

**CASUALTY SERVICES**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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This publication establishes procedures and responsibilities for casualty notification, reporting and assistance to individuals on Maxwell Air Force Base (AFB) and Gunter Annex. It applies to all active duty and retired personnel serviced by the 42d Mission Support Squadron (MSS) Military Personnel Flight (MPF). Governing directive for the Air Force Casualty Service Program is AFI 36-3002, Casualty Services.

**SUMMARY OF CHANGES**

This revision updates office symbols and telephone numbers and includes references to AFI 36-3002, Casualty Services, which replaced AFR 30-25.

**1. Term Explained.** Unit commanders are defined as hospital, group, squadron, or detachment commanders in addition to commandants and chiefs of tenant units that are assigned or attached for duty at Maxwell or Gunter.

**2. Notification, Reporting, and Assistance.** The responsibility for notification, reporting, and assistance at Maxwell and Gunter applies to the following:

2.1. All active duty military

2.2. All retired military

2.3. The civilians employed by the Armed Services when the casualty is due to duty

2.4. Reserve or Air National Guard on active or inactive duty training, or traveling to or from the place of training.

2.5. Citizens of foreign nations in the United States under the care of the United States Air Force

2.6. Any person injured in an Air Force aircraft

**3. Responsibilities.** Attachment 1 lists specific responsibilities.

**4. Categories of Casualties:**

4.1. **Death.**

4.2. Those missing in action, prisoner of war, and those missing due to other causes.

4.3. Those very seriously ill or very seriously injured (VSI).

4.4. Those seriously ill or injured (SI).

4.5. Injuries or illness that are incapacitating (III) (when physically or mentally unable to communicate with the next of kin (NOK)).

4.6. Those placed in a duty-status whereabouts unknown (DUSTWUN).

**5. Casualty Services Office.** The office responsible for any casualty matter.

**6. Mortuary Services Office.** The office responsible for mortuary benefits and military funeral honors.

**7. Notification Officers.** When notification is made to the NOK of the casualty, an officer of Air University (AU), major or above, with the exception of students and faculty members), is detailed to represent a commander who is not available. Notification officers acquaint themselves with their responsibilities by viewing the Personnel Insight Film, Casualty Notification, and obtaining a copy of the Casualty Notification Guide. If the casualty is a civilian, the notification is made by a representative of the Civilian Personnel Office. Attachment 1 provides the procedures used when

notification is made by a representative of the Civilian Personnel Office. Attachment 2 provides the procedures used when notification is made to the NOK. Attachment 3, Post Notification Checklist, is completed and furnished to the Casualty Services Office.

**8. Abbreviated Casualty Reports on Multiple Reportable Casualties (formerly Emergency Operations).** In case of war or peacetime disaster that results in emergency operations being implemented, follow procedures in AFI 36-3002; Hospital OPLAN 355-1 (peacetime); and AU Regional Hospital Contingency Support Plan (wartime).

