

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



AIR FORCE INSTRUCTION 36-3002

**MOODY AIR FORCE BASE
Supplement**

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Personnel

CASUALTY SERVICES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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AFI 36-3002, *Casualty Services*, 2 Feb 2010, is supplemented as follows: This supplement establishes certain procedures and requirements that govern the Moody Air Force Base (AFB) Casualty Program. It applies to all assigned, attached, and partner units at Moody AFB, Georgia. It consolidates the individual squadron commanders' responsibilities concerning casualty reporting and notification. This publication requires collecting and maintaining information protected by the Privacy Act (PA) of 1974. The authorities to collect and or maintain the records prescribed in this publication are authorized by Title 10 *United States Code* (U.S.C.), Sections 1475-1489, 23771, 8013, and Title 37, *U.S.C.*, Sections 551-559. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with 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/gcss-af61a/afrims/afrims/>. Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR) using AF IMT 847, *Recommendations for Change of Publication*; route AF IMT 847s from the field through the appropriate functional chain of command.

SUMMARY OF CHANGES

This publication is new and must be completely reviewed. This supplement has been updated to reflect new guidance in AFI 36-3002.

1.7.2.1.1. (Added) Responsibilities of the 23d Wing Command Post (CP)

1.7.2.1.1.1. **(Added)** Immediately contact the Casualty Office or the Casualty Assistance Representative (CAR), Mortuary Affairs, Security Forces, Unit Commander, Mission Support Group Commander, Wing Commander, Safety Office, Air Force Office of Special Investigations (AFOSI), Chaplain Office (HC), and any other agency deemed appropriate, after learning of individuals classified as deceased, missing, very seriously ill (VSI) or seriously ill or injured (SI).

1.7.2.1.1.2. **(Added)** Request as much information as possible, including name, rank, social security number, status (active, retired, civil service/non-appropriated funds (NAF) employees, contractor) and the circumstances pertaining to the casualty.

1.7.2.1.1.3. **(Added)** During the initial report of casualty, provide the CAR the following information immediately:

1.7.2.1.1.3.1. **(Added)** Name, grade, social security number (SSN) of casualty.

1.7.2.1.1.3.2. **(Added)** Unit of assignment and duty station.

1.7.2.1.1.3.3. **(Added)** Type of casualty (death, injury or illness) and its severity.

1.7.2.1.1.3.4. **(Added)** Date and time of occurrence.

1.7.2.1.1.3.5. **(Added)** Whether other persons were involved, and, if so, their identities and addresses.

1.7.2.1.1.3.6. **(Added)** Exact location of occurrence, such as 5 miles east of Moody AFB on Highway 122.

1.7.2.1.1.3.7. **(Added)** Identify organization and telephone number of individual reporting casualty. For active duty deaths, provide the name, grade and position of the person who pronounced the member dead. Also provide the date, time and place of such a declaration.

1.7.2.1.1.3.8. **(Added)** Notify the Wing Commander of active duty Air Force (AF) deaths.

1.7.2.1.1.3.9. **(Added)** Assist in contacting the CAR, as necessary, when receiving calls from sources such as HQ AFPC/DPWCS, AF Casualty Operations Center, requesting to speak to the CAR on duty for that day.

1.7.2.1.1.3.10. **(Added)** During duty hours, any agency/individual having first-hand knowledge of a casualty will immediately notify the CP that an active duty casualty has occurred.

1.7.2.1.1.3.11. **(Added)** During non-duty hours, anyone with knowledge of an AF active duty casualty will contact the CP. Upon notification of an AF retiree death, the person or the CP will notify the Casualty Office within the first hour of the next duty day.

1.7.2.1.1.3.12. **(Added)** Any base agency receiving a telephone call from the next of kin (NOK) of a deceased member (other than initial notification on active duty deaths) shall refer all calls to the Casualty Office during duty hours, or to the CP, after duty hours.

1.7.2.2.1. **(Added)** Responsibilities of the Unit Commander:

1.7.2.2.1.1. **(Added)** Assume notification duties for personnel when primary next of kin (PNOK) reside in the local area as defined in *AFI 36-3002*. If commander is notified of a casualty by someone other than the Casualty Office, he or she will immediately contact the CP. In turn, the CP will immediately notify the Casualty Office (during duty hours) or the on-call CAR (after duty hours) for guidance prior to any casualty notifications being performed.

