

**BY ORDER OF THE COMMANDER
HQ 71ST FLYING TRAINING WING
(AETC)**

AIR FORCE INSTRUCTION 36-3002



**VANCE AIR FORCE BASE
Supplement**

**14 JUNE 2018
Certified Current, 17 August 2021
Personnel**

CASUALTY SERVICES

COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

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RELEASABILITY: There are no releasability restrictions on this publication.

OPR: 71 FSS/FSFR

Certified by: 71 FSS/CC
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Supersedes: AFI 36-3002, Vance AFB
Sup; dated 26 August 2013

Pages: 6

This instruction implements Air Force Policy Directive (AFPD) 36-30, Military Entitlements, and Department of Defense Instruction (DoDI) 1300.18, Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures. It describes procedures for the Casualty Services Program for all levels of command and all Air Force organizations. Refer recommended changes and questions about this publication to AFPC/DPFCS, 550 C Street West, Room-A054, JBSA-Randolph AFB, Texas 78150-4716 using Air Force Form 847, Recommendation for Change of Publication. This Instruction requires the collection and or maintenance of information protected by the Privacy Act of 1974 authorized by 10 U.S.C. 8013, Secretary of the Air Force; 44 U.S.C. 3101, Records Management by Federal Agencies; DoDD 1300.22, Mortuary Affairs Policy; DoDI 1300.15, Military Funeral Support, DoDI 1300.18, Department of Defense Personnel Casualty Matters, Policies, and Procedures; Office of the Assistant Secretary of Defense Memorandum, Subject: Defense Casualty Information Processing System, dated Oct 22, 1999; and E.O. 9397 (SSN), as amended. The applicable SORN A0600-8-1c AHRC DoD, Defense Casualty Information Processing System (DCIPS) is available at <http://dpclo.defense.gov/Privacy/SORNs.aspx>. Ensure that all records created as a result of processes prescribed in this publication are maintained IAW Air Force Manual (AFMAN) 33-363, Management of Records, and disposed of IAW the Air Force Records Disposition Schedule (RDS) in the Air Force Records Information Management System (AFRIMS). Any requests for records or documents contained in this System of Records Notice will be processed under the Freedom of Information Act guidelines outlined IAW AFI 33-332, Privacy Act and Civil

Liberties Program, **Chapter 4**, Giving Access to Privacy Act Records, and **Chapter 12**, Disclosing Records to Third Parties, and DoD 5400.7-R_AFMAN 33-302, Freedom of Information Act Program. In collaboration with the Chief of the Air Force Reserve, (HQ USAF/RE), and the Director of the Air National Guard, (NGB/CF), the Deputy Chief of Staff for Manpower, Personnel and Services (HQ USAF/A1) develops personnel policy for Casualty Services. This publication may be supplemented at any level, but all direct Supplements must be routed to the Air Force Personnel Center, Casualty Services Branch (AFPC/DPFCS) for coordination prior to certification and approval. (T-1). Other organizations send one copy of each published and/or posted supplement to the next higher headquarters. Refer to **Attachment 1** for glossary of references and supporting information. The Paperwork Reduction Act of 1995 affects this instruction. 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.

(71st FTW) This publication supplements AFI 36-3002, Casualty Services, 20 June 2017, to establish procedures for the effective execution of the Air Force Casualty Services Program at Vance 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 AF PC R, Casualty Files, applies. Ensure that all records created as a result of processes prescribed in this publication are maintained in accordance with applicable Air Force instructions, and disposed of as indicated in the Records Disposition Schedule.

SUMMARY OF CHANGES

This document was substantially revised and must be completely reviewed. It updates organizations, office symbols, renames paragraph titles and updates/clarifies responsibilities for AFPC/DPFCS and the Casualty Assistance Representative. It eliminates the uniquely formatted Retired Air Force General Officer Death Report. It establishes that IAW the Joint Travel Regulation, **Chapter 7**, Part H, Section 1, 7315, paragraphs A-E, cadets and midshipmen are now eligible for Emergency Family Member Travel. It clarifies Pay and Allowances Continuation eligibility and procedures. Provides Servicemembers' Group Life Insurance Online Enrollment System instructions and procedures, and designates AFPC/DPFCS as the Servicemembers' Group Life Insurance Online Enrollment System manager. The Director of Department of Defense Human Resources Activity will send an advisory letter to the spouse for

