tracked through the MRC until closed.

2.8.4. Direct Squadron Superintendent to accomplish accountability using the 59 MDW Form 5070.

2.9. Air Force Personnel Accountability and Assessment System (AFPAAS). Accountability in the AFPAAS will always be generated as a result of real-world and/or exercise activation of the NDMS.

2.9.1. The 59 MDW MCC will act as the focal point for the 59 MDW when directed to complete accountability actions within AFPAAS. (**Attachment 4, Figure A4.1**) Include a brief/concise summary of AFPAAS accountability in the After-Action Report completed for any accountability exercise or real-world event. Observations/findings and recommended improvement items must also be captured in a Post Recall Report. (**Attachment 3**). The 559 MDS MCC will act as the focal point for the 559 MDS when directed to complete accountability actions within the AFPAAS.

2.9.2. Group Commander will ensure Group Superintendent, or designated representative, provide the Medical Readiness Emergency Management Element rank, name, SSAN and duty phone of personnel who will require access to the AFPAAS in order to provide accountability for all assigned personnel accounting symbol (PAS) codes in their respective organization. (**Attachment 4, Figure A4.2**)

2.9.3. Group Superintendent will log into the Air Force Portal to access the AFPAAS when directed by the MCC or designated representative to update applicable 59 MDW member and dependent information as related to a specified contingency (See **Figure A4.1**). Group Superintendent will continue updating AFPAAS until accountability is complete.

2.9.4. 559 MDS/CC will ensure the Squadron Superintendent, or designated representative, provide the 59 MDW EM Office: rank, name, SSAN and duty phone of personnel who will require access to the AFPAAS in order to provide accountability for all assigned PAS codes in their respective organizations (**Attachment 4, Figure A4.2**).

2.9.5. 559 MDS Superintendent will log into the Air Force Portal to access the AFPAAS when directed by the MCC or designated representative to update applicable 559 MDS member and dependent information as related to a specified contingency (**Attachment 2**). Squadron Superintendent will continue updating AFPAAS until accountability is complete.

### **3. Procedures for two types of recalls: Telephonic and Report-to-Duty.**

3.1. Telephonic recalls involve telephone notifications to all assigned personnel to relay important or time sensitive information by the following categories: Unit, Unit Type Code (UTC) and MCRP Teams/Disaster Response Force.

3.2. Recall Response Goals. Recall response is measured based on available personnel accounted for at the end of a given time period. Personnel determined available for duty include all assigned personnel excluding those on leave, TDY, hospitalized, quarters, etc. Associate units will establish their own mechanism to track the availability of the personnel assigned.

- 3.3. The 59 MDW goal is to have A+1=20%, A+2=80%, A+3=100% accountability.
- 3.4. Telephonic Recall Reporting Procedures. Upon recall notification, all personnel will perform the following procedures (**Note:** These procedures are to be printed on all recall rosters):
- 3.5. Personnel will call the individual(s) directly below them on the recall roster or connected to them in the recall chain. Speak directly with member identified on the recall roster and repeat verbatim any predetermined message. Do not accept a child, spouse or voice mail as an acceptable contact. If voice mail is reached, leave a message and continue to call down the chain.
- 3.6. Contact by using all telephonic devices listed on recall roster. If there is no answer, call the next person in the chain.
- 3.7. Unless otherwise instructed, the caller will advise the individual of the recall and requirement to report to their respective duty location in the Uniform of the Day.
- 3.8. Individuals should be en-route within 15 minutes, or as specified in the recall message, after being notified of a recall. Personnel are not to shower, shave, bathe, eat breakfast or stop while en-route.
- 3.9. Upon arrival at the duty location, individuals will sign in at their designated sign-in area, and unless otherwise directed, report to their duty section and await further instructions. Announcements will be made to keep medical staff abreast of the current situation and appropriate actions to initiate.
- 3.10. Group/Squadron/Flight Commanders will ensure that their recall rosters are maintained and that their members keep a current copy in the event of a recall.
- 3.11. Report-to-duty recalls require individuals to physically report to their duty section. Notification is usually made via telephone or runner to relay important or time sensitive information to personnel in the following categories: Unit, UTC Team and MCRP Disaster Team.