1.7.2.2.1.2. **(Added)** Inform the CAR if the deceased will be posthumously promoted, of any administrative actions and/or pending or ongoing investigation(s) and if a condolence letter from the Air Force Chief of Staff is appropriate.

1.7.2.2.1.3. **(Added)** Prepare the condolence/circumstance letter as required and submit it to the CAR within 5 calendar days after notification of casualty.

1.7.2.2.1.4. **(Added)** Ensure internal procedures are established to implement notification in the event of natural disaster or multiple casualty situations. **NOTE:** These scenarios may require more than one notification officer from the unit. The CAR will contact the appropriate unit commander to obtain the identity of the field grade officer to be used as the casualty notification officer and to provide instructions. If the unit is unable to provide sufficient support, the unit commander shall contact the CAR.

1.7.2.2.1.5. **(Added)** Inform the NOK that the CAR will contact them within 24 hours regarding benefits.

1.7.2.3.1. **(Added) Responsibilities of the 23d Security Forces Squadron (SFS)**

1.7.2.3.1.1. **(Added)** Notify the CP promptly of all known casualties and provide necessary information to the CAR, when requested, for the preparation of the casualty report/notification.

1.7.2.4.1. **(Added) Responsibilities of the 23d Medical Group (MDG) Through Case Management:**

1.7.2.4.1.1. **(Added)** Will notify the CAR during normal duty hours, or the CP, after duty hours, when a reportable casualty has a change in reportable status (death, VSI, SI, not seriously ill or injured (NSI)).

1.7.2.4.1.2. **(Added)** Ensure a current list of on-call medical personnel is on file with the Casualty Office, CP and Security Forces Squadron (SFS). The medical personnel on-call will be available to report to the Casualty Assistance Office (Bldg 105) within 30 minutes of notification during duty hours and within one hour outside normal duty hours. Unless otherwise directed, he/she will report in service dress uniform.

1.7.2.4.1.3. **(Added)** Assist the Casualty Office in gathering information needed to complete casualty notifications and reports.

1.7.2.4.1.4. **(Added)** Establish internal procedures to ensure current, accurate information is obtained and given to the CAR from local hospitals when a

member has been admitted for conditions classified as VSI, SI or NSI and report status changes during that admittance.

1.7.2.4.1.5. **(Added)** Provide medical progress report information to the CAR within 24 hours of the initial *Casualty Report*. For SI/VSI, report information to the CAR every 14 days thereafter until the individual is no longer in a reportable casualty status or has been fully restored to duty.

1.7.2.4.1.6. **(Added)** Establish a 24-hour point of contact to act as liaison on all casualty-related matters.1.7.2.4.1.7. **(Added)** Accomplish all medical administrative requirements necessary when Emergency Family Members Travel (EFMT) is requested. Medical personnel should not discuss travel entitlements with designated individuals. If EFMT is approved, HQ AFPC/DPWCS will contact the designated individuals and explain their entitlements under the EFMT program.1.7.2.4.1.8. **(Added)** Maintain personal contact with individuals hospitalized away from home installation. Such contact may include correspondence, telephone calls and personal visits (if possible).

1.7.2.4.1.9. **(Added)** The Moody AFB Medical Treatment Facility will be the EFMT POC for any hospital admissions.

1.7.2.4.1.10. **(Added)** Ensure a point-of-contact is established to receive information on VSI, SI or NSI members. If notified by a source other than the Casualty Office or the CP, immediately notify the CP.

1.7.2.4.1.11. **(Added)** Brief civilian doctors on the EFMT program if the member is in a civilian hospital and if the MDG maintains administrative responsibility.1.7.2.4.1.12. **(Added)** Concur or non-concur with attending physician's (military or civilian) request for EFMT.1.7.2.4.1.13. **(Added)** If concurring with an EFMT request, immediately supply the CAR with the following information:

1.7.2.4.1.13.1. **(Added)** Complete name and grade of hospitalized member.

1.7.2.4.1.13.2. **(Added)** SSN.

1.7.2.4.1.13.3. **(Added)** Unit/base of assignment or attachment.

1.7.2.4.1.13.4. **(Added)** Medical condition (VSI, SI or NSI).

1.7.2.4.1.13.5. **(Added)** Date member placed in medical condition (VSI, SI or NSI).

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

1.7.2.4.1.13.7. **(Added)** Names, relationships, addresses, account information and telephone numbers of NOK who will be traveling.1.7.2.4.1.13.8. **(Added)** Name, rank and position of individual who initially notified NOK of member's condition.1.7.2.4.1.13.9. **(Added)** Name and rank (if applicable) of attending physician requesting EFMT.

