

**12 November 1998**



**Personnel**

**CASUALTY SERVICES**

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**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This instruction implements AFRD 36-30, *Military Entitlements*. It establishes procedures to ensure timely reporting of Air Force military personnel who become casualties within the jurisdiction of this installation. It implements the 934<sup>th</sup> Airlift Wing (AW) Casualty Service Program. It applies to all Air Force personnel and units assigned or attached to this installation. This instruction requires the collection and maintenance of information protected by the Privacy Act of 1974 authorized by Title 10 United States Code (U.S.C.), Sections 1475 through 1480, 2771, and 8013 and 37 U.S.C., Section 551 through 556. System of Records Notice F030 AFPC, Casualty Files.

### **SUMMARY OF REVISIONS**

This revision updates telephone numbers, security police to security forces and AFMPC to AFPC. A (I) indicates revisions from the previous edition.

#### **1. Responsibilities:**

- 1.1. The Commander, 934 AW is responsible for the casualty services program on this installation.
- 1.2. The casualty assistance representative (CAR) is responsible for casualty reporting and assistance. The CAR will report Air Force casualties for the tenant units located on this installation and will provide those casualty services that tenant units may require. Services provided under this instruction should be reflected in host-tenant support agreements in accordance with AFI 36-3002, Casualty Services.
- 1.3. All actions concerning casualty matters will be coordinated with the CAR 934 AW. The following units/sections will provide assistance/information as requested by the CAR:
  - 1.3.1. Telephone switchboard, 934 CF/SC.

- 1.3.2. Command Post, 934 AW/CP.
- 1.3.3. Security Forces, 934 SPTG/SF.
- 1.3.4. Chaplain, 934 AW/HC (when available during unit training assemblies or active duty for training (UTA/ADT) periods).
- 1.3.5. Legal Officer, 934 AW/JA (when available during UTA/ADT periods).
- 1.3.6. Public Affairs Office, 934 AW/PA.
- 1.3.7. Information Systems, 934 CF/SCB.
- 1.3.8. Transportation, 934 LSS/LGT.
- 1.3.9. Safety, 934 AW/SE.
- 1.3.10. Operations, 934 OG/CC.
- 1.3.11. Unit Commander of deceased person's unit of assignment.
- 1.3.12. 934th Aeromedical Staging Squadron, 934 ASTS.
- 1.3.13. Mortuary Officer, 934 SPTG/SV.

## 2. Procedures:

- 2.1. The first agency, organization or person having knowledge of an active duty Air Force, Air Force Reserve or Air National Guard casualty will immediately telephone the CAR, regardless of the time of day or night. The CAR telephone numbers are DSN 783-1164 or (612)713-1164/1165. If the Casualty Assistance personnel cannot be reached, call the base telephone operator, at (612)713-1110 for referral to an appropriate representative. The base telephone switchboard is closed between 2300 and 0700 hours. During these hours all emergency calls are referred to Security Forces, at (612)713-1911.
- 2.2. The Command Post is open 0700-1545, Monday-Friday, (612)713-1777.
- 2.3. Between the hours of 2300-0700 the SF Desk Sergeant will record all information received and immediately relay it to the CAR or other casualty personnel. Information recorded will include:
  - 2.3.1. Name and telephone number of informant.
  - 2.3.2. Name, grade, social security number (SSN) and status (i.e. active duty, reservist, retired) of the casualty.
  - 2.3.3. If very seriously or seriously ill or injured, the circumstances surrounding the injury or illness, the condition, diagnosis, prognosis and place where hospitalized.
  - 2.3.4. If deceased, the date of death, circumstances and location of remains.
  - 2.3.5. Name, address and telephone number of the next of kin (NOK).
  - 2.3.6. Any information which may facilitate casualty notification and ease the anxiety of the NOK.
- 2.4. Immediately upon notification of an active duty or reserve/ANG casualty, the CAR will record the time of notification and report to his/her duty station. The CAR will notify HQ, AFPC, by telephone, of the casualty and request casualty notification instructions if the NOK are not aware of the casualty. The CAR will then report to his/her duty station, and notify the agencies listed in paragraphs

1.3.1 through 1.3.13, as necessary. The CAR will make every attempt to verify information received by the switchboard or other means of communication by contacting the appropriate police department or other civil authorities. Upon verification of information a casualty report will be submitted as required by AFI 36-3002. The CAR will contact the NOK within 24 hours of learning of the casualty, but not before NOK have been notified of the casualty.

2.5. 934 SPTG/SF will provide the CAR with a copy of the civilian police report, DD Form 1569, Incident/Complaint Report or AF Form 1315, Uniform Police Traffic Collision Report, etc., as appropriate if the incident occurred on this installation.

2.6. The Base Public Affairs Officer is responsible for the release of all information to the news media, other government agencies or the general public. Requests for information by the NOK will be referred to the CAR. The Public Affairs Officer will not release any information pertaining to a casualty outside of DOD channels until notification to the next of kin has been verified by the CAR and the Public Affairs release is approved by the 934 AW Commander.

2.7. Unit Commanders are only available to provide assistance during UTA/ADT periods.

2.8. The Mortuary Officer is responsible for all activities related to the search, recovery, identification, preparation, transportation and disposition of remains, memorial services, funeral arrangements, claims, escorts, military honors or other mortuary matters as directed by AFI 34-501, Mortuary Affairs Program. Calls pertaining to mortuary matters will be directed to 934 SPTG/SV.

