

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



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

**HILL AIR FORCE BASE
Supplement**

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Personnel

CASUALTY SERVICES

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This publication supplements DAFI 36-3002, *Casualty Services*, 04 February 2021, to establish procedures for the effective execution of the Air Force Casualty Services Program at Hill 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 AF Form 847, Recommendation for Change of Publication; route AF 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 Air Force Personnel Center (AFPC) Records, *Casualty Files*, applies. Ensure that all records generated as a result of processes prescribed in this publication adhere to Air Force Instruction (AFI) 33-322, *Records Management and Information Governance Program*, and are disposed of in accordance with the Air Force Records Disposition Schedule which is located in the Air Force Records Information Management System.

SUMMARY OF CHANGES

This supplement updates organizations, office symbols and renames numerous paragraph titles and adds responsibilities for the 75th Air Base Wing (ABW) and its units. This publication establishes the requirements in the event of a single or mass casualty to Hill AFB and the surrounding community. It adds unit responsibility to those units that are not addressed in the DAFI 36-3002.

1.3.7. Installation Command Post (75 ABW/CP) Responsibilities:

1.3.7. 5 (Added) Maintain a casualty assistance roster as provided by 75 Force Support Squadron (FSS) Military Personnel Flight.

1.3.7.6. (Added) Immediately notify the Casualty Assistance Representative (CAR) when an active duty casualty occurs at Hill AFB including notification of any active duty member who is declared deceased, Seriously Ill or Injured (SI), Very Seriously Ill or Injured (VSI), Not Seriously Ill or Injured (NSI) – if hospitalized, Duty Status Whereabouts Unknown (DUSTWUN) or as a missing person. During duty hours call the published/established duty numbers. During non-duty hours, if the standby casualty cell is not reached, then use the current Casualty Augmentation Support Team (CAST) letter provided by the CAR.

1.3.7.7. (Added) Refers all calls about retiree deaths to the CAR during normal duty hours.

1.3.7.8. (Added) Upon request, recall casualty notification team members (medical representative, chaplain or other individuals as needed) to report to CAR's office to comprise a casualty notification team.

1.3.7.9. (Added) If available, provide the CAR a copy of the manifest pertaining to any aircraft incidents resulting in injury or death within units located/assigned to Hill AFB.

1.3.8. Unit Commander/Director and Geographically Separated Unit Responsibilities (GSU) Commanders Responsibilities:

1.3.8.6. (Added) Includes Unit Commanders/Director and GSU Commanders

1.3.8.7. (Added) Must ensure the 75 ABW/CP is notified of all casualties (including VSI and SI) occurring within their unit.

1.3.8.8. (Added) Will ensure no unauthorized notification to the next of kin (NOK) is made by unit members and co-workers, and provide all available information to the 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. Commanders and unit 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, the commander will perform casualty notification for members assigned to their unit. If unavailable, the commander will assign an appropriate O-4 or above to complete the casualty notification.

1.3.8.9. (Added) The majority of our casualty notifications will be the result of active duty deaths of members not assigned to Hill Air Force Base units. In order to rapidly and effectively execute these notifications, each wing, including Ogden Air Logistics Complex (OO-ALC) will provide an "on call" list of eligible Notification Officers (O-4 or above), normally covering a 6 month period. The 419th Fighter Wing (FW) will provide a minimum of one (1,) "on call" Notification Officer; the 388 FW, 75 ABW, and OO-ALC will each provide a minimum of two (2.) Maintaining an "on call" list will allow for adequate training, and prior identification, of officers to be called upon to fulfill required Notification Officer duties. This does not replace a Commander's obligation to conduct his/her own unit's notifications in active duty deaths. When a Notification Team requirement is communicated the CAR will select the most appropriate "on call" Officer and proceed to assemble the notification team for dispatch.

1.3.8.10. **(Added)** Unless otherwise arranged through the 75 ABW Casualty Assistance Office, Notification Officer “on call” lists will be submitted to the CAR, no later than 15 Dec for lists covering 01 Jan through 30 Jun and 15 Jun for lists covering 01 Jul through 31 Dec.

