

**BY ORDER OF THE COMMANDER
934TH AIRLIFT WING**

**DEPARTMENT OF THE AIR FORCE
INSTRUCTION 36-3002_934AWSUP**



29 JULY 2025

Personnel

CASUALTY SERVICES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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DAFI 36-3002, 4 February 2021 is supplemented as follows. This supplement implements and extends the guidance of Department of the Air Force Instruction (DAFI) 36-3002, *Casualty Services*. This instruction is used to assist the Air Force in effecting expeditious reporting, dignified and humane notification and efficient and thorough assistance to the next of kin of all casualties. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the Air Force Form 847, Recommendation for Change of Publication. Ensure that all records created because 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).

SUMMARY OF CHANGES

This document has been rewritten and must be completely reviewed. Revision reflects changes in DAFI 36-3002, published 4 February 2021.

1. Responsibilities.

1.3.9.17. **(Added)** The 934 FSS Mortuary Officer is responsible for all activities related to search, recovery, identification, preparation, transportation, and disposition of remains, memorial services, funeral arrangements, claims, escorts, military honors, and other mortuary matters as directed by DAFI 34-160, *Mortuary Affairs Program*. The Mortuary Officer will not contact the next of kin to provide mortuary assistance for any death, until after death notification has been

made and confirmed by the CAR. Any calls pertaining to mortuary matters will be directed to the Mortuary Officer/Mortuary Technician.

1.3.9.18. **(Added)** If a civilian employee death occurs, the Civilian Personnel Section will locate/contact the employee's supervisor so NOK or emergency contact information can be obtained. The unit commander and immediate supervisor will notify the NOK in person if in the local area.

1.3.10.20. **(Added)** The 934th Casualty Assistance Office is responsible for the casualty services program at the 934th Airlift Wing (AW).

1.3.10.21. **(Added)** The Casualty Assistance Representative (CAR) is responsible for casualty reporting, notification, and assistance for 934th AW members and active-duty Air Force personnel family members in our area of responsibility.

1.3.10.22. **(Added)** All actions concerning casualty matters will be coordinated with the 934 AW CAR. The following units/sections will provide assistance and information as requested by the CAR:

1.3.10.22.1. Security Forces Base Defense Operations Center (BDOC).

1.3.10.22.2. Command Post.

1.3.10.22.3. Chaplain (when available).

1.3.10.22.4. Medical Personnel (when available).

1.3.10.22.5. Mortuary.

1.3.10.22.6. Transportation.

1.3.10.22.7. Public Affairs Office (PA).

1.3.10.22.8. Safety.

1.3.10.22.9. Emergency Management.

1.3.10.22.10. Unit Commander (Deceased person's unit of assignment).

1.3.10.22.11. Civilian Personnel.

2. Procedures.

2.1. The first agency, organization or person who has knowledge of an active status casualty will telephone the CAR regardless of the time of day or night. Calls and requests from the Next of Kin (NOK) or government agencies will also be referred to the CAR. If the CAR cannot be reached, call the Minneapolis Command Post (612-713-1777) for referral to an appropriate representative. If immediate contact cannot be made, call the Security Forces BDOC (612-713-1102), who will contact the on-call Command Post representative for assistance in notifying casualty personnel.

2.2. The Command Post and BDOC will record all information received and relay it to the CAR or other casualty personnel as soon as possible. Information recorded by the Command Post or BDOC will include the following:

2.2.1. Name and telephone number of informant.

2.2.2. Name, grade and social security number (SSAN) of the casualty.

2.2.3. Date, time, and location (if known) of death.

2.2.4. Status of casualty (i.e. active duty, reserve in duty status, reserve off-duty, retired, etc.).

2.2.5. Name, address and telephone number of the NOK, if available.

2.2.6. Name, location and telephone number of the hospital, location of the remains, and any other information pertaining to the casualty.

2.3. The above information must be relayed to the CAR or other casualty personnel immediately, regardless of the time of day or night.

2.3.1. If after reasonable effort the CAR cannot be located, contact the 934th Force Support Squadron, Commander, or his/her representative.

2.3.2. Immediately upon notification of an active-duty casualty, the CAR will record the time of notification and immediately report to his/her duty station. The CAR will then alert the Installation Commander if it is a 934th member, and agencies listed in paragraph 1.3.10.22.1. through 1.3.10.22.11., as applicable. The CAR will make every attempt to verify the information received from the Command Post or BDOC by contacting city, county, state police, or other local authorities. Upon verification of information, a casualty report will be submitted in DCIPS-CR.

2.4. If the incident occurred on this installation, Security Forces BDOC will provide the CAR with a copy of the civilian police report or an AF Form 3545, *Incident Report*.

