

**BY ORDER OF THE COMMANDER  
FAIRCHILD AIR FORCE BASE (AMC)**

**AIR FORCE INSTRUCTION**

**36-3002**



**FAIRCHILD AIR FORCE BASE  
Supplement**

**20 SEPTEMBER 2021**

**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: 92 FSS/FSFR

Certified by: 92 FSS/CC  
(Lt. Col Randy S. Bailey)

Pages: 9

---

**AFI 36-3002, dated 22 February 2010 is supplemented as follows:** This instruction provides guidance to local units regarding their responsibilities in support of the Casualty Service Program. Support for the Casualty Assistance Program is required equally for active Air Force (AF) members, Air National Guard (ANG) and United States Air Force Reserve (USAFR) in a duty status, retiree deaths within or more than 120 days after retirement.

Ensure that all records created as 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 Disposition Schedule (RDS) located at <https://www.my.af.mil/afrims/afrims/afrims/rims.cfm>. 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*; route AF Form 847s from the field through the appropriate functional's chain of command.

Summary of Changes : This document has been revised and and must be completely reviewed. It expands casualty on call procedures for both CAR, alternate CAR and CAST team. Additionally, an on call notification officer schedule has been implemented on a quarterly group rotation for members who are not assigned to FAFB but NOK reside in the FAFB area of responsibility. Separate notification procedures have been established for when member death occurs and member is assigned to FAFB.



## Chapter 1

### THE AIR FORCE CASUALTY SERVICE PROGRAM

#### *Section 1A—General Information*

##### **1.5. Installation Commander Responsibilities.**

1.5.1.5. **(Added)** Personnel who are assigned casualty standby duties, and designated in writing, are relieved of all conflicting additional duties or details while serving in their standby window.

**1.6. (Added) FSS/MSS Commander Responsibilities.** **NOTE:** Headquarters (HQ) United States Air Force (USAF) Program Action Directive (PAD) 07-11 (A1 Transformation) signed 15 February 2008 directed the move of the Casualty/Survivor Benefit Plan (SBP) function into the Airman and Family Readiness Section of the Airman and Family Services Flight upon the stand up of the Force Support Squadron (FSS). Change 1 to 07-11, signed 25 September 2008 affirmed that decision.

1.6.8.1. **(Added)** In the event of a natural disaster, nuclear attack, or other circumstances involving multiple casualties (including training exercises for the same), the Casualty Augmentation Support Team (CAST) will perform the casualty reporting duties under the guidance of the CAR. In the event of a mass disaster, procedures outlined in the current 92d Air Refueling Wing (92 ARW) OPLAN 32-1, *Disaster Preparedness Operations*, will apply.

1.6.8.2. **(Added)** Implement an after hour's rotational duty roster. The primary and alternate CARs and Casualty Augmentation Support Team members must share after hours on call duties requiring Primary CAR to provide after duty coverage no more than two weeks per month.

##### **1.7. (Added) Casualty Assistance Representative (CAR) Responsibilities.**

1.7.2. **(Added)** The following is a description of each agency's responsibilities when called upon to provide service in their field of expertise:

1.7.2.1. **(Added)** Installation command post:

1.7.2.1.1. **(Added)** Will serve as the primary point of contact on initial calls concerning casualty during non-duty hours.

1.7.2.1.2. **(Added)** If a casualty happens during normal duty hours, Monday through Friday, 0730 – 1630, will immediately contact the Casualty Assistance Office, 92 FSS/FSFR, 247-4488.

1.7.2.1.3. **(Added)** Maintains a Casualty Reporting Standby letter, provided by the CAR on a regular basis. This letter identifies the Casualty Standby Representative during non-duty hours. Contact the Casualty Standby Representative according to the instructions stipulated in the letter. A Casualty Standby Representative is on call 24-hours a day.

1.7.2.1.4. **(Added)** Obtains, on all calls concerning casualties, the casualties' names, SSN, place and time of incident, a brief summary of the circumstances, the informant's name and telephone number and any other information that will facilitate subsequent contact in the event more information or verification is needed.

1.7.2.1.5. **(Added)** Will also notify: The 92 ARW Commander and Vice Commander, 92d Mission Support Group Commander and Deputy Commander, and the Mortuary Officer.

1.7.2.1.6. **(Added)** Will contact the On-call Chaplain (if needed to make Next-of-Kin (NOK) notification).

1.7.2.1.7. **(Added)** Will contact the On-call Medical Representative using casualty contact roster provided by 92d Medical Group (if needed to make NOK notification).

1.7.2.2.1. **(Added)** Unit Commanders perform the duty of notification officer for casualties assigned to their unit when the NOK resides in the Fairchild Air Force Base (AFB) area of responsibility. (If the casualty is not assigned locally, the group commander where the casualty is functionally aligned will select the notification officer). The notification officer will be a field grade officer of equal or higher rank than the casualty. The notification will only be made with appropriate instructions from the CAR.