1.3.8.11. **(Added)** In lieu of the above “on call” list GSU will submit AF Form 1075, in accordance with DAFI 36-3002 para 3.4.2.1, to indicate all officers performing casualty duties.

1.3.8.12. **(Added)** Will ensure unit personnel complete their initial Record of Emergency Data (RED) upon arrival of first duty station and ensure unit personnel verify and resubmit/confirm RED annually.

1.3.8.13. **(Added)** Will complete Casualty Notification Officer (CNO) training in accordance with DAFI 36-3002.

1.3.10.9. **Casualty Assistance Representative Responsibilities**

1.3.10.9.5. **(Added)** In the event of a natural disaster, or other circumstance involving multiple casualties (including training exercises for the same), the CAST will perform the casualty reporting and casualty assistance duties under the guidance of the CAR.

1.3.10.9.6. **(Added)** The CAR will promptly notify AFPC Casualty Cell 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 Casualty Cell. Reasons for delay would be pending confirmation of death or other pertinent information critical to the report.

1.3.10.9.7. **(Added)** The CAR will contact the CNO, chaplain and medical technician upon the death of a member with NOK in this area. The CNO will review the Officer Notification training slides provided by AFPC and request clarification, if needed, prior to being dispatched to make notification.

1.3.10.9.8. **(Added)** The CAR will notify the deceased member’s commander(s) of the casualty, after all reporting actions are complete when the commander did not perform the NOK notification.

1.3.13. **Individual Member Responsibilities:**

1.3.13.1. **(Added)** Effective casualty services require timely reporting. Any individual having knowledge of a casualty will immediately notify the CAR during normal duty hours or the 75 ABW/CP after normal duty hours. Provide as much information on the casualty as possible. If you are unable to reach the CAR, see [para 1.3.7](#) in this supplement. When available, the following information should be provided: name, grade and DoD identification number of the casualty; date, time and location where casualty occurred; circumstances involving incident; source of information (eyewitnesses, family members, friends, etc.); name, location, and a way of contacting the person making the report.

1.3.13.2. **(Added)** All newly accessed and assigned personnel are required annually to update their virtual RED on the virtual Military Personnel Flight website. Those that do not have system access are required to complete a hard copy DD Form 93 and provide it to the Customer Service Section of the Military Personnel Section.

1.3.14. **(Added) Security Forces Responsibilities (75 SFS/CC):**

1.3.14.1. **(Added)** On all calls received pertaining to an active duty casualty, attempt to obtain (as a minimum, if available): name, grade, DoD identification number, place of occurrence, brief account of the circumstances, and the informant's name and phone number. Provide this information to the 75 ABW/CP and the CAR.

1.3.14.2. **(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.

1.3.14.3. **(Added)** When required, provide CAR with documentation (i.e. AF Form 1315, Accident Report) as required by the Department of Veterans Affairs in accordance with Table 5.1, Documents Required.

1.3.15. (Added) Medical Treatment Facility Responsibilities (75 MDG):

1.3.15.1. **(Added)** Immediately notify CAR or the standby casualty representative and 75 ABW/CP of a death, SI or VSI member on duty status. (DAFI 36-3002, Table 2.3). **NOTE:** All others will be reported during normal duty hours.

1.3.15.2. **(Added)** In accordance with AFI 41-210, TRICARE Operations and Patient Administration Functions, Chap 4, Para 4.39.1, provide a Casualty Affairs Liaison Officer (CAL) to assist in coordinating patient and NOK travel and submit Military Treatment Facility (MTF) Casualty reporting forms, documents and/or information to the CAR. MDG CAL will provide the CAR with all necessary information for the initial and progress casualty reports.

