

**BY ORDER OF THE COMMANDER
15TH AIR BASE WING**



AIR FORCE INSTRUCTION 36-3002

**15TH AIR BASE WING
Supplement**

23 DECEMBER 2020

Personnel

CASUALTY SERVICES

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This instruction establishes procedures for the effective execution of the Air Force Casualty Services Program and is applicable to all assigned and associate Air Force units. The basis of this instruction is to ensure all 15th Wing personnel and attached units have written procedures to supplement material outlined in Air Force Instruction (AFI) 36-3002, Casualty Services. This instruction does not apply to inactive Air National Guard or inactive Air Force Reserve unit and members.

This instruction requires the collecting and maintaining of information protected by the Privacy Act of 1974 authorized by Title 10 United States Code (U.S.C.) Section 2771 and 37 U.S.C., Sections 555 and 556. Systems of records notice F036 AF PC R, Casualty Files, applies.

SUMMARY OF CHANGES

Significant changes were made throughout this supplement and it must be completely reviewed.

1.11.1.1.1. 15th Wing Command Post (15 WG/CP):

1.11.1.1.1.1. **(Added)** Maintain Casualty Assistance Representative (CAR) after-hours appointment letter provided by the CAR.

1.11.1.1.1.2. **(Added)** Immediately notify the CAR when an active duty casualty occurs at Joint Base Pearl Harbor Hickam and the Hawaii region including notification of any active duty member, Activated Reserve or Guard members who are on activation orders or traveling to and from training in activated status who are declared Deceased, Very Seriously Ill or Injured (VSI), Seriously Ill or Injured (SI), Not Seriously Ill or Injured (NSI), Duty Status Whereabouts Unknown (DUSTWUN) or as a missing person.

1.11.1.1.1.3. **(Added)** Records and provides CAR all available data (name, rank, unit, social security number, status [active, civil service/non-appropriated funds employee, contractor], location of accident or location of patient, date/time of incident, cause of injury or death, name, unit/organization, and phone number of source/individual reporting casualty, and any additional pertinent information).

1.11.1.1.1.4. **(Added)** Refers all calls from NOKs to the member's Commander for casualty status.

1.11.1.1.2. Unit Commanders/Directors:

1.11.1.1.2.1. **(Added)** All Commanders and Directors, including Tenant Units and Directorates shall gather all known facts and circumstances concerning casualties of assigned personnel, reporting all information to CAR and 15th Wing Command Post.

1.11.1.1.2.2. **(Added)** Assume notification duties for unit personnel when Next-of- Kin(s) reside in the local area as defined in AFI 36-3002. All notifications to the NOK(s) will be made by an O-4 and above or equal to or greater than the deceased member's rank. Under no circumstances will the CNO make casualty notification without being briefed by CAR.

1.11.1.1.2.3. **(Added)** Ensure all casualty information is handled on a need-to-know basis until the CAR has confirmed with AFPC Casualty Services Branch that all NOK notifications are completed.

1.11.1.1.2.4. **(Added)** Ensure internal procedures are established to implement notification in the event of natural disaster, national emergency, or multiple casualty situations when more than one notification officer may be required from the unit. The CAR will contact the appropriate unit commander to obtain the identity of the field grade officer/s to be used as the casualty notification officer and to provide instructions. If the unit is unable to provide sufficient support, the unit commander contacts the CAR.

1.11.1.1.2.5. **(Added)** Notify NOK by phone, if a member is categorized as VSI, SI, or NSI, by a competent military medical authority with Air Force Form 570. If the member is capable of communicating, ask the member if he or she would like the NOK notified. If the member is unable to communicate his or her wishes, review the Record of Emergency Data (RED) to determine who should and should not be notified of the current medical condition.

1.11.1.1.2.6. **(Added)** Will complete Casualty Notification Officer training as assigned by CAR IAW AFI 36-3002, within 60 days of assuming command.

1.11.1.1.2.7. **(Added)** Notify and provide documentation to CAR if the member is to be posthumously promoted.

1.11.1.1.2.8. **(Added)** Ensure CAR receives completed AF Form 348, Line of Duty (LOD) Determination.

1.11.1.1.3. **647th Security Forces Squadron (647 SFS):**

1.11.1.1.3.1. **(Added)** On all calls received pertaining to an active duty casualty, attempt to obtain (as a minimum, if available): name, grade, SSAN, place of occurrence, brief account of the circumstances, and the informant's name and phone number, and provide to the CAR.

