

**BY ORDER OF THE COMMANDER  
COLUMBUS AIR FORCE BASE**



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

**COLUMBUS AIR FORCE BASE  
Supplement**

**2 FEBRUARY 2024**

*Certified Current 11 AUGUST 2025*

**PERSONNEL**

**CASUALTY SERVICES**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

---

**ACCESSIBILITY:** Publications and forms are available for downloading or ordering on the e-publishing website at [www.e-publishing.af.mil](http://www.e-publishing.af.mil).

**RELEASABILITY:** There are no releasability restrictions on this publication.

---

OPR: 14 FSS/FSH

Certified by: 14 FSS/CL  
(Mr. Damion Jones)

Supersedes: AFI36-3002\_COLUMBUSAFBSUP, 26  
September 2013

Pages: 8

---

This supplement implements DAFI 36-3002, Casualty Services, to establish procedures for the effective execution of the Air Force Casualty Services Program at Columbus AFB and affects all assigned units, including tenant units. It applies to all active duty and retired Air Force personnel, Department of Defense (DoD)/civilian employees, other service personnel, US Air Force Reserve personnel, Air National Guard personnel, and their dependents who become casualties. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using DAF Form 847, *Recommendation for Change of Publication*; route DAF Form 847 through the wing publishing office. Waivers are not authorized for this supplement. Supplements to this supplement are not authorized. This supplement requires the collection and maintenance of information protected by the Privacy Act of 1974 authorized by Title 10 United States Code (U.S.C.) 2771, 37 U.S.C. 555 and 556. System of Records Notice F036 AF PC R, Casualty Files, applies. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with applicable Air Force instructions and disposed of as indicated in the Records Disposition Schedule.

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

This supplement updates organizations, office symbols and renames numerous paragraph titles and adds responsibilities for Columbus Air Force Base and its units. This publication establishes the requirements in the event of a single or mass casualty to Columbus AFB and the surrounding community. It adds unit responsibility to those units that were not addressed in the casualty DAFI 36-3002 but is required to be addressed IAW AFPC's Casualty Operations Guide.

1.3.10.1.1. **(Added)** The Casualty Assistance Representative (CAR), (14 FSS/FSH). The CAR is the installation Office of Primary Responsibility (OPR) for the administration of all actions pertaining to casualty reporting, notification and assistance as outlined in DAFI 36-3002, Casualty Services and AFPC's Casualty Operations Guide. The CAR will monitor the casualty program on Columbus AFB to ensure all casualty reporting, notification and assistance is done accurately and expeditiously. The required local responsibilities are as follows:

1.3.10.1.1.1. **(Added)** The CAR will maintain a listing of all potential notification officers.

1.3.10.1.1.2. **(Added)** The CAR will provide a standby roster to the 14 FTW Command Post on a quarterly basis of standby personnel.

1.3.10.1.2. **(Added)** Command Post (14 FTW/CP).

1.3.10.1.2.1. **(Added)** Upon receiving information concerning casualties, aircraft mishap, suicides, serious injuries or impending death, immediately notify the wing commander, then notify the individual's squadron commander and notify Casualty Services at one of their extensions (2720/2790) during duty hours.

1.3.10.1.2.2. **(Added)** The casualty standby representative can be reached via cell phone (662-435-1678) after duty hours, weekends and holidays. Procedures for contacting the representatives are outlined in the casualty standby roster. Should Emergency Operations Center (EOC), Group Control Center (GCC) or Unit Control Center (UCC) convene or activate, it is their responsibility to provide and retrieve information about the incident/casualty and relay it to the CAR.

1.3.10.1.2.3. **(Added)** Under no circumstances will Command Post recall a Casualty Notification Team, make or direct death notification to the Next of Kin (NOK). Should the NOK call the Command Post, immediately patch them to the member's commander or the base CAR.

1.3.10.1.3. **(Added)** Unit Commanders/Staff Agency Chiefs and GSU Commander.

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

1.3.10.1.3.2. **(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 DAFI 36-3002. They will also act as the Casualty Notification Officer (CNO) for deceased members assigned to the unit whose NOK resides in the area. Notification Officer should be equal or higher rank than the deceased member.

1.3.10.1.3.3. **(Added)** 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 Columbus CAR or the on-call casualty representative.

1.3.10.1.3.4. **(Added)** Circumstance and condolence letters are required in accordance with DAFI 36-3002. The deceased member's commander will prepare and coordinate the letters through Casualty Services, No Later Than (NLT) five calendar days following the casualty, prior to dispatch to the NOK and HQ AFPC.

1.3.10.1.3.5. **(Added)** Will complete an AF Form 348, Line of Duty Determination, IAW DAFI 36-3002.

1.3.10.1.3.6. **(Added)** Unit commanders and their support staff (CSS) will require all newly assigned personnel to have a current Record of Emergency Data (RED) and Servicemembers' Group Life Insurance Online Enrollment System (SOES) on file and stress the importance of keeping both documents current for prompt notification of NOK. Commanders will establish procedures to ensure members departing for Temporary Duty (TDY) in excess of 30 days have a current RED prior to departure.

