

**BY ORDER OF THE COMMANDER
DAVIS-MONTHAN AIR FORCE BASE**



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

**DAVIS-MONTHAN AIR FORCE BASE
Supplement**

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Personnel

CASUALTY SERVICES

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This publication supplements DAFI 36-3002 dated 4 February 2021. This supplement prescribes the responsibilities and procedures which are necessary to support the Davis-Monthan Air Force Base (AFB) Casualty Services program. It applies to all base agencies, associate and geographically separated units (GSUs) supported by Davis-Monthan AFB. Ensure that all records created as a result of processes prescribed in this publication are maintained IAW Air Force Instruction (AFI) 33-322, Records Management and Information Governance Program, and disposed of IAW Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS). Contact supporting records managers as required. Refer recommended changes and questions about this publication to the OPR listed above using the DAF Form 847, *Recommendation for Change of Publication*; route AF Forms 847 from the field through the appropriate chain of command. This instruction requires collection of information protected by the Privacy Act of 1974 and by Title 10 USC, Sec 1475-1480, 2771 and 8013; and 37 USC Sec 551-556.

SUMMARY OF CHANGES

This supplement has been substantially revised and needs to be completely reviewed. Major changes include updated office symbols, renamed paragraph titles, and added responsibilities for Davis-Monthan units. This publication establishes the requirements in the event of a single or mass

casualty at Davis-Monthan AFB and its surrounding community. It adds unit responsibility to those units that were not addressed in the casualty DAFI 36-3002.

1.1.7. **(Added)** The Davis-Monthan AFB Casualty Services Program is administered by the Casualty Assistance Representative (CAR). The CAR, alternate CAR and/or Casualty Augmentation Support Team (CAST) will provide guidance and assistance during casualty events.

1.1.8. **(Added)** For casualty reporting purposes, a casualty is defined as deceased, Very Seriously Ill/Injured (VSI), Seriously Ill/Injured (SI), Duty Status Whereabouts Unknown (DUSTWUN), or missing. In limited situations, a Not Seriously Ill/Injured (NSI) casualty may be reportable.

1.1.9. **(Added)** Any agency that becomes aware of an active-duty casualty will notify the 355th Wing (WG) Command Post (CP) at (520) 228-7400 or DSN 228-7400. During duty hours, the agency with the information will also contact the base Casualty Services Office at (520) 228- 5690 or DSN 228-5690.

1.3.7.5. **(Added)** Installation Command Post (355 WG/CP).

1.3.7.5.1. **(Added)** Immediately (24/7) notifies the CAR or on-call casualty personnel when an active-duty casualty occurs and the member is assigned to Davis-Monthan AFB, or when any active duty Air Force casualty occurs in the local area regardless of where the member is assigned (i.e., an Air Force member in the local area TDY, on leave, etc.). This includes active duty members who are declared deceased, VSI, SI, DUSTWUN, or missing.

1.3.7.5.1.1. **(Added)** To reach the CAR or on-call casualty personnel: Duty hours (520) 228-5690 (DSN: 228-5690), after hours (520) 370-9144.

1.3.7.5.2. **(Added)** Immediately (24/7) notifies the CAR or on-call casualty personnel when the death of a retired Air Force General Officer or a base appropriated fund or non-appropriated fund civilian employee occurs.

1.3.7.5.3. **(Added)** During duty hours notifies the CAR or on-call casualty personnel when the death of an active-duty family member occurs.

1.3.7.5.4. **(Added)** Notifies the Mortuary Affairs office (during duty hours) or on-call Mortuary Services Officer/NCO (after duty hours) in cases involving the death of an active-duty member, one of their dependents, and an Air Force retiree who dies while hospitalized in a military medical treatment facility (MTF).

1.3.7.5.5. **(Added)** Notifies the 355th Medical Group (during duty hours) or on-call medical staff (after duty hours) when an active-duty casualty occurs and the member is declared deceased, VSI, SI, DUSTWUN or missing.

1.3.7.6. **(Added)** Security Forces (355 SFS):

1.3.7.6.

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

1.3.7.7. **(Added)** Medical Treatment Facility (MTF) (355 MDG).

1.3.7.7.1. **(Added)** Establishes internal procedures to ensure the CAR or on-call casualty personnel and 355 WG/CP are notified immediately (24/7) when the MTF becomes aware of:

1.3.7.7.1.1. **(Added)** An active-duty casualty. This includes any active-duty member assigned to Davis-Monthan AFB, or any active-duty Air Force casualty that occurs in the local area regardless of where the member is assigned (i.e., an Air Force member in the local area TDY, on leave, etc.). This includes active-duty members who are declared deceased, VSI, SI, DUSTWUN, missing, or who suffer a traumatic injury.

