

**BY ORDER OF THE COMMANDER
JOINT BASE LANGLEY-EUSTIS**



**JOINT BASE LANGLEY-EUSTIS
Supplement**

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Personnel

CASUALTY SERVICES

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This supplement implements and extends the guidance of *AFI 36-3002, Casualty Services*, 22 Feb 2010. 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. This supplement establishes procedures for the effective execution of the Air Force Casualty Services Program at Joint Base Langley-Eustis (JBLE) and affects all assigned units, including tenant units. This publication may not be supplemented or further implemented/extended. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using the AF IMT 847, *Recommendation for Change of Publication*; route AF Form 847s from the field through the appropriate functional's chain of command. The authorities to waive wing/unit level requirements in this publication are identified with a Tier ("T-0, T-1, T-2, T-3") number following the compliance statement. See *AFI 33-360, Publications and Forms Management*, for a description of the authorities associated with the Tier numbers. Submit requests for waivers through the chain of command to the appropriate Tier waiver approval authority, or alternately, to the Publication OPR for non-tiered compliance items. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with (IAW) Air Force Manual (AFMAN) 33-363, *Management of Records*, and disposed of IAW Air Force Records Disposition Schedule (RDS) located in the Air Force Records Information Management System (AFRIMS). The use of the name or mark of any specific manufacturer, commercial product, commodity, or service in this publication does not imply endorsement by the Air Force.

This publication requires the collection and maintenance of information protected by the Privacy Act of 1974 authorized by Title 10, United States Code (U.S.C.), Section 1475 through 1489, 2771, and 8013 and Title 37 U.S.C., Sections 551 through 559. System of Records Notice F036 AFPC, Casualty Files, applies. Department of Defense Regulation (DoDR) 5400.7/AF Supplement, *Freedom of Information Act Program*, 21 October 2010.

1. Overview

1.1.9. **(Added)** Effective casualty services require timely reporting. Any individual having knowledge of a casualty should immediately notify the Casualty Assistance Representative (CAR) in the Airman & Family Readiness Center office during normal duty hours or the 633d Air Base Wing (633 ABW) Command Post (CP) after normal duty hours. Provide as much information on the casualty as possible.

1.1.10. **(Added)** When available, the following information should be provided: name, grade 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.

1.6. FSS/MSS Commander Responsibilities.

1.6.12.1. **(Added)** Will recall Casualty Augmentation Support Team (CAST) as necessary, to assist in the event of an active duty casualty or mass casualties. CAST members will be released at the discretion of the Casualty Assistance Representative (CAR).

1.6.12.1.1. **(Added)** CAR coordinates the above actions with 633 FSS/FSM, who in turn will notify 633 FSS/CC of all activities.

1.7. Casualty Assistance Representative (CAR) Responsibilities.

1.7.2.1. **(Added)** Installation Command Post.

1.7.2.1. 1 **(Added)** Maintain a casualty assistance stand-by roster as provided by the CAR, updated as required.

1.7.2.1.2. **(Added)** Will immediately notify the CAR, CAR standby, and CAR assistant when an active duty casualty occurs, including members who are declared deceased, VSI (Very Seriously Ill/Injured), SI (Seriously Injured), Duty Status Whereabouts Unknown (DUSTWUN), or missing.

1.7.2.1.3. **(Added)** During non-duty hours, if neither the CAR nor CAR standby can be reached at home or by cellular telephone, will continue efforts to contact CAR utilizing the standby roster until they are reached.

1.7.2.1.4. **(Added)** Refer all calls about retiree deaths to the CAR during normal duty hours.

1.7.2.1.5. **(Added)** Upon request, 633 ABW/CP will contact the medical representative on call to report to CAR's office as part of the casualty notification team.

1.7.2.1.6. **(Added)** Upon request, recall duty chaplain to report to CAR's office

to be a member of the casualty notification team.

1.7.2.2. (Added) Unit Commander/Director and Geographically Separated Unit (GSU) Commanders.