JEANNINE M. RYDER  
Brigadier General, USAF, NC  
Director, Wilford Hall Ambulatory Surgical Center

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

DAFPD 10-2, *Readiness*, 20 May 2021

AFI 41-106, *Medical Readiness Program Management*, 29 July 2020

AFI 10-204, AETC Supplement, *Air Force Service Exercise Program and Support to Joint and National Exercise Program*, 12 April 2019

AFI 10-208, *Continuity of Operations*, 10 October 2018

AFI 33-332, *Air Force Privacy and Civil Liberties Program*, 9 March 2020

502 Air Base Wing Joint Base San Antonio Installation Deployment Plan, 10-403, 30 November 2021

Joint Base San Antonio Medical Contingency Response Plan, 30 June 2022

***Prescribed Form***

59 MDW Form 5070, *Unit Strength Reporting Worksheet*

***Adopted Form***

AF Form 847, *Recommendation for Change of Publication*

***Abbreviations and Acronyms***

**ABW**—Air Base Wing

**AFPAAS**—Air Force Personnel Accountability and Assessment System

**A—Hour**—Alert Hour

**COMM-OUT**—Communications-Out

**EOC**—Emergency Operations Center

**IAW**—In Accordance With

**MCC**—Medical Control Center

**MCRP**—Medical Contingency Response Plan

**MDG**—Medical Group

**MDW**—Medical Wing

**MRC**—Medical Readiness Committee

**MRDSS**—Medical Readiness Decision Support System

**NDMS**—National Disaster Medical System

**OPR**—Office of Primary Responsibility

**PAS**—Personnel Accounting Symbol

**POC**—Point of Contact

**TDY**—Temporary Duty

**UDM**—Unit Deployment Manager

**UTC**—Unit Type Codes

### *Terms*

**Alert**—Members must be in the local area and available to be contacted. Check-in required once during each 24-hour period.

**Alert Hour (A-Hour)**—The time the recall was initiated (this is not necessarily the time the unit was notified of a base wide recall). The 502 ABW/CC or the 59 MDW/CC may initiate a total or selective recall of 59 MDW personnel and set the A hour. Group and Squadron commanders may initiate recalls for their units. Units should obtain the A-Hour upon notification of recall initiation from the Command Post or the MCC.

**A—Hour +1**—One hour after A-Hour—For example, time of recall is 0515, the A-Hour +1 is 0615.

**A—Hour +2**—Two hours after A-Hour—For example, time of recall is 0515, the A-Hour +2 is 0715.

**A—Hour +3**—Three hours after A-Hour—For example, time of recall is 0515, the A-Hour +3 is 0815.

**Comm-Out Recall**—Recall conducted under reduced communications capability (e.g., some or all telephone or communications systems are inoperable due to a natural disaster or terrorist activities). Each unit will maintain recall rosters which include addresses of all unit personnel.

**Disaster Response Force or Specialized Teams**—EOC, MCRP teams, etc.

**Essential Personnel**—Are those individuals, active duty, reserve or civilian, who are required to sustain 24 hours operations. At a minimum, the level of staffing must be equal to that normally seen on weekends. Trainees/residents/fellows are not considered essential personnel unless they are designated as staff on-call in-house for a specific timeframe. Any further delineation of essential personnel is at the direction of the Squadron or Group commanders.