1.3.7.7.1.2. **(Added)** The death of a retired Air Force General Officer.

1.3.7.7.2. **(Added)** Provides the CAR with a standby list of medical attendants to accompany the notification officer on casualty notifications. The Medical attendant needs to be capable of rendering medical assistance to the NOK if needed and to act as part of the casualty notification team when NOK in the local area must be notified of the death of an active-duty member. Medical attendants accompanying a casualty notification team may wear the uniform of the day.

1.3.7.7.3. **(Added)** Provides the CAR with requested medical information required to complete appropriate casualty reporting for both physical injury/illness and/or mental health cases.

1.3.8. Unit Commander and ARC Equivalent Responsibilities.

1.3.8.6. **(Added)** Will make notification to the NOK for any member in their unit that is declared a casualty, to include active-duty members who are declared deceased, an imminent death, VSI, SI, DUSTWUN, or missing. Notification will be made in accordance with DAFI 36-2002 Table 1.1.

1.3.8.7. **(Added)** For deceased, DUSTWUN or missing casualties, the member's commander will make notification in person to any NOK in the local area. If time allows, a casualty notification team consisting of the casualty notification officer (member's commander), a chaplain, an attending medic, and a military driver with a vehicle will assemble with all members in service dress uniform. Exception: The medic may wear the uniform of the day. If there is reasonable concern that the NOK will be notified by other sources, the commander should make every effort to notify the NOK as quickly as possible taking, at a minimum, a chaplain. The commander may invite another person, i.e., a friend, co-worker, supervisor, etc., if it is known that person's presence may be comforting to the NOK.

1.3.8.8. **(Added)** Will provide all available casualty information to the CAR and ensure no unauthorized notification is made by unit members nor co-workers to the NOK. Under no circumstances will unit commanders make casualty notification without prior guidance and instruction from the Headquarters (HQ) Air Force Personnel Center (AFPC) Casualty Services Branch via the Davis-Monthan AFB casualty assistance office. Commanders/leadership should brief their personnel on the proper channels of notification in the event they become aware of an active-duty casualty/fatality. If available, will perform casualty notification for members assigned to their unit.

1.3.8.9. **(Added)** If the NOK is not in the local area, send circumstance and/or condolence letters to the NOK of deceased active-duty military members within five calendar days from the date the Air Force notifies the NOK of the casualty. Commanders may have information pertaining to the casualty such as drug/alcohol, disciplinary, personal or mental problems which may be required for circumstance letters. If the member's conduct was improper, the facts should be related truthfully and tactfully, with as much empathy as possible. These facts must be reported to the CAR as soon as the commander is aware of them. The circumstance and/or condolence letters must be reviewed/approved by the CAR before the commander sends them to the NOK.

1.3.8.10. **(Added)** On all active-duty deaths, provide the CAR with the following information:

1.3.8.10.1. **(Added)** Whether or not the member will be posthumously promoted.

1.3.8.10.2. **(Added)** Whether or not the member had an Unfavorable Information File (UIF).

1.3.8.10.3. **(Added)** After reviewing the member's records and UIF if one exists, whether a Special Condolence Letter (Air Force Chief of Staff, Secretary of the Air Force, Secretary of Defense, and/or Presidential condolence letter) is appropriate or not. Provide member's "go-by" name for use in Chief of Staff Condolence letter. This does not include nicknames or call signs, but an abbreviated name, i.e., "Bill" used for "William". A letter is not appropriate in the circumstances such as:

1.3.8.10.3.1. **(Added)** Marital Discord: Member was separated from spouse, there is a pending divorce and the spouse contributed directly or indirectly to member's death, or there was a marriage triangle.

1.3.8.10.3.2. **(Added)** Record of Misconduct: Member was subject to civil or military disciplinary actions, was absent without leave (AWOL) or a deserter, used drugs and/or drank excessively, or evaded police.

1.3.8.10.3.3. **(Added)** Investigations: Member was under investigation at the time of death by Security Forces, Office of special investigations (OSI), or any other civilian or military law enforcement agency. Any evidence of drug addiction, molestation, escaping from police or homicide must be reported to the CAR immediately.

1.3.8.11. **(Added)** Assign a unit member to act as a personal escort to the NOK when Emergency Family Member Travel (EFMT) is approved per DAFI 36-3002, Paragraph 2.25. Escort assists with receiving the NOK, arranging for quarters, meals, completion of EFMT travel claim forms, etc.