1.7.2.2.1. **(Added)** Must ensure the 633 ABW/CP is notified of all casualties (to include VSI and SI) who are assigned to their unit.

1.7.2.2.2. Will make casualty notifications following guidance and instruction from the HQ AFPC Casualty Services Branch via the Casualty Assistance Office.

1.7.2.2.3. Will ensure all personnel under their command, including Air National Guard and Air Force Reserve personnel, know and understand their responsibilities in connection with the Casualty Services Program. Direct all inquiries concerning a casualty to the CAR or alternate.

1.7.2.2.4. Will prevent unauthorized notification to the Next of Kin (NOK) by unit members and co-workers and will provide all available, releasable information to the CAR. Commanders should brief personnel on proper notification procedures in the event of an active duty casualty or fatality.

1.7.2.2.5. Will coordinate with medical and health professionals to determine whether a member who incurs a wound, injury, or illness in the line of duty while serving in a combat operation, combat zone, hostile fire area, or while exposed to a hostile fire event anywhere, and is hospitalized for treatment, is eligible for Pay and Allowance Continuation (PAC). PAC remains in effect until the member is determined to be fit to perform full military duties by a health professions officer. Members may be considered assigned to a medical or patient unit if their orders indicate such assignment.

1.7.2.2.6. After consultation with medical and health professionals, and a member is deemed medically cleared for duty, a memorandum will be signed stating that the member is "fully fit for duty" (FFD), and will forward it to the CAR. The CAR will forward this memorandum to the Air Force Casualty Branch at AFPC to stop the member's PAC. If the member provides documentation of the FFD status, the CAR attaches the documentation to the final Medical Progress Report (MPR) and reporting stops. If no documentation is provided, the final MPR will indicate a RTD Date and reporting stops.

1.7.2.2.7. Will complete an AF IMT 348, *Line of Duty Determination* IAW AFI 36-2910, *Line of Duty (LOD)*, *Medical Continuation (MEDCON)*, and *Incapacitation (INCAP) Pay*, on all active duty deaths. Ensure that the LOD determination on any active duty member has been initiated by the medical treatment facility and completed IAW AFI 36-2910. In the event a member dies on active duty and in the line of duty, the member's NOK may be eligible for benefits.

1.7.2.2.8. Will ensure that a LOD determination is initiated IAW AFI 36-2910, along with the Medical Treatment Facility and Staff Judge Advocate.

1.7.2.3. Security Forces

1.7.2.3.1. **(Added)** On all calls received pertaining to an active duty casualty,

obtains (as a minimum): name, grade, place of occurrence, brief account of the circumstances, and the informant's name and phone number. Provide this information to the 633 ABW/CP and the CAR.

1.7.2.3.2. **(Added)** When required, assists the CAR in obtaining information necessary to complete casualty reporting and coordinate with other law enforcement agencies to obtain copies of any relevant reports to add to casualty case files.

1.7.2.3.3. **(Added)** When required, provide the CAR with documentation needed by the Department of Veterans Affairs in accordance with AFI 36-3002, Table 5.1.

1.7.2.4. **Medical Treatment Facility (MTF) Personnel**

1.7.2.4.1. **(Added)** Immediately notify CAR or the standby casualty representative of any active duty or retiree death that falls within JBLE responsibility. **Note:** Retiree deaths will be reported during normal duty hours.

1.7.2.4.2. **(Added)** Provide a medical representative to assist in notification to the NOK. Will provide the CAR with a POC to contact during duty hours and inform the 633d ABW/CP who to contact during non-duty hours.

1.7.2.4.3. **(Added)** May be tasked to provide more than one medical representative for notification teams in multiple casualty situations.

1.7.2.4.4. **(Added)** Establish internal procedures to ensure information is obtained from local hospitals when a member assigned to JBLE has been admitted. If member is SI or VSI, will notify the CAR and will keep the CAR informed of the hospitalized member's condition.

