

**BY ORDER OF THE COMMANDER  
AVIANO AIR BASE (USAFE)**



**DEPARTMENTAL AIR FORCE  
INSTRUCTION**

**36-3002**

**AVIANO AIR BASE  
Supplement  
10 DECEMBER 2024**

**Personnel**

**CASUALTY SERVICES**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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(Lt Col Matthew R. Houser)

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This supplement implements and extends the guidance of Air Force Instruction (DAFI) 36-3002, Casualty Services dated 4 Feb 2024. This supplement establishes certain procedures and requirements that govern the Aviano Air Base (Aviano AB) Casualty Program. It applies to all squadrons, Geographically Separated Units and tenant units assigned to Aviano AB. 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 Notices SORN A0600-8-1c AHRC DoD, Defense Casualty Information Processing System (DCIPS) and F036 AF PC R, Personnel Data Systems. This publication does not apply to Air Force Reserve Command (AFRC) Units or the Air National Guard (ANG). 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.mv.af.mil/afirms/afirms/afirms/rims.cfm>.

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specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

1.11.1. **(Added)** The 31st Fighter Wing Command Post (31 FW/CP) will immediately notify the Casualty Assistance Representative (CAR) of the death of any Active Duty (AD) or Reserve/Guard Component military member or Civil Service/NAF employee (on or off duty) in which they are made aware. Notification must be made immediately (duty hours, non-duty hours and holidays) and include the following information:

1.11.1.1. Name, grade and social security number of the casualty, if known.

1.11.1.2. Date, time and place casualty occurred.

1.11.1.3. Circumstances of situation.

1.11.1.4. Source of information (eyewitness, Commander, family member, etc)

1.11.1.5. Name, location, and method of contacting the person making the report.

1.11.2. **(Added)** 31 FW/CP will notify the CAR within 1-hour of the death of any AD Family Member (dependent) or any illness or injury that results in hospitalization of an AD military member. This includes notifications received of incidents concerning Aviano AB members that are TDY or on leave outside the local area.

1.11.3. **(Added)** Any individual contacting the 31 FW/CP to report the death of a retiree should be given the CAR's duty contact information and asked to contact the CAR. The CAR's office and duty cell phone numbers are releasable to the public.

1.11.4. **(Added)** The CAR will provide 31 FW/CP a Casualty Assistance Roster which provides emergency contact information for the CAR and Alternate CAR. If these individuals cannot be contacted, the 31st Force Support Squadron Commander (31 FSS/CC) should be contacted to notify the Casualty Augmentation Support Team (CAST).

1.11.5. **(Added)** Unit Commanders/First Sergeants (Host, GSU and Tenant) will notify the CAR immediately when they learn of the death or hospitalization of any assigned personnel or the death of a family member of assigned personnel. Commanders/First Sergeants will seek guidance from the CAR to complete notification actions detailed in DAFI 36-3002.

1.11.6. **(Added)** Unit Commanders/First Sergeants (Host, GSU and Tenant) will notify the CAR when they determine the status of assigned personnel as Missing or DUSTWUN and will seek guidance from the CAR to complete notification actions detailed in DAFI 36-3002.

1.11.7. **(Added)** 31st Security Forces Squadron (31 SFS) and the Air Force Office of Special Investigations (AFOSI), Detachment 531, will provide (consistent with their DAFIs) details of incidents involving the death, injury or illness of persons subject to casualty reporting per DAFI 36-3002, including those declared Missing or DUSTWUN. This may include written documentation as requested by the CAR.

1.11.8. Detachment 531, Air Force Office of Special Investigation will provide necessary information and documentation to squadron commanders and the CAR to facilitate preparing casualty reports, supplemental reports, and investigative outcomes to assist with Line of Duty determinations.

1.11.9. **(Added)** The 31st Medical Group Chief of Medical Staff (31 MDG/SGH) and/or the Nurse Case Manager (31 MDG/SGHH) will provide information concerning the death of any AD, GS or NAF employee and provide classification of ill or injured military personnel for casualty reporting IAW DAFI 36-3002 and will provide status of patients who are in civilian hospitals. 31 MDG/SGH will coordinate requests for Emergency Family Member Travel (EFMT).

1.11.9.1. **(Added)** In the case of AD death and Next of Kin are in the local area, 31 MDG will provide a Medical Casualty Notification Officer (MCNO) to accompany casualty notification teams within 1 hour of being tasked. Uniform of the day is required for the MCNO.

1.11.9.2. **(Added)** 31st MDG/SGH will ensure the CAR receives a copy of the DD Form 2064, **Certificate of Death Overseas** as well as a translated copy of any autopsy reports when an autopsy is performed.

