

Administrative Changes to AFI 36-3002, *Spangdahlem Air Base Supplement*

OPR: FSS/FSH

References throughout to “Airman and Family Readiness Center Director” are hereby changed to “Airman and Family Readiness Center Flight Chief”.

References throughout to “AFI 36-3009” are hereby changed to “DAFI 36-3009”.

Administrative Change 7 March 2022

**BY ORDER OF THE COMMANDER  
SPANGDAHLEM AIR BASE (USAFE)**



**AIR FORCE INSTRUCTION**

**36-3002**

**20 JUNE 2017**

**SPANGDAHLEM AIR BASE**

**Supplement**

**5 JUNE 2018**

**Certified Current 15 March 2022**

**Personnel**

**CASUALTY SERVICES**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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Air Force Instruction (AFI) 36-3002, Casualty Services, 20 Jun 2017 is supplemented as follows: This supplement sets out policies and procedures relating to the Casualty Services (Cas. Ser.) program at Spangdahlem Air Base (AB) and applies to all units assigned to the 52d Fighter Wing (52 FW). Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 33-363\_ USAFESUP, *Management of Records*, and disposed of in accordance with (IAW) the Air Force Records Disposition Schedule located at [https://www.y.af.mil/afirms/afirms/afirms/rds/rds\\_series.cfm](https://www.y.af.mil/afirms/afirms/afirms/rds/rds_series.cfm). Refer recommended changes and questions about this publication to the Office of Primary Responsibility (OPR\_ using the AF 847, *Recommendation for Change of Publication*; route AF 847s from the field through the appropriate functional's chain of command.

### **SUMMARY OF CHANGES**

This publication is updated to reflect changes in local Casualty Services guidance. Guidance was updated to maintain relevance. It eliminates the uniquely formatted Retired Air Force General Officer Death Report (but still required). Guidance for "Servicemembers' Group Life Insurance Online Enrollment System (SOES)" was added. "Defense Casualty Information Processing

System (DCIPS) PCR is included. Joint Knowledge Online (JKO) Squadron Commander Notification training (one-time); Course ID: OSD-SIMM01, was added.

**1.11.1.1.1. Installation Command Post, 52 FW/CP.**

1.11.1.1.1.1. (SPANGDAHLEM) Contacts Casualty Assistance Representative (CAR) upon receipt of information on any reported casualty of an active duty member. If the Primary CAR cannot be contacted, notify the Airman & Family Readiness Center Director.

1.11.1.1.1.2. (SPANGDAHLEM) Retiree or civilian casualty death. Contact the CAR when notified of the death of a retired member or appropriated fund or non-appropriated fund employee.

**1.11.1.1.2. Unit Commanders.**

1.11.1.1.2.1. (SPANGDAHLEM) When a casualty is identified within an organization, notify the Command Post.

1.11.1.1.2.2. (SPANGDAHLEM) Contact the CAR to ensure they are aware of the casualty and can report it to Air Force Personnel Center (AFPC) Casualty Services Office within the required 4 hours from notification of a casualty.

1.11.1.1.2.3. (SPANGDAHLEM) Appoint a Family Liaison Officer (FLO) if needed as a result of Emergency Family Member Travel (EFMT).

1.11.1.1.2.4. (SPANGDAHLEM) When a member of his or her unit is categorized as very seriously ill/injured (VSI), seriously ill/injured (SI), or not seriously ill/injured (NSI) by a competent medical authority, and the individual is capable of communicating, ask the member if he or she would like the Next of Kin (NOK) notified. If the member is unable to communicate his or her wishes, review the virtual Record of Emergency Data (vRED) to determine who should and should not be notified of the current medical condition.

1.11.1.1.2.5. (SPANGDAHLEM) For information or questions concerning a casualty, direct inquiries to:

1.11.1.1.2.5.1. (SPANGDAHLEM) CAR for explanations of benefits, such as Service Group Life Insurance (SGLI), Family Servicemember's Group Life Insurance (FSGLI), Traumatic Injury Protection under (SGLI) program, Survivor Benefit Plan (SBP), and other inquiries for the next of kin.