**Personnel Accountability**—The accurate accounting for all Air Force personnel at all times regardless of location.

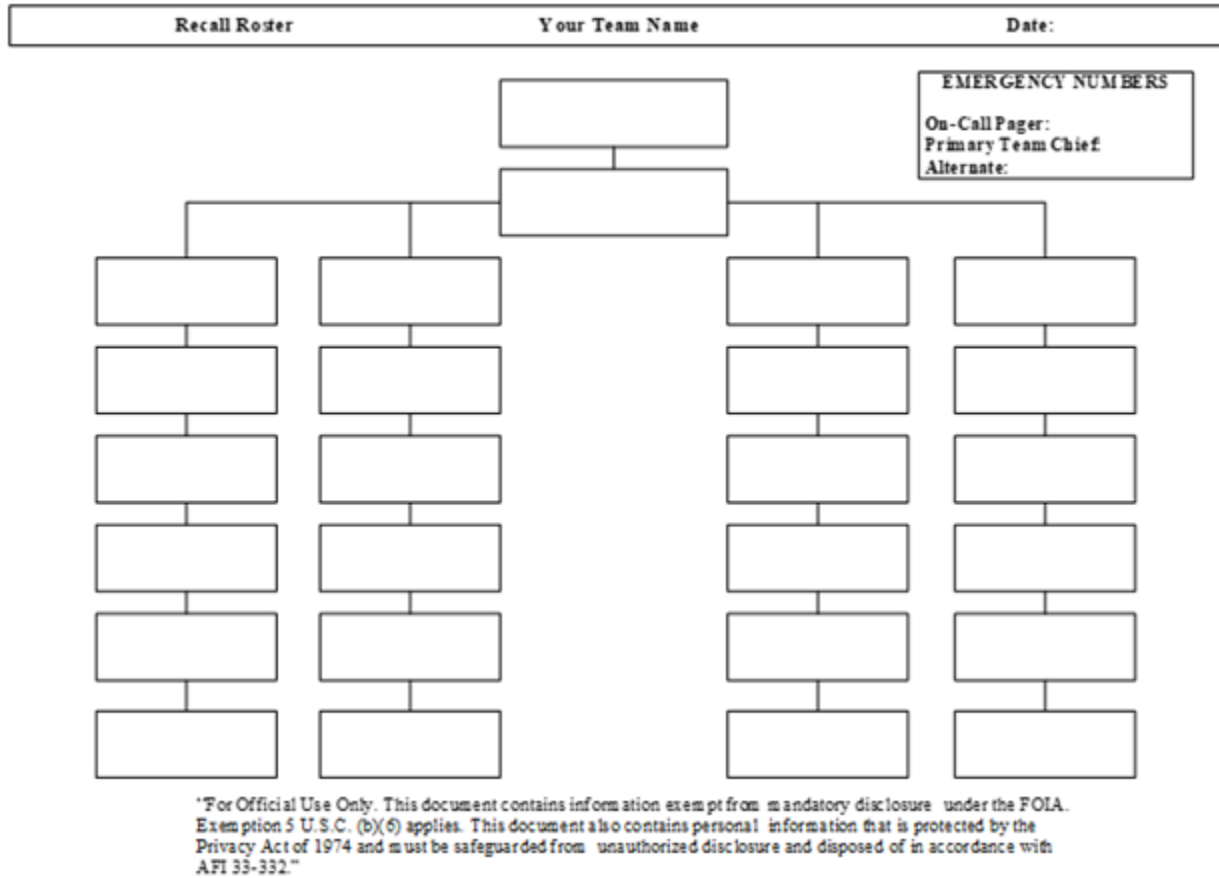
**Recall**—A recall of all 59 MDW military personnel. Recalled members are required to physically report to designated sign in locations.

**Recall Standby**—Members must be at or near a telephone and able to answer within six rings. Members must also have a current recall roster available.

**Total Recall**—Total recalls may involve telephone notification and recall to duty notifications to relay important or time sensitive information.



**Figure A2.2. Example of Team Recall Structure.**



**A2.1.** Personnel will call or visit (Comm-Out) the individual(s) directly below them on the recall list or connected to them in the recall chain. Speak directly with member identified on the recall roster and repeat verbatim any predetermined message. Do not accept a child, spouse or voicemail as an acceptable contact. Contact by using all phonetic devices listed on recall roster. If voicemail is reached, they will leave a message and continue to call down the chain.

**A2.2.** Allow the phone to ring until it goes to voicemail or if the phone does not have voicemail capability allow it to ring 10 to 15 times to ensure it is heard. If there is no answer, call the next person in the chain. Do not let the chain break!

**A2.3.** Unless otherwise instructed, advise the individual of the general recall and the need to report to their respective assembly points in the Uniform of the Day

**A2.4.** Individuals must be en-route within 15 minutes after receiving or as specified in the recall message. Members are not to shower, shave, bathe, have breakfast or stop on the way in.

**A2.5.** Upon arrival at the duty location/assembly point, individuals will check in at the designated sign in area and, unless otherwise directed, await further instructions. Announcements will be made to keep members abreast of the current situation and appropriate actions to initiate.

**A2.6.** In the case of a comm-out recall, personnel may need to contact the individual directly below them on the recall roster by visiting their residence and will pass on any message or guidance they have received regarding the recall.

**Note:** Updating General Recall Information:

Personnel are responsible for updating their recall information whenever it changes by contacting their supervisor, noncommissioned officer in charge/officer in charge or Superintendent.

**Note:** This statement should be placed at the bottom of all recall rosters.

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**Attachment 3****POST RECALL REPORT FORMAT****Figure A3.1. Post Recall Report Format.****MEMORANDUM FOR 59 MLRS/SGSKX****FROM:** SQUADRON/OFFICE SYMBOL**SUBJECT:** Post Recall Report (date of recall)