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

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

1.7.2.4.1.13.12. **(Added)** When notified of a VSI, SI or NSI member by a source other than CAR or the CP, immediately notify the CP.

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

1.7.2.4.1.13.14. **(Added)** Ensure the personal escort remains in contact with the PNOK and CAR during the designated individuals' stay.

1.7.2.4.1.13.15. **(Added)** Notify CAR immediately when the designated individual(s) desires to return home so transportation can be arranged.

1.7.2.5.1. (Added) Responsibilities of the 23d Wing Chaplain (HC):

1.7.2.5.1.1. **(Added)** Supply a current duty chaplain roster to the CP and Casualty Office. During emergency situations involving multiple casualties, more than one casualty notification team may be required. Take necessary measures to ensure availability in this type of situation. The CAR or CP will notify the duty Chaplain. If notified by the CP, the Chaplain contacts the CAR and will be informed of when and where to report.

1.7.2.6.1. (Added) Responsibilities of the 23d Force Support Squadron Mortuary Officer (FSOXU):

1.7.2.6.1.1. **(Added)** Arrange for the appointment of a Family Liaison Officer (FLO) and Summary Court Officer (SCO). Provide the rank, name, unit and contact numbers of the FLO and SCO to the CAR.

1.7.2.6.1.2. **(Added)** Provide an up-to-date listing of after duty hour POCs to the Casualty Office. When requested by the CAR, provide the status and disposition of remains.

1.7.2.6.1.3. **(Added)** The Mortuary Affairs Officer assists the CAR in obtaining information such as the approximate time, name and organization of the authority who classified the casualty as deceased.

1.7.2.7.1. (Added) Responsibilities of the 23d Force Support Squadron Civilian Personnel Office (CPO):

1.7.2.7.1.1. **(Added)** Will complete and provide the information on the *Civilian Death Worksheet* from the official personnel records of a civilian employee casualty to the CAR immediately, during normal duty hours. If after duty hours, CPO will contact CP to report death and submit *Civilian Death Worksheet* to CAR the next work day.

1.7.2.8.1. (Added) Responsibilities of the 23d Force Support Squadron Airman & Family Readiness Center (A&FRC):

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

1.7.2.9.1. (Added) Responsibilities of the 23d Wing Logistics Readiness Squadron Vehicle Operations (LGRDDO):

1.7.2.9.1.1. (Added) Provide a staff car (sedan or station wagon) for use by the casualty notification team available anytime, including weekends and holidays, and for all casualty assistance visits. Transportation support for casualty notification is of the highest priority and will be maintained 24 hours a day. The permissive operating distances are waived in all casualty matters.

1.7.2.10.1. (Added) Responsibilities of the 23d Communications Squadron (CS)

1.7.2.10.1.1. (Added) Ensure the servicing operators serving Moody AFB (229-257-1110) refer all casualty calls from NOK to the individual to whom they wish to speak (i.e., SQ/CC, CAR, etc.). All other calls reporting a casualty will be passed to the CP. Telephone calls from news media and other sources outside of Department of Defense (DoD) channels will be passed to the Public Affairs Office (PA).

1.7.2.11.1. (Added) Responsibilities of the 23d Wing Public Affairs Office (PA)

1.7.2.11.1.1. (Added) PA is 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 Casualty Services Office that casualty notification procedures have been completed.

1.7.2.12.1. (Added) Responsibilities of the 23d Civil Engineer Squadron, Emergency Management Office (CEX):

1.7.2.12.1.1. (Added) Ensures all procedures outlined in the *Moody AFB Comprehensive Emergency Management Plan (CEMP) 10-2* are reviewed, updated and briefed for natural disasters or multiple casualties.

1.7.10.1.1. (Added) Multiple Casualty Reporting:

1.7.10.1.2. (Added) The purpose of the CAST is to ensure casualties are reported HQ AFPC Casualty Operations Center in the shortest possible time for prompt, accurate and humane notifications to PNOK. The CAST is appointed in writing by the Chief, MPS; composed of Personnel Support to Contingency Operations (PERSCO) team members. The CAST is trained in casualty reporting, notification, and assistance procedures that help the CAR and other casualty personnel.

1.7.10.1.3. (Added) The MPS Chief will authorize the recall of the CAST to augment the CAR as necessary, at which time the members will be excused from all other duties.

1.7.10.1.4. (Added) CAST members will participate in semi-annual training (conducted by the CAR) and base level exercises that facilitate familiarization with casualty reporting procedures.