3. Multiple Casualty Reporting Procedures.

3.1. Multiple casualty reporting procedures are implemented in situations where the number of casualties exceeds the reporting unit's normal operating capability; typically, three or more. Under these conditions the responsibilities of the various functions are as follows:

3.1.1. The Force Support Squadron (FSS) Commander will designate a Casualty Augmentation Support Team (CAST) in writing, which will consist of the CAST Team Chief, and sufficient team members to perform the reporting function. The team will be periodically trained and evaluated at least three times per year.

3.1.2. The Command Post or BDOC will notify the FSS Commander and the CAR whenever multiple casualty situations occur. Either the FSS Commander or the CAR may activate the CAST team members to fulfill casualty responsibilities.

3.1.3. The Emergency Operations Center (EOC) will notify the CAST Team Chief of the confirmed death of each individual to include the name, rank and SSAN, and if the remains have been recovered and identified.

3.1.4. The EOC will also inform the CAST Team Chief of any injured personnel to include name, rank and SSAN, injury status (Very Seriously Injured, Seriously Injured, Not Seriously Injured), the nature of the injury (i.e. broken back), and where/when they were transported for further treatment or admission.

3.1.5. The Unit Commander will make the determination of conclusive evidence of death or the determination of Duty Status Whereabouts Unknown (DUSTWUN), on those persons whose remains have not been recovered and/or positively identified, based upon obtained "conclusive evidence of death" IAW DAFI 36-3002, paragraph 2.9.2.1. If more than one commander or service is involved, they must coordinate their actions. A determination of the status of the casualty will not be made without the concurrence of all commanders concerned. The CAST Team Chief will be notified as soon as the determination is made.

3.1.6. The CAST Team Chief will alert team members and will then assume his/her duties in the Casualty Assistance Work Center. He/She will be responsible for tasking and briefing notification officers. He/She will ensure the Air Force Personnel Center, Casualty Services Branch (AFPC/DPFCS) (AFPC Casualty) is contacted, upon learning of a casualty and continue to provide casualty data updates until information is confirmed and a casualty report is submitted through Defense Casualty Processing System (DCIPS). The CAST Team Chief will establish liaison with the Base Public Affairs Officer and advise when notification to the next of kin has been accomplished. He/She will be the focal point for all casualty notification and reporting activities. Under no circumstances will any agency, office or individual assume notification or reporting responsibilities without the specific assignment of such responsibility by the CAST Team Chief.

3.1.7. The Civilian Personnel Officer will assist, upon the request of the CAR or CAST Team Chief, in obtaining civilian records in support of making notification to the next of kin. The CAST Team Chief may assign duties to the Civilian Personnel Officer as required to perform tasks associated with casualty reporting and casualty notification. Civilian casualty procedures are governed by DAFI 36-167, *Civilian Survivor Assistance*.

3.1.8. A list of the names and telephone numbers of the CAST team members will be furnished to 934 Force Support Squadron via an appointment letter. These team members will be subject to call 24 hours a day, 7 days a week in the event of multiple casualties or CAST activation.

4. Newsworthy Events.

4.1. Incidents involving Air Force personnel or their dependents occurring on or near this installation in which there are no Air Force casualties, but the news media is expected to show special interest, will be reported to AFPC/DPFCS by the CAR. Prior to release, the information

will be coordinated through 934 AW/PA. No information will be furnished to anyone outside the chain of command without the approval of the PAO.

BEGIN SIGNATURE
SAMUEL J. KRAEMER, Colonel, USAF
Commander
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Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION****References**

DAFI 34-160, *Mortuary Affairs Program*, 02 March 2022

DAFI 36-167, *Civilian Survivor Assistance*, 18 April 2023

DAFI 36-3002, *Casualty Services*, 04 February 2021

AFI 33-322, *Records Management and Information Governance Program*, 23 March 2020

Adopted Forms

AF Form 847, Recommendation for Change of Publication

AF Form 3545, Incident Report

Abbreviations and Acronyms

AFPC/DPFCS—Air Force Personnel Center, Casualty Services Branch

AW—Airlift Wing

AFI—Air Force Instruction

BDOC—Base Defense Operations Center

CAR—Casualty Assistance Representative

CAST—Casualty Augmentation Support Team

DCIPS—Defense Casualty Processing System

DoD—Department of Defense

DUSTWUN—Duty Status Whereabouts Unknown

EOC—Emergency Operations Center

FSS—Force Support Squadron

FSS/FSMPS—Force Support Squadron, Force Support Manpower Section

NOK—Next of Kin

OPR—Office of Primary Responsibility

PA—Public Affairs Office

RDS—Records Disposition Schedule

SSAN—Social Security Number