1.3.9. Force Support Squadron Commander Responsibilities. The Force Support squadron Commander:

1.3.9.17. **(Added)** Authorizes the CAR to conduct casualty reporting from any location necessary in the event casualty reporting becomes impossible because of an attack on the installation, natural disaster, or any other circumstance.

1.3.9.18. **(Added)** Authorizes the CAR to request assistance from local and non-local resources in the event casualty reporting becomes impossible because of an attack on the installation, natural disaster, or any other circumstance. Resources may include the 162nd Air National Guard, Luke AFB, and/or any other active-duty AF bases with the ability to assist.

1.3.9.19. **(Added)** Mortuary Affairs (MA) (355 FSS).

1.3.9.19.1. **(Added)** When notified of an active-duty casualty (SI, VSI, or death), immediately notifies the CAR to ensure timely reporting and contact with the NOK.

1.3.9.19.2. **(Added)** When the NOK are local, coordinates the timing of the mortuary briefing with the CAR. Unless there are extenuating circumstances, the casualty briefing will be conducted first, followed by the mortuary briefing. Every effort should be made to conduct both briefings within 24 hours of the NOK being initially contacted by the CAR. If the NOK decline the casualty briefing or there are other circumstances preventing the casualty briefing from being conducted

with the first 24 hours after initial CAR contact, the mortuary briefing should be conducted as soon as possible to facilitate the funeral process.

1.3.9.19.3. **(Added)** Mortuary Affairs team will execute duties IAW DAFI 34-160 Para 1.10 through 1.10.11.

1.3.9.20. **(Added)** Civilian Personnel Flight (CPF) (355 FSS).

1.3.9.20.1. **(Added)** If the death of a base appropriated fund or non-appropriated fund civilian employee occurs during duty hours, a CPF representative assists in locating the employee's NOK. The unit commander and immediate supervisor will notify the NOK in person if in the local area and not already aware of the death. If the death of a base appropriated fund or non-appropriated fund civilian employee occurs after duty hours, a CPF representative will be contacted by the CAR, alternate CAR, or CAST team member the next duty day to gather all the necessary information to complete the required casualty report.

1.3.9.20.2. **(Added)** On the same day notified of the death, a CPF representative provides completed the Air Force Casualty Civilian Casualty Worksheet to the CAR with information necessary for casualty reporting.

1.3.9.20.3. **(Added)** Counsels the NOK on benefits and assists with claim forms.

1.3.9.21. **(Added)** Vehicle Operations (355 LRS).

1.3.9.21.1. **(Added)** Upon request from the CAR, provides a sedan or other appropriate vehicle, in excellent working condition for use by the casualty notification team and/or the CAR.

1.3.9.21.2. **(Added)** Upon request from the CAR, provides a military driver, in service dress uniform, to be a member of the casualty notification team.

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

1.3.9.21.4. **(Added)** May be tasked to provide more than one vehicle and driver for casualty notification teams in multiple casualty situations.

1.3.9.21.5. **(Added)** Acknowledges personnel providing casualty services are not required to clean vehicles after completing their mission.

1.3.9.22. **(Added)** Air Reserve Component Unit on Davis-Monthan AFB (943 RQG, 924 FG)

1.3.9.22.1. **(Added)** Immediately (24/7) notifies the CAR or on-call casualty personnel and the 355 WG/CP when a casualty occurs involving a unit member on active duty, extended active duty, active duty for training, inactive duty for training, or performing authorized travel directly to and from such duty occurs. This includes members who are declared SI, VSI, deceased, DUSTWUN, or missing. Notification of NSI will only be done during duty hours.

1.3.9.22.2. **(Added)** Provides administrative support, information, and documentation to perform casualty reporting, notification, and assistance upon request from the CAR IAW DAFI 36-3002, Chapters 2-5.

1.3.9.22.3. **(Added)** Processes all non-duty status and retired USAFR member casualties not eligible to receive retirement pay IAW DAFI 36-3002, Chapter 6.

1.3.9.23. **(Added)** 162nd Air National Guard (162 ANG).

1.3.9.23.1. **(Added)** 162nd ANG CAR will obtain and maintain access to the Defense Casualty Information Processing System/Casualty Reporting and Case Management (DCIPS/CR and CM) access by approval of AFPC Casualty office. The 162nd ANG CAR will process all casualties involving a unit member on active duty, extended active duty, active duty for training, inactive duty for training, or performing authorized travel directly to and from such duty occurs. This includes members who are declared NSI, SI, VSI, deceased, DUSTWUN, or missing.