1.11.1.1.2.5.2. (SPANGDAHLEM) Mortuary Affairs staff concerning the remains of the casualty and inquiries about the Honor Guard assistance.

1.11.1.1.2.5.3. (SPANGDAHLEM) Refers military members to the virtual Military Personnel Flight (vMPF) to apply for humanitarian reassignment if he or she has had a death in the family.

1.11.1.1.2.5.4. (SPANGDAHLEM) Public Affairs (PA) staff concerning news media inquiries or other outside agencies.

**1.11.1.1.3. Security Forces, 52 SFS.**

1.11.1.1.3.1. (SPANGDAHLEM) When Security Forces is notified of a casualty (as defined in AFI 36-3002), they will notify the Command Post, unit's First Sergeant and FSS.

**1.11.1.1.4. Medical Treatment Facility, 52 MDG.**

1.11.1.1.4.1. **(SPANGDAHLEM)** Immediately notifies the Command Post of an active duty death that falls within Spangdahlem AFB responsibility (as defined in AFI 36-3002).

1.11.1.1.4.2. **(SPANGDAHLEM)** Provides a qualified medical attendant to accompany the casualty notification team. The MDG may be tasked to provide more than one medical representative for notification teams if multiple casualty situations exist.

1.11.1.1.4.3. **(SPANGDAHLEM)** Provides medical progress reports when required. (AF Form 570) The MTF must provide status of the member's condition every 24 hours following the initial report and 14 calendar days after the supplemental casualty report on VSI and SI members.

1.11.1.1.4.4. **(SPANGDAHLEM)** Establish internal procedures to ensure information is obtained from the Patient Liaison Officer at the local hospitals when an active duty member assigned to Spangdahlem AFB has been admitted. If the member is VSI or SI (or NSI is aircraft or government vehicle is involved). If member is VSI or SI, notify the CAR and keep the CAR informed of the hospitalized member's condition.

1.11.1.1.4.5. **(SPANGDAHLEM)** Requesting EFMT for NOK of a VSI/SI active duty member must be approved by the attending physician or surgeon and the Medical Treatment Facility (MTF) Commander or head of the MTF. If approved, the CAR initiates the AF Form 4455 and forwards to the MTF Commander or representative to complete section 2c.

1.11.1.1.4.6. **(SPANGDAHLEM)** The responsible unit leadership can support the process by contacting NOK and gathering the necessary information (2d, "Traveler Information"). The unit can add the information to the electronic form, once completed forward back to the CAR. Three family members are authorized for up to 30 days. (There is an exception for number of NOK and duration.)

1.11.1.1.4.7. **(SPANGDAHLEM)** The MTF Commander or medical representative (SGH) will brief the civilian doctor on the EFMT Program if an active duty member assigned to Spangdahlem AFB is hospitalized in a civilian hospital. If EFMT is requested, both the attending physician, (and SGH) and the Medical Treatment Facility Commander sign the form electronically.

1.11.1.1.4.8. **(SPANGDAHLEM)** Makes CAR aware of members who are VSI/SI (injury only) and do not require EFMT that may qualify for Traumatic Servicemember's Group Life Insurance (TSGLI).

1.11.1.1.4.9. **(SPANGDAHLEM)** Ensures only medical personnel contact the NOK concerning organ or tissue donations.

1.11.1.1.4.10. **(SPANGDAHLEM)** Will assist the CAR in gathering medical information necessary to complete casualty reporting IAW AFI 36-3002.

1.11.1.1.4.11. **(SPANGDAHLEM)** During multiple casualty situations will:

1.11.1.1.4.11.1. **(SPANGDAHLEM)** Assist the Incident Commander in determining the identification and disposition of the casualties (deceased only) at the scene.

1.11.1.1.4.11.2. **(SPANGDAHLEM)** Assist CAR and provide the following information for deceased members:

1.11.1.1.4.11.2.1. **(SPANGDAHLEM)** Name of the deceased member(s).