1.11.1.1.3.2. **(Added)** When requested, 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.

1.11.1.1.1.1.

1.11.1.1.3.3. **(Added)** When required, provides CAR with documentation (i.e. AF Form 1315, Accident Report) as required by AFI 36-3002, Table 5.1 and Table 5.2.

1.11.1.1.4. **15th Medical Group (15 MDG):**

1.11.1.1.4.1. **(Added)** Immediately notifies CAR or the standby casualty representative of a death, VSI or SI member on duty status. (AFI 36-3002, Table 2.1). NOTE: All others will be reported during normal duty hours.

1.11.1.1.4.2. **(Added)** Designates in writing a 24-hour point of contact at Tripler Army Medical Center (TAMC) and/or Air Force Liaison Officer (AFLO) within the 15th MDG to provide casualty information to the CAR.

1.11.1.1.4.3. **(Added)** Provides the CAR a casualty notification standby roster of assigned medical personnel NLT two weeks before coverage begins.

1.11.1.1.4.4. **(Added)** Provides a qualified medical person to accompany the casualty notification team. Medical representative must be capable of rendering medical assistance and have the ability to perform duties under emotionally charged conditions. May be tasked to provide more than one medical representative for notification teams in multiple casualty situations. Medical personnel must be available 24-hours a day and will report in UOD at the time and location specified by the CAR within one hour I.A.W. AFI 36-3002.

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

1.11.1.1.4.6. **(Added)** Case Manager will provide medical progress report information to CAR within 24-hours of the initial casualty report and for VSI/SI every 14 days thereafter until the patient status changes, is no longer in a reportable casualty status, or has been fully restored to duty.

1.11.1.1.4.7. **(Added)** Ensures a 24-hour point of contact is established to receive information on VSI, SI, or NSI members. If notified by a source other than CAR or the CP, immediately notify the CP.

1.11.1.1.4.8. **(Added)** 15 MDG/CC will accomplish all medical administrative requirements necessary when Emergency Family Member Travel (EFMT) is requested. Medical personnel should not discuss travel entitlements with designated individuals. If EFMT is approved, HQ AFPC/DPPFW, Wounded Warrior Cell will contact the designated individuals and explain their entitlements under the EFMT program. Ensures assigned personnel are familiar with the EFMT Program contained in AFI 36-3002, para 2.25. Educates civilian doctor(s) on the EFMT Program, if an active duty member assigned to Joint Base Pearl Harbor - Hickam is hospitalized in a civilian hospital.

1.11.1.1.4.9. **(Added)** The 15 MDG/CC will concur or non-concur with attending physician's (military or civilian) request for EFMT.

1.11.1.1.4.10. **(Added)** If the 15 MDG/CC is concurring with an EFMT request, immediately supply the CAR with the following information:

1.11.1.1.4.10.1. **(Added)** Complete name and grade of hospitalized member. 1.11.1.1.4.10.2. **(Added)** SSN.

1.11.1.1.4.10.3. **(Added)** Unit/base of assignment or attachment. 1.11.1.1.4.10.4. **(Added)** Medical condition (VSI or SI).

1.11.1.1.4.10.5. **(Added)** Date member placed in medical condition (VSI or SI).

1.11.1.1.4.10.5.

1.11.1.1.4.10.7. **(Added)** Brief account of illness or injury.

1.11.1.1.4.10.8. **(Added)** Names, relationships, addresses, and telephone numbers of NOK who will be traveling.

1.11.1.1.4.10.9. **(Added)** Name, rank, and position of individual who initially notified NOK of member's condition.

1.11.1.1.4.10.10. **(Added)** Name and rank (if applicable) of attending physician requesting EFMT.

1.11.1.1.4.10.11. **(Added)** Name and rank of Medical Group Commander who concurs with attending physician.

1.11.1.1.4.10.12. **(Added)** Name, location, and telephone number of hospital where member is a patient.

1.11.1.1.4.11. **(Added)** Maintain contact with the member's physician and CAR in order to keep the PNOK informed of the member's medical status.

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

1.11.1.1.4.13. **(Added)** Obtains applicable medical reports, death certificates, or autopsy reports on all AF decedents and assists the CAR in obtaining information from hospitals, if applicable.