1.7.2.2.2. **(Added)** Unit commander is responsible for preparing circumstance and condolence letters as directed by the CAR. Prepare draft copies of all circumstance and condolence letters and expedite them to the CAR for preliminary review. Letters will be prepared in final format only after approval by the CAR. The unit commander will sign these letters unless the casualty is of higher rank, in which case the group commander will sign these letters.

1.7.2.2.3. **(Added)** Unit commander ensures the CAR receives the following information no later than the following duty day: a.) Will the member be posthumously promoted? b.) Did the member have an Unfavorable Information File? c.) Is an AF Chief of Staff condolence letter appropriate?

1.7.2.2.4. **(Added)** Unit commander notifies the Awards Unit if the casualty will be recommended for any awards or decorations. Note: These actions should be accomplished within two days of the casualty.

1.7.2.2.5. **(Added)** Unit commander will establish internal procedures to handle multiple notifications in the event of a natural disaster or multiple casualty situations and more than one notification officer is required from the unit - (**Attachment 3**).

1.7.2.2.6. **(Added)** Unit commander will inform the CAR or the Casualty Standby Representative immediately if the unit is unable to provide sufficient support.

1.7.2.2.7. **(Added)** Unit commander will ensure that all unit members are aware that any person who has knowledge of an active-duty casualty must immediately contact the Installation Command Post at 247-4051. The Installation Command Post will notify the CAR or Casualty Standby Representative.

1.7.2.3.1. **(Added)** Security Forces personnel will immediately contact the installation command post when informed of an active duty casualty. Security Forces personnel will gather all available information and contact information and provide that information to the CAR or CAST member.

1.7.2.4.1. **(Added)** MTF personnel will immediately contact the installation command post when they become aware of an active duty casualty (i.e. death, VSI, SI, or incapacitating illness or injury (III)). MTF personnel will act as liaison between the CAR and civilian hospital if an active duty casualty is hospitalized to obtain information needed to facilitate casualty reporting and NOK notification.

1.7.2.5.1. **(Added)** Installation chaplains will accompany the notification officer to provide comfort to the NOK. If needed to make NOK notification, the duty chaplain is notified by the installation command post and instructed to contact the CAR.

1.7.2.5.2. **(Added)** May be required to provide support for more than one notification team during emergency situations involving multiple casualties (**Attachment 3**).

1.7.2.6.1. **(Added)** The Mortuary Officer may be contacted by the CAR to accompany the casualty assistance team to brief burial benefits and answer questions the primary NOK may have.

1.7.2.7.1. **(Added)** CAR will notify the CPF if a Department of Defense (DoD) employee becomes a casualty. The CPF will provide casualty reporting and assistance IAW AFI 36-809, *Civilian Survivor Assistance*, unless otherwise directed by Air Force Personnel Center/Benefits and Entitlements Service Team (AFPC/BEST).

1.7.2.8.1. **(Added)** A&FRC will be contacted when assistance is required (e.g. during an incident involving multiple casualties or natural disaster).

1.7.2.9.1. **(Added)** The transportation officer will direct the dispatcher to provide a suitable vehicle for use by the notification team to make notification to the NOK and/or by the CAR to conduct a Casualty Assistance visit.

1.7.2.9.2. **(Added)** When weather conditions dictate, an all-wheel drive/4-wheel drive vehicle will be provided.

1.7.2.10.1. **(Added)** The PA office is the only base agency authorized to release information regarding casualties to other government agencies, the public and news media.

1.7.2.10.2. **(Added)** The PA office will coordinate with the CAR to ensure NOK notifications are complete prior to release of information to the news media.

1.7.2.11.1. **(Added)** The disaster preparedness office will coordinate with the CAR during all disaster incidents that impact Fairchild AFB and all assigned personnel.

1.7.3.1.1. **(Added)** Casualty reporting will be accomplished by the CAR assisted by the members of the CAST as necessary. When required, casualty reporting will be the CAST members' primary duty.

1.7.3.2.1. **(Added)** Notification of NOK will be directed by the CAR and/or CAST. Notification team(s) will be provided guidance and support by CAR and/or CAST.

1.7.3.2.1.2. **(Added)** Standby Casualty Notification Officers (CNOs) are called if the member is not assigned to a unit serviced by Fairchild AFB and NOK reside in the area. Standby CNOs will also be used during mass casualties if needed. Each Group provides the name of a primary and alternate during their assigned months. Names are provided to the Casualty Assistance Office no later than the 20th of the month prior to commencing duties to ensure CNOs are trained. 92<sup>nd</sup> Mission Support Group – 92<sup>nd</sup> Operations Group – 92<sup>nd</sup> Maintenance Group – 92<sup>nd</sup> Medical Group.

1.7.3.2.1.3. **(Added)** Unit Commanders perform the duty of notification officer for casualties assigned to their unit when the NOK resides in the Fairchild Air Force Base (AFB) area of responsibility. The notification officer will be a field grade officer of equal or higher rank than the casualty. The notification will only be made with appropriate instructions from the CAR.

1.7.3.3.1. **(Added)** The CAR and a member of the CAST will make an initial casualty assistance visit within 24 hours, unless otherwise requested by the NOK. Additional visits as required or requested by the NOK.