- 1.11.1.1.4.11.2.2. (SPANGDAHLEM) Circumstances.
- 1.11.1.1.4.11.2.3. (SPANGDAHLEM) Approximate time of death.
- 1.11.1.1.4.11.2.4. (SPANGDAHLEM) Name and organization of the authority that classified the member deceased.
- 1.11.1.1.4.11.2.5. (SPANGDAHLEM) Cause of death.
- 1.11.1.1.4.11.2.6. (SPANGDAHLEM) Name of hospital.
- 1.11.1.1.4.11.2.7. (SPANGDAHLEM) Whether member died in/out of medical treatment facility.
- 1.11.1.1.4.11.2.8. (SPANGDAHLEM) Assist CAR and provide the following information for injured members:
  - 1.11.1.1.4.11.2.8.1. (SPANGDAHLEM) Name of injured member(s).
  - 1.11.1.1.4.11.2.8.2. (SPANGDAHLEM) Casualty status (VSI, SI, NSI).
  - 1.11.1.1.4.11.2.8.3. (SPANGDAHLEM) Hospital.
  - 1.11.1.1.4.11.2.8.4. (SPANGDAHLEM) Circumstances.
  - 1.11.1.1.4.11.2.8.5. (SPANGDAHLEM) Diagnosis.
  - 1.11.1.1.4.11.2.8.6. (SPANGDAHLEM) Prognosis.
- 1.11.1.1.4.11.3. (SPANGDAHLEM) Will initiate an AF IMT 348, Line of Duty Determination, on all active duty deaths.
- 1.11.1.1.4.11.4. (SPANGDAHLEM) Notify the CAR on all traumatic events for those that may qualify for the Traumatic Service Groupmember's Life Insurance (TSGLI) claims.
- 1.11.1.1.4.11.5. (SPANGDAHLEM) The MTF Patient Administration will contact the CAR should the Patient Liason Officer from one of the off-base hospitals contact the MTF about a casualty involving Spangdahlem Air Base personnel.
- 1.11.1.1.5. **Wing Chaplain, 52 FW/HC.**
  - 1.11.1.1.5.1. (SPANGDAHLEM) The Wing Chaplain will furnish the Command Post with a Duty Chaplain schedule in the event a chaplain has to be contacted by the CAR after duty hours. Either the Duty Chaplain or another chaplain of the same faith (when possible) as that of the casualty will be appointed to support the CAR when requested. The appointed chaplain will accompany the notification officer on the notification visit for the purpose of spiritual administration and consolation.
- 1.11.1.1.6. **Mortuary Affairs, 52 FSS/FSOX.**
  - 1.11.1.1.6.1. (SPANGDAHLEM) The 52d Force Support Squadron Operations Officer is the primary Mortuary Officer, and implements the installations's Mortuary Affairs Program and Search and Recovery operations. The 52d FSS Squadron Commander and Deputy Director are the alternate Mortuary Officers. The NCOIC of Mortuary Affairs is the Mortuary Technician.
  - 1.11.1.1.6.2. (SPANGDAHLEM) The Mortuary Officer will ensure proper identification and handling of remains in aircraft mishaps and disasters occurring on and off base. Additionally, the Mortuary Officer will make the initial contact with the PADD, and inform them of their

mortuary entitlements and the services provided by the Air Force. The Mortuary Officer will also coordinate all actions related to the disposition of remains, the military honors program, the Summary Courts Officer (SCO), and the Family Liason Officer (FLO).

1.11.1.1.6.3. **(SPANGDAHLEM)** Coordinates with CAR to ensure timely reporting and contact with NOK.

1.11.1.1.6.4. **(SPANGDAHLEM)** Mortuary Officer and CAR will look to schedule the benefits and entitlements briefing with the NOK 24 hours after notification of the casualty or death.

1.11.1.1.7. **Civilian Personnel Flight, 52 FSS/FSC.**

1.11.1.1.7.1. **(SPANGDAHLEM)** When a DoD civilian employee casualty (as defined in AFI 36-3002) is identified within an organization, notify the Command Post.