1.11.1.1.5. **647th Air Base Group Chaplains' Office (647 ABG/HC).**

1.11.1.1.5.1. **(Added)** Provides the CAR with a Chaplain standby roster of personnel qualified to accompany the casualty notification team NLT two weeks before the expiration of the current standby list. Multiple teams may be required as warranted and particularly in a mass casualty situation. NOTE: JBPH-H Naval Chaplains on-call through the Quarter Deck, as by exception of mutual support.

1.11.1.1.5.2. **(Added)** Standby Chaplain must be available 24-hours a day and will report in service dress at the time and location specified by the CAR.

1.11.1.1.6. **647th Force Support Squadron Mortuary Officer (647 FSS).**

1.11.1.1.6.1. **(Added)** Provides the rank, name, unit, and contact numbers of the FAR and SCO to the CAR.

1.11.1.1.6.2. **(Added)** Assist the CAR in obtaining civilian death certificates.

1.11.1.1.7. **647th Force Support Squadron Civilian Personnel Flight (647 FSS/FSC):**

1.11.1.1.7.1. **(Added)** If a civilian employee death occurs while on duty, the CPF will assist in locating 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.

1.11.1.1.7.2. **(Added)** The CPF will complete and provide the Civilian Death Worksheet from the official personnel records of a civilian employee death to the CAR immediately during normal duty hours or next duty day.

1.11.1.1.7.3. **(Added)** The CPF 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.

1.11.1.1.7.2.

1.11.1.1.8. **647th Force Support Squadron Airman and Family Readiness Flight (647 FSS/FSH):**

1.11.1.1.8.1. **(Added)** Provides immediate financial assistance to the NOK as needed (e.g., financial counseling, Air Force Aid, etc.).

1.11.1.1.8.2. **(Added)** Enrolls NOK(s) in Air Force Families Forever Program for lifelong support and assistance.

1.11.1.1.9. **647th Logistics Readiness Squadron Vehicle Dispatch:**

1.11.1.1.9.1. **(Added)** Provides a sedan, minivan or suitable substitute in excellent working condition upon request from the CAR for use by the casualty notification team and/or the CAR.

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

1.11.1.1.9.3. **(Added)** Transportation support for casualty notification(s) is of the highest priority and will be maintained 24-hours a day. The permissive operating distances are waived in all casualty matters.

1.11.1.1.10. **15th Wing Public Affairs Office (15 WG/PA):**

1.11.1.1.10.1. **(Added)** Upon confirmation and verification from the CAR of completed official notification to the NOK, complies with AFI 36-3002, para 1.51.2.

1.11.1.1.10.2. **(Added)** The sole base agency authorized to release information and to answer inquiries from the public, news media, or other government agencies concerning casualties. Release of information is only authorized after obtaining confirmation from the CAR that all casualty notification procedures have been completed.

1.11.1.1.10.3. **(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.

1.11.1.1.11. **Joint Base Pearl Harbor-Hickam Emergency Management (JBPHH/EM):**

1.11.1.1.11.1. **(Added)** In the event of mass casualty incidents, procedures outlined in the current JBPHH 3440.17D, Installation Emergency Management Plan and DoD Supplement Guidance for Operating a Joint Base, Emergency Management apply.

1.11.1.1.11.2. **(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 and will provide to 647 FSS representative in EOC.

1.11.1.1.12. **Hawaii Air Reserve (AFR)/Hawaii Air National Guard (HIANG) FSS attached to or on the installation.**

1.11.1.1.12.1. **(Added)** Immediately notifies CAR of all activated Air National Guard and Reserve members who are in a casualty status of deceased; VSI, SI, or NSI.

1.11.1.1.12.2. **(Added)** Provides the CAR with timely and accurate information for initial casualty reporting for activated Guard and Reserve Air Force personnel who are:

1.11.1.1.12.2.1. **(Added)** Reserve members on Active duty (Title 10) - full-time duty, such as, but not limited to, a unit deployment during war, including travel to and from such duty.

1.11.1.1.12.2.2. **(Added)** Full-time National Guard duty (Title 32) - full-time duty, such as responding to a national emergency or duties as an Active Guard Reserve, including travel to and from such duty.