election coverage reductions/declinations made through Servicemembers' Group Life Insurance Online Enrollment System. Declares AFPC/DPFCS in charge of preparing the Notification of Death for the President of the United States, Secretary of Defense, and Chairman of the Joint Chiefs of Staff, and also responsible for preparing the condolence letters required of the Secretary of the Air Force, Chief of Staff of the Air Force, and Chief Master Sergeant of the Air Force. Establishes guidance/procedures on collecting a Privacy Act Release from the Primary Next-of-kin. Updates requirements for Casualty Assistance Representatives to have three or more years of experience and establishes annual Casualty Assistance Representative training, initial Casualty Assistance Representative training, Introduction to Casualty Computer Based Training, and requires Casualty Assistance Representatives to review Defense Casualty Information Processing System Guides on the Air Force Casualty SharePoint. Establishes Casualty Assistance Representatives responsibility to ensure service members are advised of their options for humanitarian reassignment, procedures for applying for Family Servicemembers' Group Life Insurance, assistance reviewing Servicemembers' Group Life Insurance/Record of Emergency Data, and the requirement to provide the Military Personnel Section with the death certificate and dependent ID card, and to notify the local Finance Office and Social Security Administration. Institutes that the Defense Casualty Information Processing System Training Server will be used to create exercise casualty reports.

(71st Flying Training Wing) This supplement updates organizations, office symbols and renames numerous paragraph titles and adds responsibilities for the 71 Flying Training Wing and its units. This publication establishes the requirements in the event of a single or mass casualty to Vance and the surrounding community. It adds unit responsibility to those units that were not addressed in the casualty AFI 36-3002.

1.11. Casualty Assistance Representative Responsibilities (T-1).

1.11.1. Prepares written instructions to supplement this Air Force Instruction.

1.11.1.1. The supplement must outline the responsibilities of the:

1.11.1.1.1. Installation Command Post.

1.11.1.1.1.1. Will be responsible for receiving information concerning casualties and will immediately notify Casualty Services at 213-7517 or 213-6330 (during duty hours), or the casualty standby representative (after duty hours) via the on-call Casualty Team representative's personal cell phone, as found listed in the Casualty On-Call Roster provided by the Casualty Assistance Representative.

1.11.1.1.1.2. Obtain information received on an aircraft crash/accident or missing aircraft and report the information to Casualty Services.

1.11.1.1.1.3. Under no circumstances will the Command Post make or direct notification to the next-of-kin. Should the next-of-kin call the Command Post, immediately transfer them to the member's commander or call the Casualty Services office.

1.11.1.1.2. Unit Commanders.

1.11.1.1.2.1. Immediately contact the Command Post, regardless of the hour, and report all known facts and circumstances surrounding any casualty occurring to a member of their unit.

1.11.1.1.2.2. Furnish any information and assistance required by Casualty Services.

1.11.1.1.2.3. Be aware of the availability of the Emergency Family Member Travel program for next-of-kin of Air Force members who are classified as Very Seriously Ill/Injured or Seriously Ill/Injured as outlined in Air Force Instruction 36-3002.

1.11.1.1.2.4. Coordinate with any member of their unit who is placed in the casualty status of Very Seriously Ill/Injured or Seriously Ill/Injured in the notification of next-of-kin. Immediately contact the Casualty Services representative on call if assistance is needed in notifying the next-of-kin.

1.11.1.1.2.5. When notified that emergency family member travel has been approved, assign a unit representative as a personal escort to arrange for the reception, quarters, and meals of the next-of-kin. Ensure the escort provides whatever assistance is necessary and remains in contact with the next-of-kin during their stay. The commander or escort informs Casualty Services when the next-of-kin wishes to return home so transportation can be arranged for them.

1.11.1.1.2.6. Circumstance and Condolence Letters: When circumstance letters and/or condolence letters are required in accordance with Air Force Instruction 36-3002, the deceased member's commander will prepare and coordinate them through Casualty Services, not later than 5 calendar days following the casualty, prior to dispatch.

1.11.1.1.3. **Security Forces.** Will aid Casualty Services in obtaining all known circumstances concerning incidents (such as deaths, serious injuries, etc.) where casualty reports are required. Security Forces will provide copies of Air Force Form 3545, Incident Report, or Air Force Form 1315, Accident Report, and assist in obtaining civilian police reports on active duty deaths, when required for casualty reports.