1. A (real world or exercise) recall of the (unit) was conducted on (date). The subject recall was initiated at (time) and terminated at (time). The following statistics are presented for the subject recall:
  - a. Number of Personnel Authorized:
  - b. Number of Personnel Assigned:
  - c. Unavailable Personnel: Enter the number of unavailable personnel that fall into each category below.
    - 1) Leave:
    - 2) TDY:
    - 3) Hospitalized or Quarters:
    - 4) Other:
  - d. Total Unavailable and Excused Personnel: Total of paragraphs c (1) through c (4).
2. Deficiencies: List each deficiency separately in the format below.
  - a. Observation: Give a brief narrative description of the problem.
  - b. Recommended Corrective Action: Give a brief narrative on your recommended course or action to resolve or correct this problem.
  - c. OPR/POC: Identify an office of primary responsibility (OPR, unit and office symbol) and give a point of contact (POC, rank, name and duty phone) who can be contacted for updates and further information.
  - d. ECD: Identify an estimated closure date (ECD) that this problem will be corrected and the deficiency closed.
3. Direct all questions to (rank and name) at (duty phone).

Flight/Squadron or Group/CC, Superintendent or Designated Rep



Figure A4.3. PAS Codes.

The screenshot displays the AFPAAS (Air Force Personnel Accountability and Assessment System) interface. At the top, there is a navigation bar with the AFPAAS logo and the text "Air Force Personnel Accountability and Assessment System". Below this, there are several tabs: Home, Dashboard, Personnel, Reporting, Security, Subsystem, My Data, Settings, and Help. The main content area is titled "PAS Code Accounting Summary" and includes a search bar for "PAS Code" and a "View my PAS code Hierarchy" button. A table below the search bar lists various PAS codes and their associated personnel data. The table has columns for "PAS Code", "Comment Name", "# Personnel", "# Affected", "% Accounted", "# Accounted", and "# Unaccounted". The data rows show a hierarchy of codes, starting with "AFPAAS" and branching into various sub-codes like "AFPAAS", "AFPAAS", "AFPAAS", etc., with corresponding personnel counts and accounting percentages.

PAS Code	Comment Name	# Personnel	# Affected	% Accounted	# Accounted	# Unaccounted
AFPAAS	Team for My PAS codes	1874	80	100%	80	0
AFPAAS	AFPAAS	375	2	100%	2	0
AFPAAS	AFPAAS	10	0	0%	0	0
AFPAAS	AFPAAS	8	0	0%	0	0
AFPAAS	AFPAAS	31	0	0%	0	0
AFPAAS	AFPAAS	5	0	0%	0	0
AFPAAS	AFPAAS	258	0	100%	0	0
AFPAAS	AFPAAS	108	10	100%	10	0
AFPAAS	AFPAAS	70	14	100%	14	0
AFPAAS	AFPAAS	136	0	0%	0	0
AFPAAS	AFPAAS	104	1	100%	1	0
AFPAAS	AFPAAS	62	0	100%	0	0
AFPAAS	AFPAAS	10	0	0%	0	0
AFPAAS	AFPAAS	10	0	0%	0	0
AFPAAS	AFPAAS	108	0	0%	0	0
AFPAAS	AFPAAS	62	0	100%	0	0
AFPAAS	AFPAAS	70	0	0%	0	0
AFPAAS	AFPAAS	8	0	0%	0	0
AFPAAS	AFPAAS	16	1	100%	1	0
AFPAAS	AFPAAS	37	0	0%	0	0
AFPAAS	AFPAAS	207	0	100%	0	0

**Note:** Group Superintendent / (559 MDS-Squadron Superintendents) will need to locate each of their PAS Codes and account for all of their people. Click on the PAS Code and wait 2 seconds until it populates the names. **Note:** It will only show names, if the "#Affected (Required to Account) shows a number greater than "0."

Attachment 5

APPOINTMENT OF COMMANDER OPERATIONAL REPRESENTATIVES (CORS)  
FOR AFPASS

Figure A5.1. Appointment of Commander Operational Representatives (CORS) for AFPASS.



DEPARTMENT OF THE AIR FORCE  
59TH MEDICAL WING (AETC)  
JOINT BASE SAN ANTONIO - LACKLAND TEXAS

MEMORANDUM FOR 802 FSS/CC  
FROM: 59 XXXX/CC  
SUBJECT: Appointment of Commander Operational Representatives (CORS) for Air Force Personnel Accountability and Assessment System (AFPAAS), 59 XXXX Group.

1. The following individuals are appointed as CORS for AFPAAS during crisis/disasters or exercises to attain accountability on behalf of the 59 MDSG/CC:

Grade/Name	Last 4 SSN	Unit	Passcode

2. Additionally, these individuals may assign access to CORS subordinate to them.

XXXX X. XXXX, Colonel, USAF  
Commander, 59th XXXX

cc:

59 MLRS/SGSKX

*Warrior Medics – Mission Ready – Patient Focused*