1.7.15.4. **(Added)** Mass casualty reporting procedures apply when more casualties occur than the CAR can report on as a result of hostilities, accidents or natural disasters, or when determined appropriate by the Chief, Mass Casualty Reporting Team.

1.7.15.4.1. **(Added)** Reporting Procedures for the CAR:

1.7.15.4.2. **(Added)** The Chief, Mass Casualty Reporting Team (CAR) will:

1.7.15.4.3. **(Added)** Be the representative for coordinating, reporting and providing information to the CP on all mass casualty situations, real or exercise.

1.7.15.4.4. **(Added)** Coordinate all actions with Air Force Casualty Operations (HQ AFPC/DPWCS, DSN 665-3505).

1.7.15.4.5. **(Added)** Be located in the MPS and supervise the reporting and assistance phases of the operation for mass casualties.

1.7.15.4.6. **(Added)** Determine the need for temporary duty (TDY) assistance for both the reporting phase and the assistance visit phase of the operation

1.7.15.4.7. **(Added)** Notify Air Force Casualty Operations (DSN 665-3505):
Note: Additional augmentation may be obtained from the Chief, Military Personnel Section at Robins ARB, GA, provided his/her Casualty Office is not engaged in the same operation.

1.7.15.4.7.1. **(Added)** 23d Medical Group:

1.7.15.4.7.2. **(Added)** Initially report the total number of individuals in the following groups to the Chief, Mass Casualty Reporting Team, who will be located in the MPS:

1.7.15.4.7.3. **(Added)** Casualties.

1.7.15.4.7.4. **(Added)** Deceased.

1.7.15.4.7.5. **(Added)** Killed in action.

1.7.15.4.7.6. **(Added)** Wounded in action.

1.7.15.4.7.7. **(Added)** Wounded in action and died.

1.7.15.4.7.8. **(Added)** Missing in action.

1.7.15.4.7.9. **(Added)** VSI

1.7.15.4.7.10. **(Added)** SI

1.7.15.4.7.11. **(Added)** NSI.

1.10. Individual Member's Responsibilities.

1.10.1.1. **(Added)** Any individual having knowledge of a casualty will immediately notify the CAR, during normal duty hours, or the CP, after duty hours, with the following information if applicable/known: name, grade and social security number of the casualty; date, time and place of casualty occurrence; circumstances of the situation; source of information (eye witness, a friend, radio/television, etc.) and the name, grade (if applicable) and method of contacting the person making the report.

2.1.2.4.1. **(Added)** The CAR is responsible for obtaining all documentation normally required and any additional documentation needed by the Department of Veterans Affairs to support claims submitted by the PNOK. AFOSI, Security Forces, Legal Office, Medical Group and all other base agencies cooperate with the CAR to ensure the required documentation is obtained.

7.3.3.5. **(Added)** Unit commander conducts an annual review of all virtual records of emergency data (vREDs) (DD Form 93), ensuring all unit members review their Emergency Data Cards to verify information is accurate.

THOMAS E. KUNKEL, Col, USAF
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Attachment 1 (Added)**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****References***

DOD Instruction 1300.18, *Military Personnel Casualty Matters, Policies and Procedures*, 8 Jan 2008

AFI 36-3002, *Casualty Services*, 23 Feb 2010

Abbreviations and Acronyms

AFI—Air Force Instruction

AFOSI—AF Office of Special Investigations

AFPC—Air Force Personnel Center

A&FRC—Airman & Family Readiness Center

CAR—Casualty Assistance Representative

CAST—Casualty Augmentation Support Team

CEMP—Comprehensive Emergency Management Plan

HC—Base Chapel

CP—Command Post

CPO—Civilian Personnel Office

CPTS—Comptroller Squadron

EFMT—Emergency Family Member Travel

FLO—Family Liaison Officer

LRS—Logistics Readiness Squadron

MDG—Medical Group

MPS—Military Personnel Section

NOK—**Next-of**—Kin

NSI—Not Seriously Ill or Injured

OSS—Operations Support Squadron

PERSCO—Personnel Support to Contingency Operations

POC—Point of Contact

PNOK—**Primary Next-of**—Kin

PRU—Personnel Readiness Unit

SCO—Summary Court Officer

SFS—Security Forces Squadron

SI—Seriously Ill or Injured

TDY—Temporary Duty

VRED—**Virtual** Record of Emergency Data

VSI—Very Seriously Ill or Injured