1.11.1.1.4. **Medical Treatment Facility Personnel.**

1.11.1.1.4.1. 71st Medical Group immediately notifies the Casualty Assistance Representative when a casualty occurs in or arrives at the base clinic. Casualties to be reported under this paragraph are those who are deceased, Very Seriously Ill/ Injured or Seriously Ill/Injured as defined in Air Force Instruction 36-3002, Attachment 1, under "Terms", and Air Force Instruction 41-210, Attachment 1, under "Terms".

1.11.1.1.4.2. The 71st Medical Group Commander will designate a Casualty Affairs Liaison individual (Air Force Instruction 41-210, paragraph 4.39.1.). The Casualty Affairs Liaison will furnish Casualty Services with data required to prepare and dispatch daily medical progress reports on Very Seriously Ill/Injured or Seriously Ill/Injured personnel.

1.11.1.1.4.3. The 71st Medical Group ensures the attending physician of personnel hospitalized in a local civilian hospital is made aware of the emergency family member travel program and initiates the request whenever the primary next-of-kin's presence is warranted.

1.11.1.1.4.4. The 71st Medical Group will assist the Casualty Assistance Representative with obtaining the following information during individual or mass casualties, to include when the member(s) is at a civilian hospital or other civilian facility:

- Name(s) of the deceased, Very Seriously Ill/Injured or Seriously Ill/Injured member (s).
- Approximate time of death.
- Name and organization of the authority who classified the member as deceased.
- Status updates of each casualty who was Very Seriously Ill/Injured or Seriously Ill/Injured, Initiates the Air Force Form 348, Line of Duty Determination.

1.11.1.1.5. **Installation Chaplains.** Provide a chaplain when requested by Casualty Services to accompany the Casualty Notification Officer on the notification visit for the sole purpose of spiritual care and consolation. Under no circumstances will the chaplain deliver the notification message. After duty hours, the Command Post will contact the duty chaplain. The Chapel is responsible for maintaining an after-duty/standby roster and providing it to the Command Post and a copy to 71 Force Support Squadron/Airman and Family Readiness Center.

1.11.1.1.6. **Mortuary Officer.** If first to learn of an active duty casualty, notifies Casualty Services at 213-7517 during duty hours or through the Command Post after duty hours of any deceased personnel and provides all necessary information needed for casualty reporting.

1.11.1.1.7. **Civilian Personnel Flight.** Provides emergency data information on Department of Defense civilian casualties when requested. Provides instruction and/or a point-of-contact to the primary next-of-kin as to how they may apply for survivor benefits (if applicable), per Air Force Instruction 36-3002, Table 1.1, Note 1. Civilian Personnel Flight and Casualty Assistance Representative will maintain awareness of civilian casualty reporting process in accordance with Air Force Instruction 36-809.

1.11.1.1.8. **Airman and Family Readiness Centers.** Provides assistance to the primary next-of-kin in the areas of financial assistance through the Air Force Aid Society, financial counseling, and employment counseling.

1.11.1.1.9. **Transportation Office.** The office provides vehicle support (sedan or minivan) for use by the casualty notification and assistance teams. This capability is maintained 24 hours a day, 7 days a week. Transportation is responsible for maintaining and providing to 71 FSS/FSFR and the Command Post a current after-duty-hours roster. This roster should include at least two points of contact with home and duty phone numbers.

1.11.1.1.10. **Public Affairs Office.** Responsible for handling any inquiries from the public and news agencies. The names of casualties will not be released until 24 hours after Casualty Services has verified that all required primary next-of-kin have been officially notified.

1.11.1.1.11. **Disaster Preparedness Office.**

1.11.1.1.11.1 The 71st Flying Training Wing's Office of Emergency Management serves in the role of the Disaster Preparedness Office.

1.11.1.1.11.2 Casualty Assistance/Affairs procedures are present in the 71 FTW CAT/EOC Master Checklist #53 "Injury/Fatality".

1.11.1.1.11.3 The Master Checklists are managed by Wing XP.

1.11.1.1.11.4 The Master Checklists all compliment the Installation Emergency Management Plan (IEMP) 10-2.

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

1.11.1.1.13. **International Military Student Office.** This office provides casualty information to Casualty Services concerning foreign members and primary next-of-kin notification.

DARRELL F. JUDY, Colonel, USAF
Commander, 71st Flying Training Wing

Attachment 1**GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION*****Prescribed Forms***

There are no prescribed forms in the publication

Adopted Forms

AF Form 847, Recommendation for Change of Publication AF Form 1315, Accident Report

AF Form 3545, Incident Report