2.9. Air Force Chaplains are not normally available at 934 AW. However, under some circumstances Air Force Reserve Chaplains may be on duty and may be utilized to assist in casualty notifications.

2.10. The 934th Aeromedical Staging Squadron is not a medical treatment facility and medical personnel are not assigned on a full-time basis. However, under some circumstances Air Force Reserve Medical Officers may be on duty and may be utilized to assist in casualty notifications.

2.11. The Legal Officer, when available, is responsible for assisting the Mortuary Officer in filing necessary documents and providing guidance in completing actions with local civil authorities.

2.12. The Transportation Officer will ensure that suitable transportation (sedan/station wagon) is available upon request 24-hours a day, seven days a week.

**3.** All information concerning casualties is FOR OFFICIAL USE ONLY and is to be treated as such by all personnel. HQ AFPC will assign an Air Force Officer (rank of Major or above) to make a personal notification to the next of kin.

**4. Casualty Augmentation Support Team (CAST).** Multiple casualties (MC) reporting is implemented in situations where the number of casualties exceeds the reporting unit's normal operating capability. Under MC conditions the responsibilities of the various functions are as follows:

4.1. The Chief Military Personnel Flight (MPF) will ensure the CAST is designated in writing, trained and periodically evaluated.

4.2. The Command Post will notify the Chief MPF and the CAR should an MC situation occur.

4.3. The Chief, CAST will be situated in the Base Consolidated Command Post and will be the single focal point of contact with the Air Force Casualty Operations Center, Randolph AFB TX. The Chief will be made privy to all information pertaining to MC's. If the Chief is not available for any reason

the Chief, Customer Support element will serve as an alternate. He/She will receive the complete cooperation of all agencies involved in the handling of related information. The Chief, CAST will establish immediate direct contact and maintain liaison with the Air Force Casualty Operations Center, Randolph AFB, TX and the Base Casualty Reporting Representative.

4.4. As covered in 934AW Disaster Preparedness OPlan 32-1, the Metropolitan Airport Commission (MAC) Medical Staff will advise the Mortuary Officer of the confirmed death of each member who dies either on-scene or at a medical facility. The MAC Staff will also notify the Chief, CAST of the name, rank and SSN of any personnel involved who were transported to another medical facility for further treatment or admission, the medical status of the individual very seriously ill (VSI), seriously ill (SI), or incapacitating illness or injury (III), the nature of the injury (broken back, etc.) and the name of the medical facility to which they were taken. The CAR will be responsible for obtaining information from hospitals (military or civilian) during duty and off-duty hours on personnel classified as VSI, SI or III.

4.5. The Mortuary Officer will furnish the Chief, CAST and/or the Casualty Reporting Representative with the name, rank, social security number (SSN) and other pertinent information of each member whose remains have been recovered and identified.

4.6. The Disaster Control Group On-Scene Commander will make the determination of conclusive evidence of death or the determination of duty status--whereabouts unknown, on those persons whose remains have not been recovered and/or positively identified, based on "conclusive evidence of death", as defined in AFI 36-3002. If more than one commander or service is involved, those service commanders must coordinate their actions. A determination of the status of the casualty will not be made without the concurrence of all commanders concerned. As soon as the determination is made the Chief, CAST will be notified.

4.7. The Casualty reporting representative will alert team members and will then assume his/her duties in the casualty assistance work center. He/She will be briefed by the Chief, CAST on all information available. He/She will be responsible for tasking and briefing notification officers, for dispatching the initial Multiple Casualty Report, Abbreviated Casualty Report and Casualty Report, Initial Death Report. The casualty reporting representative will establish liaison with the Base Public Affairs Officer and advise when notification to the next of kin has been accomplished. The Casualty Reporting Representative will be the focal point for all casualty notification and reporting activities, under no circumstances will any agency, office or individual assume notification or reporting responsibilities without the specific assignment of such responsibility by the Commander, 934 AW, or Deputy, the Chief CAST or the casualty reporting representative.

4.8. The Chief, Customer Support element will assist, upon the request of the Chief, CAST in obtaining medical, clerical and other support needed in order to make proper notification to the next of kin. The Chief, Customer Support is the alternate for the Chief CAST and may, in coordination with the casualty reporting representative, assign duties as required to perform tasks associated with casualty reporting casualty notification.

4.9. Upon being alerted on a multiple casualty situation, team members will report to the area designated by the Chief and assume duties as assigned.

4.10. The Civilian Personnel Officer will establish an emergency operations reporting team to serve in conjunction with the CAST and will be activated in incidents where DoD/AF Civilian employees are also casualties as a result of their employment. A list of the names and telephone numbers of the

team members will be furnished to the Chief Military Personnel Flight. These team members will be subject to call in the event of a Multiple Casualty situation and will be included in military personnel training sessions and exercises concerning large numbers of casualties.

- 5.** Incidents involving Air Force personnel of their dependents occurring on or near 934 AW generating extensive news media interest will be reported to HQ AFPC/DPWCS by telephone, followed by an abbreviated casualty report prepared by the CAR.
- 6.** Agencies and tenant units located on the Mpls-St Paul Air Reserve Station who prepare written instructions pertaining to casualty matters, will obtain the coordination of the Casualty Assistance Representative prior to publication to ensure adequacy and conformance to acceptable standards.

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Commander