1.3.10.1.4. **(Added)** Security Forces Squadron (14 SFS).

1.3.10.1.4.1. **(Added)** Aid Casualty Services in obtaining all known circumstances concerning incidents, i.e., deaths, serious injuries, accidents, etc., when casualty reports are required. Security Forces will assist in obtaining civilian police reports on active duty deaths as required and will provide copies of AF Form 3545, Incident Report or AF Form 1315, Accident Report.

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

1.3.10.1.5. **(Added)** Medical Treatment Facility (14 MDG).

1.3.10.1.5.1. **(Added)** Notify the CAR during normal duty hours, or the 14 FTW/CP after duty hours, when a reportable casualty requires major surgery or if there is a change in reportable status (death, VSI or SI or not seriously ill or injured (NSI)).

1.3.10.1.5.2. **(Added)** Will provide a medical professional as a member of the casualty notification team for initial notification to the NOK, when requested by the CAR.

1.3.10.1.5.3. **(Added)** Personnel tasked for notification of NOK duties will be available to report to the Casualty Services Office within 30-45 minutes of notification during duty hours, and within one hour outside normal duty hours.

1.3.10.1.5.4. **(Added)** Establishes internal procedures to ensure information is obtained from local hospitals when a member either assigned to Columbus AFB, or from another installation within AOR, has been admitted. If member is SI or VSI will need to notify the CAR and will keep the CAR informed of the hospitalized member's condition.

1.3.10.1.5.5. **(Added)** Medical Group Personnel will not be equipped with either medication or medical equipment and will not make any medical diagnosis on-scene. If a family member develops medical complaints, medical personnel will call 911. Their function is to provide basic medical support (including Cardiopulmonary Resuscitation (CPR) if necessary) while awaiting the arrival of an ambulance. Upon arrival of EMT/paramedics, the medical group personnel will transfer responsibility of care to them.

1.3.10.1.5.6. **(Added)** Ensures assigned personnel are familiar with the Emergency Family Member Travel (EFMT) Program contained in DAFI 36-3002 paragraph 2.25.

1.3.10.1.5.7. **(Added)** Briefs civilian doctors on the EFMT Program if an active duty member assigned to Columbus AFB is hospitalized in a civilian hospital. If EFMT is requested, concurs or nonconcurrs with attending physician's request and obtains medical group commander's approval/disapproval, if requested.

1.3.10.1.5.8. **(Added)** Makes CAR aware of members who are VSI/SI and may qualify for the Traumatic Injury Protection Insurance (TSGLI).

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

1.3.10.1.5.10. **(Added)** Medical Group will assist the Casualty Assistance Representative with obtaining the following information during individual or mass casualties, to include when the member(s) is at a civilian hospital or other civilian facility: Name(s) of the deceased, Very Seriously Ill/Injured or Seriously Ill/Injured member (s). Approximate time of death. Name and organization of the authority who classified the member as deceased. Status updates of each casualty who was Very Seriously Ill/Injured or Seriously Ill/Injured, Initiates the Air Force Form 348, Line of Duty Determination.

1.3.10.1.6. **(Added)** Chaplain Corps (14 FTW/HC).

1.3.10.1.6.1. **(Added)** A courtesy copy of the on-call religious support team roster will be sent to the CAR. The Wing Chaplain or designee will determine which religious support team member (if available) will support Casualty Notification actions. And Command Post will have a copy.

1.3.10.1.7. **(Added)** Mortuary Affairs (14 FSS).

1.3.10.7.1. **(Added)** Notify the CAR if you learn of the casualty first. Coordinate with Casualty Services upon completion of positive identification of remains. After the death notification is complete, a representative will contact the NOK of deceased, active-duty personnel to arrange a mortuary entitlement briefing.

1.3.10.1.8. **(Added)** Civilian Personnel (14 FSS/FSMC).

1.3.10.1.8.1. **(Added)** Provide pertinent information from the official personnel records of a civilian employee casualty to the CAR during normal duty hours and the 14 FTW/CP after duty hours.

1.3.10.1.8.2. **(Added)** Assist in making personal casualty notifications at the request of the deceased member's commander and appoint an individual to advise and assist NOK in making claims for benefits and entitlements.

1.3.10.1.9. **(Added)** Military and Family Readiness Center (14 FSS/FSH).

1.3.10.1.9.1. **(Added)** Provides assistance to the family of the NOK as needed (e.g., financial counseling, Air Force Aid, etc.). Appointments will be scheduled through the CAR.

1.3.10.1.10. **(Added)** Military Personnel Flight (14 FSS/FSP).

1.3.10.1.10.1. **(Added)** Establish procedures to identify and recommend to individuals who have life changing events in DEERS to update their RED and SOES.

1.3.10.1.11. **(Added)** Logistics Readiness Squadron (14 LRS/LGRDDO).