1.3.15.3. **(Added)** Will assign a medical provider as a member of any casualty notification team (DAFI 36-3002 para 3.8) and may be tasked to assign more than one medical representative for notification teams in multiple casualty situations. An "on call" medical provider" duty roster shall be submitted to the Casualty Assistance Office and be maintained at the 75 ABW/CP to facilitate inclusion to a notification team whenever a team is assembled.

1.3.15.4. **(Added)** Establish internal procedures to ensure information is obtained from local hospitals when a member on duty status (DoD, DAF and NAF) has been admitted. If military member on duty status is SI or VSI, will notify the CAR and will keep the CAR informed of the hospitalized member's condition.

1.3.15.5. **(Added)** Ensure MTF Commander and Patient Administration Flight are familiar with the Emergency Family Member Travel (EFMT) Program contained in DAFI 36-3002, para 2.25.

1.3.15.6. **(Added)** Brief attending physician or surgeon on the EFMT Program when a member in a casualty status is hospitalized in a civilian hospital. When EFMT requested is concurred by the attending physician's request, the CAL obtains MDG/CC approval.

1.3.15.7. **(Added)** Make CAR aware of members who are VSI/SI (injury only) and do not require EFMT but may qualify for the Traumatic Servicemembers Group Life Insurance.

1.3.15.8. **(Added)** When necessary assists the CAR in gathering medical information necessary to complete reporting in accordance with DAFI 36-3002, para 2.24, VSI, SI, and NSI Medical Progress Reports.

1.3.15.9. **(Added)** During multiple casualty situations will:

1.3.15.10. **(Added)** Assist the Incident Commander in determining the identification and disposition of the casualties (to include deceased, SI, VSI or NSI) at the scene.

1.3.15.11. **(Added)** Assist the CAR in obtaining the following information:

1.3.15.12. **(Added)** Name(s) of the deceased, SI or VSI member(s)

1.3.15.13. **(Added)** Approximate time of death

1.3.15.14. **(Added)** Name and organization of the authority that classified the member as deceased.

1.3.15.15. **(Added)** Will initiate an AF Form 348, Line of Duty Determination, in accordance with AFI 36-2910.

1.3.16. (Added) Installation Chaplain Responsibilities (75 ABW/HC):

1.3.16.1. **(Added)** Provide duty roster to 75 ABW/CP and the CAR of on-call chaplain's support to assist in casualty notification. The Duty Chaplain will accompany the notification team and provide assistance to the NOK if necessary. The Duty Chaplain will not act in the capacity as the casualty notification officer.

1.3.17. (Added) Mortuary Officer Responsibilities (75 FSS/FSO):

1.3.17.1. **(Added)** Comply with requirements of AFI 34-160 and Hill AFB Mortuary Plan.

1.3.17.2. **(Added)** Coordinate with CAR upon contact and scheduling of in-person brief to the Person Authorized to Direct Disposition.

1.3.18. (Added) Civilian Personnel Flight (CPF) Responsibilities (75 FSS/FSC):

1.3.18.1. **(Added)** If a civilian employee death occurs while on duty, the CPF 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.

1.3.18.2. In the event of a civilian employee death the Benefits and Entitlements Service Team will counsel the employee's beneficiaries on benefits and advise/assist with claim forms.

1.3.18.3. **(Added)** In accordance with AFI 36-809 para 2.6.2, the CPF will provide the CAR with all information necessary for civilian casualty reporting.

1.3.19. (Added) Airman and Family Readiness Flight (A&FRF) Responsibilities (75 FSS/FSH):

1.3.19.1. **(Added)** The A&FRF will provide the 75 ABW/CP and the CAR with a listing of flight representatives in case of an active duty death when the NOK needs immediate family assistance (e.g. Air Force Aid Society or Air Force Families Forever Program).

1.3.20. (Added) Logistics Readiness Officer Responsibilities (75 LRS/CC):

1.3.20.1. **(Added)** Will provide a sedan, station wagon, van or sport utility vehicle in excellent working condition and a qualified driver upon request from the CAR for use by the casualty notification team and the CAR.