1.7.2.4.5. **(Added)** Ensure assigned personnel are familiar with the Emergency Family Member Travel (EFMT) Program contained in AFI 36-3002, para 2.27.

1.7.2.4.6. **(Added)** Brief civilian doctor(s) on the EFMT Program if an active duty member assigned to JBLE is hospitalized and is listed as VSI or SI in a civilian hospital. If EFMT is requested, MTF will concur or nonconcur with attending physician's request and obtain Medical Group Commander's approval or disapproval on the Request for Initial EFMT form.

1.7.2.4.7. **(Added)** Inform CAR of members who are VSI/SI (injury only) and do not require EFMT but may qualify for the Traumatic Injury Protection Insurance (TSGLI).

1.7.2.4.8. **(Added)** When necessary, assist the CAR in gathering medical information necessary to complete reporting in accordance with AFI 36-3002, para 2.26.

1.7.2.4.9. **(Added)** During multiple casualty situations, MTF will:

1.7.2.4.9.1. **(Added)** Assist the on-scene commander in determining the identification and disposition of the casualties (deceased only) at the scene.

1.7.2.4.9.2. **(Added)** Assist the CAR in obtaining name, approximate time of

death and the name and organization of the authority that classified the member as deceased.

1.7.2.4.9.3. **(Added)** Will initiate an AF IMT 348, LOD, on all active duty deaths and those who may qualify for the TSGLL.

1.7.2.5. **Installation Chaplains.**

1.7.2.5.1. **(Added)** Provide a standby duty roster to 633 ABW/CP and the CAR for on-call chaplain support to assist in casualty notification. The Duty Chaplain will serve as a member of the notification team and assist the Casualty Notification Officer in the event assistance for a member's NOK is necessary.

1.7.2.5.2. **(Added)** Inform 633 ABW/CP and the CAR of any updates and changes to the chaplain duty roster.

1.7.2.6. **Mortuary Officer.**

1.7.2.6.1. **(Added)** Provide 633 ABW/CP and the CAR with a 24-hour on-call duty roster of points of contact, and inform of any updates and changes to the roster as they occur.

1.7.2.6.2. **(Added)** Assist the NOK with funeral arrangements, to include military honors and uniform preparation.

1.7.2.6.3. **(Added)** Contact and brief the NOK on status of remains and transportation support to desired resting place of the deceased after official casualty notification to the NOK has been made.

1.7.2.6.4. **(Added)** Provide training to the Family Assistance Representative (FAR) appointed by the unit commander of the deceased member.

1.7.2.6.5. **(Added)** Brief the Summary Court Officer (SCO) on procedures to make disposition of the personal property (Active Duty deceased only) as outlined in AFI 34-511, *Disposition of Personal Property and Effects*.

1.7.2.6.6. **(Added)** Arrange for appointment of an escort, when required.

1.7.2.6.7. **(Added)** Discharge duties and responsibilities outlined in AFI 34-501, *Mortuary Affairs Program*, and applicable mortuary checklists.

1.7.2.6.8. **(Added)** Maintain close coordination with the Transportation Officer to arrange for the movement of remains to a specific destination, and the movement and disposition of personal property to the NOK as outlined in AFI 34-501, *Mortuary Affairs Program*, para 2.26.

1.7.2.7. **Civilian Personnel Flight (CPF) now operating as Civilian Personnel Section (CPS).**

1.7.2.7.1. **(Added)** If a civilian employee death occurs while on duty, the CPS will assist in locating the employee's supervisor to obtain NOK or emergency contact information. The unit commander and immediate supervisor will notify the NOK in person if in the local area.

1.7.2.7.2. **(Added)** The CPS will notify the Benefits and Entitlements Service

Team (BEST) at AFPC of a civilian employee death. The BEST will counsel the employee's beneficiaries on benefits and advise/assist with claim forms.

1.7.2.7.3. **(Added)** The CPS will provide the CAR with information necessary for casualty reporting.

1.7.2.8. (Added) Airman and Family Readiness Center (A&FRC).