1.3.10.1.11.1. **(Added)** Provide government owned vehicle to be used for casualty notifications and assistance when available. Transportation will be provided 24 hours a day, 7 days a week by coordinating with Ground Transportation Vehicle Dispatch during duty hours or Command Post after hours or on weekends/holidays. LRS is responsible for maintaining and providing to 14 FSS/FSH and the Command Post a current after-hours duty roster. This roster should include at least two points of contact with home and duty phone numbers.

1.3.10.1.12. **(Added)** Public Affairs Office (14 FTW/PA).

1.3.10.1.12.1. **(Added)** Handle any inquiries from the public and news agencies. The names of casualties are not released until Casualty Services has verified that all required NOK has been officially notified.

1.3.10.1.12.2. **(Added)** Will immediately advise Casualty Services of any incident which occurs on or near the installation, which may receive extensive media coverage or possible inquiries pertaining to natural disasters, aircraft mishaps, terrorist attacks, etc. Should EOC, UCC, etc. convene/activate, this information may come from that source and be relayed to the CAR.

1.3.10.1.12.3. **(Added)** During wartime, real world casualties, Public Affairs will work with Casualty Services to be the liaison between the news media personnel and the NOK to act in the best interest of the NOK.

1.3.10.1.13. **(Added)** Disaster Preparedness Office (14 CES/CEX).

1.3.10.1.13.1. **(Added)** Include Casualty information reporting procedures in appropriate checklists in Columbus AFB CEMP 10-2.

1.3.10.1.14. **(Added)** Comptroller Squadron (14 CPTS).

1.3.10.1.14.1. **(Added)** Designate in writing a point of contact to enable payment of the death gratuity to the NOK. This contact will be available to Casualty Services during normal duty hours and after duty hours, including weekends and holidays.

1.3.10.1.14.2. **(Added)** Process all forms for entitlement to the appropriate agencies, creating a Case Management System (CMS) file on the member's death.

1.3.10.1.14.3. **(Added)** Provide documentation from Defense Finance and Accounting Service (DFAS) on completed entitlements.

1.3.10.1.15. **(Added)** The CAR or The Casualty Augmentation Support Team (CAST) will promptly notify AFPC/DPFCS of any casualty listed in DAFI 36-3002, Table 1.1. A message will be sent within 4 hours of notification and will only be extended with concurrence of AFPC/DPFCS.

1.3.10.1.16. **(Added)** The CAR or the CAST will contact the Casualty Notification Officer, Chaplain and medical technician upon the death of a member with NOK in our area. The team will review the Casualty Notification video and DAFI 36-3002 and answer any questions prior to dispatching team to make notification.

1.3.10.1.17. **(Added)** The CAR or the CAST will contact the NOK for an appointment within 24-hours of notification to provide assistance.

1.3.10.1.18. **(Added)** 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.

1.3.10.1.19. **(Added)** Calls from the general public or the news media will be referred to 14 FTW Public Affairs.

1.3.10.1.20. **(Added)** The CAR and Assistant CAR are appointed on AF Form 1075, Casualty Personnel Roster, and share on-call duties. The CAST will also assist with the on-call duty phone.

1.3.10.1.21. **(Added)** The CAR or the CAST will promptly notify AFPC/DPFCS of any military casualty listed in DAFI 36-3002, Table 1.1. An initial casualty message will be sent within four hours of gathering all pertinent information on the casualty. AFPC/DPFCS will be notified on civilian deaths as soon as the CAR or the CAST is notified.

JUSTIN T. GRIEVE, Colonel, USAF  
Commander

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

AFPD 36-30, *Military Entitlements*

AFI 33-322, *Records management and information Governance Program*

***Prescribed Forms***

None

***Adopted Forms***

AF Form 3545A, *Incident Report*

AF Form 1315, *Accident Report*

AF Form 1075, *Casualty Personnel Roster*

AF Form 348, *Line of Duty Determination*

DAF Form 847, *Recommendation for Change of Publication*

***Abbreviations and Acronyms***

**ANG**—Air National Guard

**AOR**—Area of Responsibility

**CAR**—Casualty Assistance Representative

**CAST**—Casualty Augmentation Support Team

**CMS**—Case Management System

**CNO**—Casualty Notification Officer

**CPR**—Cardiopulmonary Resuscitation

**CSS**—Command Support Staff

**DFAS**—Defense Finance and Accounting Service

**EFMT**—Emergency Family Member Travel

**EOC**—Emergency Operations Center

**FSS**—Force Support Squadron

**FTW**—Flying Training Wing

**FTW/CP**—Flying Training Wing Command Post

**FTW/HC**—Flying Training Wing Chaplain

**FTW/PA**—Flying Training Wing Public Affairs

**GCC**—Group Control Center

**MDG**—Medical Group

**NLT**—No Later than

**NOK**—Next of Kin

**NSI**—Not seriously ill or injured

**SFS**—Security Forces Squadron

**SI**—Seriously Ill/Injured

**TDY**—Temporary Duty

**TSGLI**—Traumatic Injury Protection Insurance

**UCC**—Unit Control Center

**vMPF**—virtual Military Personnel Flight

**RED**—Record of Emergency Data

**VSI**—Very Seriously Ill/Injured