1.3.20.2. **(Added)** Ensure vehicle(s) to be used by casualty notification and assistance team(s) are clean, fueled, provided with road kits, etc., and pre-inspected to expedite team's departure.

1.3.21. (Added) Public Affairs Responsibilities (75 ABW/PA):

1.21.1. **(Added)** Upon confirmation and verification from the CAR of official notification to the NOK, complies with DAFI 36-3002, para 1.4.

1.3.21.2. **(Added)** Sole agency authorized to release information and answer inquiries from the public, news media, or other government agencies concerning casualties.

1.3.21.3. **(Added)** For media event situations, the PA officer will assist families on how to manage the civilian media and will offer assistance with any public statements answering questions from the media.

1.3.22. (Added) Emergency Management Responsibilities (75 CES):

1.3.22.1. **(Added)** Procedures outlined in the current 75 ABW Installation Emergency Management Plan 10-2 will apply.

1.3.22.2. **(Added)** The incident commander is responsible for obtaining the number, identity, nature of illness or injury, and the location of the casualties involved in the incident.

1.3.23. (Added) Military Pay Services Responsibilities (75 CPTS):

1.3.23.1. **(Added)** 75 CPTS will maintain a qualified person during non-duty hours that is capable of assisting the CAR with Defense Finance and Accounting Service on death gratuity benefits, when applicable.

1.3.23.2. **(Added)** 75 CPTS/CC will determine appropriate personnel & actions based on information the CAR provides to meet the intent of initial death gratuity payment as soon as possible (goal being as soon as 24 hours).

1.3.24. (Added) Office of Special Investigations Responsibilities (OSI/DET 113):

1.3.24.1. **(Added)** Assists the CAR and MDG in acquiring information from civilian police reports, autopsy, toxicology, coroner or medical examination reports or copies of court verdicts as needed in accordance with DAFI 36-3002, Table 5.2, when OSI directives and state release of information authorizes. The information from these documents, as required, are provided to the CAR and MDG, trusted agents through OSI's report of investigation.

1.3.25. (Added) Additional Supplement Responsibilities

1.3.25.1. Addresses the following situations in the supplemental instructions:

1.3.25. 2 **(Added)** Prompt and effective reporting of casualties will be as listed in DAFI 36-3002 Table 1.1

1.3.25.3. **(Added)** The Military Personnel Flight will provide the CAST roster of on-call members, to include phone numbers, to the 75 ABW/CP in the event of an active duty death.

1.3.25.4. **(Added)** In accordance with DAFI 36-2910, Line Of Duty Determination, para 2.26. The Line Of Duty Program Manager will track Line Of Duty Determination in accordance with Table 3.1 and keep commanders and the CAR informed accordingly.

JENISE M. CARROLL, Colonel, USAF
Commander

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

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

Abbreviations and Acronyms

A&FRF—Airman and Family Readiness Flight
ABW—Air Base Wing
AF—Air Force
AFI—Air Force Instruction
AFB—Air Force Base
AFPC—Air Force Personnel Center
CAL—Casualty Affairs Liaison Officer
CAR—Casualty Assistance Representative
CAST—Casualty Augmentation Support Team
CNO—Casualty Notification Officer
CP—Command Post
CPF—Civilian Personnel Flight
DAF—Department of the Air Force
DAFI—Department of the Air Force Instruction
DD—Department of Defense
DEERS—Defense Enrollment Eligibility Reporting System
DoD—Department of Defense
DUSTWUN—Duty Status-Whereabouts Unknown
EFMT—Emergency Family Member Travel
FW—Fighter Wing
GSU—Geographically Separated Unit
HAFB—Hill Air Force Base
III—Ill, Injured, Incapacitated
MTF—Military Treatment Facility
NAF—Numbered Air Force
NOK—Next of Kin
NSI—Not Seriously Injured

OO-ALC—Ogden Air Logistic Complex

OPR—Office of Primary Responsibility

PA—Public Affairs

RED—Record of Emergency Data

SI—Seriously Injured

USC—United States Code

VSI—Very Seriously Injured