1.7.2.8.1. **(Added)** The A&FRC will provide 633 ABW/CP and the CAR with a listing of on-call flight representatives in case of an active duty death and if NOK needs immediate financial aid assistance.

1.7.2.9. (Added) Transportation Officer.

1.7.2.9.1. **(Added)** Transportation Officer is identified as 733d Logistics Readiness Squadron (733 LRS)

1.7.2.9.2. **(Added)** If available, will provide a sedan, station wagon, van or SUV upon request from the CAR for use by the casualty notification team and the CAR.

1.7.2.9.3. **(Added)** Will provide driver(s) appropriate to the distance of destination. Appointed driver(s) will report to the CAR's office in service dress uniform. Driver(s) will transport notification team to NOK's residence and remain inside vehicle as they are not designated a part of the notification team.

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

1.7.2.9.5. **(Added)** Acknowledge personnel providing casualty services are not required to clean vehicle after completing their mission.

1.7.2.10. Base Telecommunications Center and Telephone Operators.

1.7.2.10.1. **(Added)** 633 CS base telephone operations will ensure all base telephone operators expedite or prioritize all calls pertaining to casualties. Casualty calls are referred to the CAR during duty hours at extension 764-5231. After normal duty hours, relay casualty calls to 633 ABW/CP at extension 764-5411. The 633 ABW/CP, in turn, is responsible for notifying the CAR or casualty standby representative on-call as outlined in AFI 36-3002, *Casualty Services*, para 1.5.1.1.

1.7.2.11. Public Affairs (PA) office.

1.7.2.11.1. **(Added)** Upon confirmation and verification from the CAR of official notification to the NOK, comply with AFI 36-3002, para 1.14.1, para 1.15.3.

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

1.7.2.11.3. **(Added)** For media event situations, PA will assist families in how to address civilian media if at all, and offer assistance with any public statements

and family's desires on how and when to answer media questions.

1.7.2.12. Disaster Preparedness office (identified now as Emergency Management office).

1.7.2.12.1. **(Added)** Procedures outlined in the current Comprehensive Emergency Management Plan will apply.

1.7.2.12.2. **(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.

1.7.2.14. (Added) Office of Special Investigations (AFOSI DET 201):

1.7.2.14.1. **(Added)** Assist 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 AFI 36-3002, Table 5.2, when AFOSI directives states release of information is authorized. The information from these documents, as required, is provided to the CAR and MDG, trusted agents through AFOSI's report of investigation.

1.7. 3 CAR Supplemental instructions.

1.7.3.1.1. **(Added)** The CAR will promptly notify AFPC/DPWCS of any casualty listed in AFI 36-3002, Table 1.1. A message will be sent within 4 hours of notification and will only be extended with concurrence of AFPC/DPWCS. Reasons for delay would be pending confirmation of death or other pertinent information critical to the report.

1.7.3.1.2. **(Added)** The CAR will contact the Casualty Notification Officer (CNO) on-call, chaplain and medical technician upon the death of a member with NOK in this area. The CNO will review the Casualty Notification DVD and answer any questions prior to dispatching team to make notification.

1.7.3.1.3. **(Added)** The CNO will inform the NOK that the CAR will contact them within 24 hours of notification to provide assistance. The CAR will meet with the NOK wherever it is convenient for the NOK.

1.7.3.1.4. **(Added)** All calls or requests from the NOK or from other government agencies will be handled expeditiously. If the CAR or assistant CAR is unable to provide assistance, AFPC/DPWCS will be contacted for assistance.

1.7.3.1.5. **(Added)** The CAR will notify AFPC/DPWCS of any civilian deaths as soon as the CAR is notified. A message will be sent to AFPC/DPWCS during normal duty hours or the following duty day.

1.7.16. **(Added)** Will provide the Casualty Standby roster of on-call members to include phone numbers to the 633 ABW/CP in the event of an active duty death.