1.3.9.23.2. **(Added)** 162nd ANG CAR courtesy copies Davis-Monthan AFB CAR on all applicable casualty message traffic.

1.3.9.23.3. **(Added)** 162nd ANG CAR acts as the primary casualty representative for 162nd Fighter Wing (FW) unit casualties. Training/assistance will be provided from Davis-Monthan AFB CAR for casualty reporting, notification and/or assistance to the NOK when requested by 162nd ANG CAR.

1.3.9.23.4. **(Added)** Processes all non-duty status and retired ANG casualties not eligible to receive retirement pay.

1.3.9.23.5. **(Added)** Sends AF Form 1075 to AFPC/DPFCS annually (between 1-31 October) or upon any changes to casualty personnel assigned to a unit. Courtesy copies Davis-Monthan AFB CAR.

1.7. Public Affairs (PA) Office (355 WG).

1.7.2.8. **(Added)** Does not release any casualty information on deceased military personnel to the media or general public prior to confirming with the CAR that all NOK/beneficiaries have been notified and it has been at least 24 hours since the notification was completed. For an incident involving multiple casualties, the 24-hour period will begin upon notification to the last family member/beneficiary. NOTE: For cases involving DUSTWUN or missing personnel under potentially hostile situations, no information will be released until 72 hours after the NOK notification is complete or the combatant commander clears the information for release.

1.7.2.8.1. **(Added)** Assists families in dealing with the civilian media, offers assistance with any public statements and advises the family on how and when to answer questions for media event situations. If the NOK have not been notified, but the event has already become public and the media is expected to be present, a PA representative will travel to the location of the family to immediately assist with the media requests.

1.7.2.8.2. **(Added)** Is the sole agency authorized to release information and answer inquiries concerning casualties from the public, news media, or any other agency outside of the DoD.

SCOTT C. MILLS, Colonel, USAF
Commander

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

DAFI 36-3002, *Casualty Services*, 3 February 2021

DAFI 34-160, *Mortuary Affairs Program*, 2 March 2022

AFI 33-322, *Records Management and Information Governance Program*, 22 March 2020

Prescribed Forms

None

Adopted Forms

DAF Form 847, *Recommendation for Change of Publication*

AF Form 1075, *Casualty Personnel Roster*

Abbreviations and Acronyms

AD—Active Duty

AFI—Air Force Instruction

AFB—Air Force Base

AFPC—Air Force Personnel Center

AFRC—Air Force Reserve Command

AFRIMS—Air Force Records Information Management System

ANG—Air National Guard

ARC—Air Reserve Component

AWOL—Absent without Leave (AWOL)

CAR—Casualty Assistance Representative

CAST—Casualty Augmentation Support Team

CP—Command Post

CPS—Civilian Personnel Section

DoD—Department of Defense

DUSTWUN—Duty Status Whereabouts Unknown

EFMT—Emergency Family Member Travel

FAR—Family Assistance Representative

FG—Fighter Group

FSS—Forces Support Squadron

FSGLI—Family Service members’ Group Life Insurance
FW—Fighter Wing
GSU—Geographically Separated Unit
HQ—Headquarters
IAW—In Accordance With
LRS—Logistics Readiness Squadron
MA—Mortuary Affairs
MDG—Medical Group
MPF—Military Personnel Flight
MSG—Mission Support Group
MTF—Medical Treatment Facility
NCO—Non-Commissioned Officer
NOK—Next of Kin
NSI—Not Seriously Ill/Injured
OG—Operations Group
OPR—Office of Primary Responsibility
OSI—Office of Special Investigations
PA—Public Affairs
RDS—Records Disposition Schedule
RQG—Rescue Group
SBP—Survivor Benefit Plan
SCO—Summary Courts Officer
SGLI—Servicemembers’ Group Life Insurance
SFS—Security Forces Squadron
SI—Seriously Ill/Injured
TDY—Temporary duty
TSGLI—Traumatic Injury Protection under Servicemembers’ Group Life Insurance
UIF—Unfavorable Information File
vMPF—Virtual Military Personnel Flight
vRED—Virtual Record of Emergency Data
VSI—Very Seriously Ill/Injured
WG—Wing

WG SA—Wing Staff Agencies

Terms

Accountable Forms—Forms that the Air Force stringently controls and which cannot be released to unauthorized personnel, since their misuse could jeopardize DOD security or result in fraudulent financial gain or claims against the government.

Administrative Change—Change that does not affect the subject matter content, authority, purpose, application, and/or implementation of the publication (e.g., changing the POC name, office symbol(s), fixing misspellings, etc.)

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