1.11.1.1.13. **Casualty Augmentation Support Team (CAST), Military Personnel Flight**

1.11.1.1.13.1. **(Added)** The CAR and CAST members will report to Airman and Family Readiness Flight, Building 1105, Resource Room (alternate location: Military Personnel Flight Customer Service, Hangar 2), immediately upon CAST being activated.

1.11.1.1.13.2. **(Added)** The CAST serves as the focal point for collecting information ensuring necessary documentation and messages are forwarded to appropriate offices IAW AFI 36-3002.

1.11.1.1.14. **647th Force Support Squadron Commander (647 FSS/CC)/Military Personnel Flight Commander:**

1.11.1.1.14.1. **(Added)** Appoints Casualty Augmentation Support Team (CAST) members and provides the CAST roster to CAR.

1.11.1.1.14.2. **(Added)** Activates CAST for mass casualty incidents.

1.11.1.1.14.3. **(Added)** Appoints military personnel to support CAR during casualty notification and provides roster to the CAR.

1.11.1.1.15. **Medical Management 15th Medical Group:**

1.11.1.1.15.1. **(Added)** Immediately notifies CAR of all Very Seriously Ill or Injured (VSI); Seriously Ill or Injured (SI) or Not Seriously Ill or Injured (NSI) whether or not Emergency Family Member Travel (EFMT) or Traumatic Injury Protection Servicemember's Group Life Insurance (TSGLI) are involved.

1.11.1.1.15.1.1. **(Added)** Provides the CAR with timely and accurate information for initial casualty reporting for Air Force personnel medically evacuated or admitted to TAMC, at the minimum: **Date arrived to Hawaii (if member was medically evacuated from another base/MTF/overseas location); Date admitted to TAMC or to a civilian hospital; Admitting/Attending physician; Diagnosis/Prognosis; Contact information (Ward/Clinic/phone number); Casualty status of the patient.**

1.11.1.1.15.1.2. **(Added)** Provides the CAR with medical progress reports VSI, SI, or NSI within 24-hours of the initial report, and every 14 days, thereafter or immediately, if there is a change in diagnosis, status, if surgery will be performed, or if the patient is evacuated or moved to another medical facility.

1.11.1.1.15.2. **(Added)** Obtains applicable medical reports, death certificates, or autopsy reports, and assists the CAR in obtaining information from local civilian hospitals, if applicable.

1.11.1.1.16. **Financial Services (15 CPTS/CC):**

1.11.1.1.16.1. **(Added)** CPTS will maintain a qualified person on-call during non-duty hours that is capable of assisting the CAR with DFAS on death gratuity benefits, when applicable.

1.11.1.1.16.2. **(Added)** CPTS/CC will determine appropriate personnel and actions based on information the CAR provides to meet the intent of death gratuity payment as soon as possible.

1.11.1.2. **Casualty Assistance Representative (CAR) Responsibilities:**

1.11.1.2.1. **(Added)** Prompt and effective reporting of casualties as listed in [Table 1.1](#)

1.11.1.2.1.1. **(Added)** The CAR will notify AFPC/DPFCS, Casualty Services Branch, immediately upon learning of a possible casualty and submit the appropriate DCIPS report.

1.11.1.2.1.2. **(Added)** Information required includes, but is not limited to; name, grade, SSN, unit, date, time and location where casualty occurred, circumstances, and source of casualty notification.

1.11.1.2.1.3. **(Added)** The CAR will contact and assemble notification team once sufficient information is received. The member's commander is designated the Casualty Notification Officer (CNO) and will make dignified, humane and personal notification to NOK residing in the area when the member is declared deceased, DUSTWUN or missing. The Notification Team is made up of the CNO, Chaplain, and medical representative.

1.11.1.2.2. **(Added)** Notifying the NOK.

1.11.1.2.2.1. **(Added)** In all cases the Notification Officer is a Field Grade Officer (FGO) or above and equal to or greater than the deceased member's rank. If the member's commander is not available or NOK(s) reside in the area when the member is stationed at another base, a Standby Casualty Notification Officer will notify the NOK(s). Per 15th Wing memorandum (attached), Standby Casualty Notification Officers will be appointed and trained quarterly, as follows: 15 MXG (Jan-Mar), 15 WG Staff Agencies (Apr-Jun), 647 ABG (Jul-Sep), 15 OG (Oct-Dec)

1.11.1.2.2.2. **(Added)** When members are placed in VSI, SI, and depending on circumstances, NSI (when injured during hostile action or terrorist activity), the member, the attending physician, MTF commander, member's commander, or designated representative notifies the NOK by telephone. **(Added)** Providing assistance to the NOK. **(Added)** The CAR will make contact with the NOK of a deceased active duty Airman within 24-hours of learning of the casualty to arrange a time and place to discuss benefits and complete claims.