1.7.17. **(Added)** Will notify the commander/director of the casualty after all reporting actions are complete when the commander/director does not perform the notification to the NOK.

7. Virtual Record of Emergency Data (vRED)

7.3.7.1.1. **(Added)** All newly accessed and assigned personnel are required to update their Virtual Record of Emergency Data (vRED) on the AFPC website. Those that do not have system access are required to complete a hard copy DD Form 93 and provide to the Customer Service Section of the Military Personnel Section.

CAROLINE M. MILLER, Col, USAF
Commander, 633d Air Base Wing

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

Department of Defense Regulation (DoDR) 5400.7/AF Supplement, *Freedom of Information Act Program*, 21 October 2010

AFI 34-501, *Mortuary Affairs Program*, 18 Aug 2015

AFI 34-511, *Disposition of Personal Property and Effects*, 7 Jun 2011

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

AFI 33-332, *Air Force Privacy and Civil Liberties Program*, 12 January 2015

AFI 33-360, *Publications and Forms Management Program*, 25 September 2015

AF I 33-364, *Records Disposition Procedures and Responsibilities*, 22 December 2006

AFI 36-2910 *Line of Duty Determination*, 8 Oct 2015

Joint Base Langley-Eustis Emergency Management Plan 10-2, 15 January 2015

Abbreviations and Acronyms

A&FRC—Airman and Family Readiness Center

AD—Active Duty

ADT—Active Duty for Training

AF—Air Force

AFAS—Air Force Aid Society

AFI—Air Force Instruction

AFOSI—Air Force Office of Special Investigations

AFMAO—Air Force Mortuary Affairs Operations Center

ANG—Air National Guard

AWOL—Absent Without Leave

CAR—Casualty Assistance Representative

CAST—Casualty Augmentation Support Team

DAF—Department of the Air Force

DCIPS—Defense Casualty Information Processing System

DCIPS-CR—Defense Casualty Information Processing System-Casualty Reporting

DCIPS-Forward—Defense Casualty Information Processing System-Forward

DFAS-CL—Defense Finance and Accounting Service-Cleveland Center

DIC—Dependency and Indemnity Compensation

DUSTWUN—Duty Status-Whereabouts Unknown

EAD—Extended Active Duty

FSGLI—Family Member Service members' Group Life Insurance

FSO—Financial Services Office

MTF—Medical Treatment Facility

NOK—Next of Kin

NSI—Not Seriously Ill or Injured

OSI—Office of Special Investigations

PA—Public Affairs

POV—Privately Owned Vehicle

SI—Seriously Ill or Injured

Terms

Active Air Force—Members of the Air Force, United States Air Force Academy Cadets, and Air National Guard and United States Air Force Reserve members serving on extended active duty (i.e., they are assigned to an active duty unit and their accountability is against active force strength).

Active Duty (AD)—Full-time duty in the active Military Service of the United States. This includes members of Reserve components serving on active duty or full-time training duty, but does not include full-time National Guard duty. AD for Air National Guard is always performed in a Title 10, United States Code (U.S.C.) federal status. Active duty includes active duty for training and active duty other than for training.

Casualty—Any person who is lost to the organization by having been declared dead, duty status— whereabouts unknown (DUSTWUN), missing, ill, or injured.

Casualty Assistance Representative (CAR)—The person at the Air Force installation responsible for reporting deaths and assisting survivors.

Casualty Augmentation Support Team (CAST)—A group of individuals trained in casualty reporting, notification, and assistance procedures that help the CAR and other casualty personnel. The size of the team is at the FSS/MSS commander's discretion and depends on the size and mission of the installation it serves.

Casualty Status—Used to classify a casualty for reporting purposes. There are six casualty statuses: deceased, DUSTWUN, missing, very seriously ill or injured (VSI), seriously ill or injured (SI), or not seriously ill or injured (NSI).