1.7.3.4.1. **(Added)** CAR will handle all calls or requests from the NOK or government agencies and redirect, if necessary, to the correct OPR.

1.7.3.5.1. **(Added)** All calls concerning casualties from the general public or news media will be directed to the PA Office.

1.7.3.6.1. **(Added)** All casualties, to include active duty personnel, family members and in-service DoD civilians and contractors will be reported to the Casualty Office, 247-4488, during normal duty hours and to the 92 ARW command post (92 ARW/CP), 247-4051, during non-duty hours.

1.7.3.7.1. **(Added)** During non-duty hours, the CAR or casualty standby person, is contacted via the 92 ARW/CP, 247-4051.

1.7.3.8.1. **(Added)** Medical information required for casualty reporting (deceased, VSI, SI, NSI) will be provided through the medical standby personnel contacted via 92 ARW/CP.

BRIAN M. NEWBERRY, Colonel, USAF  
Commander, 92d Air Refueling Wing

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

AFI 36-809, *Civilian Survivor Assistance* 1 July 2003

AFMAN 33-363, *Management of Records* 1 March 2008

OPLAN 32-1, *Disaster Preparedness Operations*

***Prescribed***

**Prescribed Forms: None**

***Adopted Forms***

AF Form 847, *Recommendation for Change of Publication*

***Abbreviations and Acronyms***

**AFB**—Air Force Base

**ANG**—Air National Guard

**CAR**—Casualty Assistance Representative

**CAST**—Casualty Augmentation Support Team

**DOD**—Department of Defense

**EOC**—Emergency Operations Center

**HQ AFPC**—Headquarters Air Force Personnel Center

**III**—Incapacitating Illness or Injury

**NOK**—Next of Kin

**OPLAN**—Operational Plan

**OPR**—Office of Primary Responsibility

**PAD**—Program Action Directive

**RDS**—Records Disposition Schedule

**SBP**—Survivor Benefit Plan

**USAF**—United States Air Force

**USAFR**—United States Air Force Reserve

**Attachment 26 (Added)****CASUALTY AUGMENTATION SUPPORT TEAM (CAST)****A26.1. Responsibilities of the CAST:**

A26.1.1. For aircraft mishaps, multiple casualties and natural disasters, the CAST is notified. The CAST is composed of military personnel assigned to the MPS to assist the CAR when the number of casualties exceeds the normal operational capability. The CAST is augmented to ensure casualties are reported to Headquarters Air Force Personnel Center (HQ AFPC) Casualty Operations Center in the shortest possible time and ensure prompt, accurate and humane notification of the NOK.

A26.1.2. When called upon, the CAST members will form in the CAR's office or other location identified to them.

A26.1.3. Each CAST member will carry the Casualty Standby cell phone during the time specified by the CAR on Casualty Standby Letter.

**A26.2. Chief, CAST:**

A26.2.1. The CAR or Alternate CAR will be the Chief, CAST.

A26.2.2. Will function as the single point of contact from which HQ AFPC Casualty Operations can obtain necessary information. The Chief, CAST will:

A26.2.2.1. Establish local procedures to expedite flow of information necessary for casualty reporting.

A26.2.2.2. Upon notification of casualties, establish immediate direct contact with HQ AFPC Casualty Operations and provide information as quickly as possible.

A26.2.2.3. Supervise the reporting phase of the operation including message preparation and personnel records research.

A26.2.2.4. Ensures that the CAST members receive necessary training in order to perform their reporting duties effectively.

A26.2.2.5. Identify the CAST members responsible for preparing messages and will ensure the messages are prepared properly and within the time frame allowed.

A26.2.2.6. Identify the CAST members responsible for assembling notification teams, briefing the teams and arranging for suitable transportation.

A26.2.2.7. If the Emergency Operations Center (EOC) is activated, establishes and maintains constant contact to ensure timely flow of critical information.

**Attachment 27 (Added)****MASS CASUALTIES/AIRCRAFT MISHAPS/NATURAL DISASTERS**

**A27.1.** Notification: During duty hours, the CAR will be notified immediately by the 92 ARW/CP of all aircraft mishaps, any incident involving mass casualties or natural disaster concerning Fairchild AFB units. After duty hours, the command post will notify the person on Casualty Standby duty.

A27.1.1. The CAR will also be notified in the event of an aircraft mishap, either military or civilian contract, which had Fairchild AFB as its originating or last departure point.

**A27.2.** CAST Activation: The CAST will be activated to assist in compiling, recording and dispatching casualty reports as directed by the CAR.

A27.2.1. The CAR will assign each member of the CAST a responsibility, which include but are not limited to:

A27.2.1.1. Compiling information on the incident.

A27.2.1.2. Establish contact with AFPC to determine reporting requirements. If unable to make contact with AFPC, the Director, A&FRC will make the determination.

A27.2.1.3. Assemble and brief notification teams.

A27.2.1.4. Ensure suitable transportation for each notification team.

A27.2.1.5. If the EOC is activated, maintain contact to ensure steady flow of critical information.

**A27.3.** Command Post: Will furnish the CAR a list of crewmembers, including their organization of assignment and if applicable, a copy of the passenger manifest.