1.11.1.1.7.2. **(SPANGDAHLEM)** Civilian Personnel technicians must provide vital information to the CAR to ensure timely reporting. When a civilian casualty occurs, home installation CPS will coordinate NOK information with employee's supervisor before providing the CAR the Emergency Contact Information from MyBiz.

1.11.1.1.7.3. **(SPANGDAHLEM)** The CPF shall annually remind employees to update their emergency contact information via MyBiz, to include designation of beneficiary forms.

1.11.1.1.8. **Airman & Family Readiness Center, 52 FSS/FSH.**

1.11.1.1.8.1. **(SPANGDAHLEM)** Whenever a reportable casualty (as defined by AFI 36-3002, **Table 1.1.**) is identified within an organization, notify Air Force Personnel Center (AFPC) Casualty Services Office. Consult with AFPC when receiving calls are coming from other government agencies about casualty cases.

1.11.1.1.8.2. **(SPANGDAHLEM)** Provides back-up for CAR during CAR's absence and field general questions for walk-in customers during regular duty hours.

1.11.1.1.8.3. **(SPANGDAHLEM)** Provides assistance and referral to NOK as needed. (e.g., financial counseling, Air Force Aid, Military Family Life Counseling, etc.)

1.11.1.1.8.4. **(SPANGDAHLEM)** Worklife Specialist responsible for Air Force Families Forever (AFFF) Program and provides proactive outreach and assistance to survivors of deceased members IAW AFI 36-3009. This is the responsibility of the Worklife Specialist, who may require some informational assistance about the deceased and NOK from the CAR.

1.11.1.1.9. **Vehicle Operations Element, 52 LRS/LGRDDO.**

1.11.1.1.9.1. **(SPANGDAHLEM)** Vehicle Operations Control Center will provide a Class II sedan or similar vehicle upon request from CAR for use by the casualty notification team and CAR when needed.

1.11.1.1.9.2. **(SPANGDAHLEM)** Vehicle Operations Control Center ensures vehicles to be used by casualty notification and assistance teams are clean, fueled, provided with road kits, etc. and pre-inspected to expedite the team's departure.

1.11.1.1.10. **Public Affairs (PA) Office, 52 FW/PA.**

1.11.1.1.10.1. **(SPANGDAHLEM)** PA will consult with the CAR prior to the release of information to ensure the NOK have been notified. The CAR can be reached through the Command Post after duty hours. PA can be reached through the Command Post after duty hours.

1.11.1.1.10.2. **(SPANGDAHLEM)** A PA representative will be on standby while the official notification is made to the family and remain available if the family requests PA advice or support.

1.11.1.1.11. **Readiness and Emergency Management Office, 52 CES/CEX.**

1.11.1.1.11.1. **(SPANGDAHLEM)** Procedures outlined in the current Comprehensive Emergency Management Plan (CEMP) will apply.

1.11.1.1.11.2. **(SPANGDAHLEM)** The Incident Commander is the focal point for number, identity, nature of illness or injury, and the location of the casualties involved in the incident. All information for casualties will be provided to the IC and the IC will be the source to provide official information/status updates to the Emergency Operations Center (EOC) / Crisis Action Team (CAT)

1.11.1.1.11.3. **(SPANGDAHLEM)** The medical and/or mortuary representatives will assist the IC and provide a liaison to the Incident Command Post (ICP) as required.

1.11.1.1.12. **Air Force Reserve (ARS) FSS attached to or on the installation.**

1.11.1.1.12.1. **(SPANGDAHLEM)** Air Force Reserve Representative on Spangdahlem will assist the CAR in acquiring documents needed to process casualty case files on Air Force Reserve personnel.

ROBERT M. CLARK, Major, USAF  
Commander

**Attachment 1**

**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION**

***References***

AFI 11-202 Volume 3, *General Flight Rules*, 10 Aug 16

AFI 35-104, *Media Operations*, 22 May 2017

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

***Abbreviations and Acronyms***

**CPS**—Civilian Personnel Section