Death Certificate (Military)—The official DD Form 1300, *Report of Casualty*, published by Headquarters, United States Air Force. The DD Form 1300 is used to provide an official record of the death of a military member. The form may be used in place of a civilian death certificate when proof of death is necessary. Government agencies and most commercial life insurance companies use the DD Form 1300 as the basis for paying benefits. It may be used to facilitate the cashing of bonds or in the settlement of any other claim in which proof of death is required.

Deceased—A casualty status applicable to a person who is either known to have died, determined to have died on the basis of conclusive evidence, or declared to be dead on the basis of a presumptive finding of death. The recovery of remains is not a prerequisite to determining or declaring a person deceased.

Defense Casualty Information Processing System (DCIPS)—DCIPS is an electronic system used in the collection and management of Casualty data and to produce the “*Report of Casualty*” DD Form 1300 and other documents and reports.

Defense Casualty Information Processing System-Casualty Reporting (DCIPS-CR)—The web-based application that provides CARs the ability to record, store, and submit casualty information.

Defense Casualty Information Processing System (DCIPS)—Forward—The client-based application that provides field locations the ability to record, store, and submit casualty information.

Duty Status—Whereabouts Unknown (DUSTWUN)—A transitory status, applicable only to military personnel, that is used when the responsible commander suspects the member may be a casualty whose absence is involuntary, but does not feel sufficient evidence currently exists to make a definite determination of missing or deceased.

Installation Commander—The individual responsible for all operations performed by an installation.

Mortuary Affairs Officer—Plans and executes all mortuary affairs programs. Provides guidance to facilitate the conduct of all mortuary programs and to maintain data (as required) pertaining to the search for, recovery, identification, preparation, and disposition of remains of persons for whom the Services are responsible by status and Executive Order. Serves as the central clearing point for all mortuary affairs and monitors the deceased and missing personal effects program.

Next of Kin (NOK)—The person most closely related to the casualty is considered primary NOK for disposition of remains, personal effects, and the release of records to secondary NOK and third parties. The un-remarried surviving spouse is primary NOK. The term surviving spouse does not include one who obtained a divorce from the decedent (at any time). Other NOK and interested parties are recognized in the following order:

- a. Natural and adopted children in order of seniority. *Includes step children and illegitimate children if acknowledged by the member or so determined by a court. The age of majority is 18 years. The rights of minor children, with the exception of disposition of remains, shall be exercised by their surviving parent or legal guardian.
- b. Parents, in order of seniority, unless legal exclusive (sole) custody was granted to a person by reason of a court decree or statutory provision.
- c. Blood or adoptive relative who was granted legal custody of the person by court decree or statutory provision.
- d. Brothers or sisters of legal age in order of seniority.

- e. Grandparents in order of seniority.
- f. Other relatives in order of relationship to the member according to civil laws. Seniority of age will determine control when persons are of equal degree of relationship (e.g. parents or siblings).
- g. Persons standing in loco parentis to the decedent. Seniority of age will determine control when the persons are of equal relationship.
- h. Remarried surviving spouse. The term remarried surviving spouse does not include one who obtained a divorce from the decedent or who remarried before a finding of death.

***NOTE:** Indicates relationship for possible benefits and entitlements determination.

Not Seriously—Ill or Injured (NSI)—The casualty status of a person whose illness or injury requires medical attention may or may not require hospitalization, and medical authority classifies as less severe than SI.

Seriously Ill or Injured (SI)—The casualty status of a person whose illness or injury requires medical attention, and medical authority declares that death is possible, but not likely within 72 hours, and/or the severity is such that it is permanent and life-altering.

Very Seriously Ill or Injured (VSI)—The casualty status of a person whose illness or injury is such that medical authority declares it more likely than not that death will occur within 72 hours.

Virtual Record of Emergency Data (vRED)—The vRED serves as the official document required by law (Title 10, U.S.C., Sections 1475 - 1480 and 2271; and Title 44, U.S.C., Section 3101) to designate beneficiaries for Death Gratuity Pay and unpaid pay and allowances in the event the servicemember dies. It also includes the names and addresses of persons to be notified in case of emergency or death.