1.11.10. **(Added)** The 31st Fighter Wing Chaplain (31 FW/HC) will provide a chaplain to accompany casualty notification teams within 1 hour of being tasked. Required uniform is Service Dress.

1.11.11. **(Added)** The 31st Force Support Squadron, Operations Officer or Mortuary Affairs personnel will advise the CAR of any death notifications received. The CAR will coordinate the timing of benefits briefings with Mortuary Affairs to ensure a smooth coordination of service delivery to Next of Kin (NOK).

1.11.12. **(Added)** The 31st Force Support Civilian Personnel Flight (31 FSS/CPO) will provide information to the CAR of any GS or NAF civilian employee death to include full name, pay grade, marital status, and any relevant information required by DAFI 36-3002 to prepare the mandatory Casualty Report.

1.11.13. **(Added)** The Military and Family Readiness Center will provide assistance to the family of the NOK as needed (i.e., financial counseling, Air Force Aid, etc).

1.11.14. **(Added)** The 31st Logistics Support Squadron Vehicle Operations (31 LRS/LGRDDO) will provide a 24/7 standby number and ensure delivery a military staff vehicle to the Military and Family Readiness Center for use by the casualty notification team.

1.11.15. **(Added)** The Military Personnel Flight (MPF) (31 FSS/FSP) will provide a quarterly listing of Casualty Augmentation Support Team (CAST) standby personnel.

1.11.16. **(Added)** The 31st Fighter Wing Public Affairs (31 FW/PA) will not release casualty information on deceased military personnel until 24-hours after notification of the final NOK, as advised by the CAR.

1.11.16.1. **(Added)** 31 FW/PA will assist with handling calls from the general public or the news media on casualties.

2.11.1. Unit Commanders:

2.11.2. Upon learning of a military or dependent casualty, immediately notify the CAR during duty hours or the or the 31st Fighter Wing Command Post after duty hours, weekends, and holidays.

2.11.3. Provide to the CAR any information, as needed, for the initial casualty message report, including any open or pending investigations the member may be involved in, recommended awards or decorations and posthumous promotion consideration.

2.11.4. Within five calendar days of an AD death, will prepare initial circumstances and condolence letters for mailing to the NOK listed on the Record of Emergency Data (RED) per DAFI 36-3002. Provide the letters to the CAR who will review and coordinate with the legal office and safety office, as required.

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

2.11.6. Attend training conducted by the CAR to prepare for these duties.

2.11.7. Provide the CAR with a copy of initial and subsequent Return to Duty/Fully Fit for Duty Verification Letter(s) for members on the Pay Allowances Continuation Program.

2.11.8. Appoint a Family Assistance Representative (FAR) to assist the NOK of deceased service members and a Family Liaison Officer (FLO) to assist the NOK of ill or injured service members.

TAD D. CLARK  
Brigadier General, USAF  
Commander

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

DAFI 36-3002, *Casualty Services*, 4 Feb 2021

***Prescribed Forms***

None

***Adopted Forms***

AF Form 847, *Recommendation for Change of Publication*

***Abbreviations and Acronyms***

**AD**—Active Duty

**AFI**—Air Force Instruction

**AFMAN**—Air Force Manual

**AFOSI**—Air Force Office of Special Investigations

**AFRC**—Air Force Reserve Command

**AFRIMS**—Air Force Records Information Management System

**ANG**—Air National Guard

**CAR**—Casualty Assistance Representative

**CAST**—Casualty Augmentation Support Team

**DUSTWUN**—Duty Status Whereabouts Unknown

**FAR**—Family Assistance Representative

**FLO**—Family Liaison Officer

**GSU**—Geographically Separated Unit

**IAW**—In Accordance With

**MCNO**—Medical Casualty Notification Officer

**MPF**—Military Personnel Flight

**NAF**—Numbered Air Force

**NOK**—Next of Kin

**OPR**—Office of Primary Responsibility

**RDS**—Records Disposition Schedule

**RED**—Record of Emergency Data

**USC**—United States Code

- 31 FSS/CC**—31<sup>st</sup> Force Support Squadron Commander
- 31 FSS/CPO**—31<sup>st</sup> Force Support Squadron Civilian Personnel Flight
- 31 FSS/FSP**—31<sup>st</sup> Force Support Squadron Military Personnel Flight
- 31 FW/CP**—31<sup>st</sup> Fighter Wing Command Post
- 31 FW/HC**—31<sup>st</sup> Fighter Wing Chaplain
- 31 FW/PA**—31<sup>st</sup> Fighter Wing Public Affairs
- 31 MDG/SGH**—31<sup>st</sup> Medical Group Chief of Medical Staff
- 31 MDG/SGHH**—31<sup>st</sup> Medical Group Nurse Case Manager
- 31 LRS/LGRDDO**—31<sup>st</sup> Logistics Readiness Group Vehicle Operations