1.11.1.2.2.3. **(Added)** The CAR will be in contact with the FAR, and work together for the benefit and welfare of the surviving NOK.

1.11.1.2.3. **(Added)** Handling calls or requests from the NOK and from government agencies.

1.11.1.2.4.1. **(Added)** Calls or requests from the NOK and from government agencies are handled by the CAR (in conjunction with AFPC/DPFCS), squadron leadership, FAR, FLO and/or SCO.

1.11.1.2.4. **(Added)** Handling calls from the general public and the news media.

1.11.1.2.4.1. **(Added)** Calls from the general public and the news media are referred to 15 WG/PA Office.

1.11.1.2.5. **(Added)** Reaching the 647th FSS CAR during off- duty hours.

1.11.1.2.5.1. **(Added)** During off-duty hours, in the event of a casualty, the 15 WG/CP is instructed to contact the casualty cell phone (808) 478-0186.

1.11.1.2.6. **(Added)** Procedures for obtaining information from MTF's and civilian hospitals during on-duty and off-duty hours on personnel classified as deceased, VSI, SI, NSI or responding to situations involving multiple casualties.

1.11.1.2.6.1. **(Added)** If a situation occurs where the number of casualties exceeds the capabilities of the personnel assigned CAR duties (i.e., aircraft accidents or natural disasters), 647 FSS/CC may activate CAST to provide assistance.

1.11.1.2.6.1.1. **(Added)** The CAR will:

1.11.1.2.6.1.1.1. **(Added)** Establish contact with the EOC and/or Command Post.

1.11.1.2.6.1.1.2. **(Added)** Follow normal casualty reporting requirements whenever possible.

1.11.1.2.6.1.1.3. **(Added)** Request 647 FSS/CC to initiate CAST assistance when necessary.

1.11.1.2.6.1.2. **(Added)** On-Scene Commander will:

1.11.1.2.6.1.2.1. **(Added)** Report all casualty information to the CAR directly or EOC.

1.11.1.2.6.1.3. **(Added)** EOC will:

1.11.1.2.6.1.3.1. **(Added)** Relay information from the On-Scene Commander and other agencies to the CAR.

1.11.1.2.6.1.4. **(Added)** 15 MDG will:

1.11.1.2.6.1.4.1. **(Added)** Ensure all casualty information is provided to the CAR by the timeliest method available. Contact is to be made with the civilian off-base MTF Emergency Room or Patient Administration for obtaining patient information.

1.11.1.2.6.1.5. **(Added)** 15 WG/PA will:

1.11.1.2.6.1.5.1. **(Added)** Coordinate the release of casualty information with the On-Scene Commander and the CAR to ensure notification has been completed.

DANIEL A. DOBBELS, Colonel, USAF
Commander

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

AFI 36-3002, *Casualty Services*, 20 June 2017

Abbreviations and Acronyms

AFI—Air Force Instruction

AFOSI—Air Force Office of Special Investigations

AFPC—Air Force Personnel Center

AFRC—Air Force Reserve Command

ANG—Air National Guard

CAR—Casualty Assistance Representative

CAST—Casualty Augmentation Support Team

CEMP—Comprehensive Emergency Management Plan

CNO—Casualty Notification Officer

CP—Command Post

DCIPS—Defense Civilian Intelligence Personnel System

DoD—Department of Defense

EFMT—Emergency Family Member Travel

EOC—Emergency Operations Center

FAR—Family Assistance Representative

FLO—Family Liaison Officer

FSS—Force Support Squadron

HC—Wing Chaplain

MDG—Medical Group

MTF—Medical Treatment Facility

NOK—Next of Kin

NSI—Not Seriously Ill/Injured

OPR—Office of Primary Responsibility

PA—Public Affairs

PNOK—Primary Next of Kin

SBP—Survivor Benefit Plan

SCO—Summary Courts Officer

SFS—Security Forces Squadron

SI—Seriously Ill/Injured

RED—Record of Emergency Data

UOD—Uniform Of the Day

VSI—Very Seriously Ill/Injured