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3 Attachments

1. Casualty Responsibilities Chart
2. Notification Officer Procedures
3. Post-Notification Checklist

<b>CASUALTY RESPONSIBILITIES CHART</b>		
<b>Rule</b>	<b>Office</b>	<b>Action</b>
1	Casualty Services (Building 804)	<p>1.1. Provides listing of all casualty standby personnel to AU Command Post for contact during nonduty hours in the event of a casualty.</p> <p>1.2. Accepts collect calls from NOK in order to provide casualty assistance.</p> <p>1.3. Acts as the primary responsibility (OPR) for casualty notification as outlined in AFI 36-3002, chapter 1.</p> <p>1.4. Reviews circumstance/condolence letters before mailing to NOK.</p> <p>1.5. Maintains casualty instruction book.</p> <p>1.6. Reports active duty deaths within four hours of receipt of information.</p> <p>1.7. Trains Casualty Augmentation Support Team (CAST) members.</p> <p>1.8. Immediately contacts AU Command Post (502 ABWI 10-102) upon death of military or civilian personnel assigned to AU or a military or civilian personnel assigned to AU or a very important person (VIP) at Maxwell or Gunter. If casualty is VIP (code 3 or higher) or active duty general officer, advises AU Command Post for OPREP 3 reporting.</p> <p>1.9. Renders casualty assistance within assigned ZIP Code area. (See AFI 36-3002, atch 20.)</p> <p>1.10. Administers the Invitational Travel Order (ITO) Program.</p>
2	All units, Security Police, Hospital, Telephone Operators	<p>2.1. Notify the Casualty Services Office (ext 5048) immediately upon learning of a casualty. During nonduty hours, notify AU Command Post (ext 7333/7474).</p> <p>2.2. Refer all inquiries for casualty reporting, notification, or assistance to Casualty Services Office.</p> <p>2.3. Ensure this directive and other casualty instructions are given duty personnel.</p>
3	Security Police	<p>3.1. Assists in securing documentation.</p> <p>3.2. Complies with rule 2, above.</p>
4	Chaplain (Building 155)	<p>4.1. Provides chaplain duty officer roster to appropriate activities.</p> <p>4.2. Assures availability of a chaplain for casualty notification team.</p> <p>4.3. Complies with rule 2, above.</p>
5	Civilian Personnel (Building 804)	<p>5.1. Notifies NOK of Department of the Air Force civilian employees who die while performing their duties. Reference AFI 36-809 and AFR 40-810.</p> <p>5.1. Complies with rule 2, above.</p>
6	AU Regional Hospital	<p>6.1. Determines casualty status of service member when hospitalized.</p> <p>6.2. Keeps the NOK of casualty informed of medical status.</p> <p>6.3. Makes death notification at AU Regional Hospital when NOK is present.</p> <p>6.4. Selects a medical corps officer--doctor or physician assistant--to accompany the Casualty Notification Officer.</p> <p>6.5. Furnishes 42 MSS/DPMPS one copy of autopsy when required by AFI 36-3002.</p> <p>6.6. Complies with rule 2, above.</p> <p>6.7. Designates, in writing, a point of contact (POC) to provide casualty information to the Casualty Services Office during operations/emergencies.</p> <p>6.8. Insures medical personnel are knowledgeable and support the invitational travel order (ITO) Program and provide necessary information to the Casualty Services personnel.</p>

<b>CASUALTY RESPONSIBILITIES CHART (cont'd)</b>		
<b>Rule</b>	<b>Office</b>	<b>Action</b>
7	Unit Commanders (or designated representative)	<p>7.1. After contact with Casualty Services, notify NOK of members assigned their unit who die, are missing or DUSTWUN. (If captain or below, accompany notification officer.)</p> <p>7.2. Advise the Casualty Services Office of any derogatory information concerning casualty.</p> <p>7.3. Formulate an organizational plan for notifying NOK in event of a mass disaster.</p> <p>7.4. Prepare circumstance/condolence letters, as required, for person(s) listed on deceased member's DD Form 93, Record of Emergency Data. Coordinate letters with Casualty Services Office and dispatch within five calendar days.</p> <p>7.5. Appoint summary court officer to collect and secure personal effects and perform other summary court duties upon request by the base mortuary officer.</p> <p>7.6. Arrange for military escort of equal or higher rank to deceased, if required.</p> <p>7.7. Coordinates with medical personnel ensure NOK of members of their unit who are VSI/SI/ III are notified and kept informed of member's medical progress. Notification may be delegated to attending physician or first sergeant.</p> <p>7.8. When Invitational Travel Order (ITO) has been approved, assigns a unit representative as a personal escort to arrange for reception, quarters, messing, and other assistance as needed by NOK in accordance with AFI 36-3002, para 2.22.</p> <p>7.9. Complies with Rule 2, above.</p>
8	Mortuary Affairs (Building 157)	<p>8.1. After notification has been made, contacts NOK for disposition action.</p> <p>8.2. Coordinates recovery and identification actions with Casualty Services personnel.</p> <p>8.3. Obtains items of clothing and accouterments, as needed.</p> <p>8.4. Advises NOK on mortuary benefits and military funeral honors that are available.</p> <p>8.5. Counsels NOK regarding transportation entitlement for deceased dependent.</p> <p>8.6. Complies with Rule 2, above.</p>
9	AU Command Post	<p>9.1. When needed, assists the Casualty Services Office in contacting the casualty notification team members (casualty notification officer, standby chaplain, and medical officer).</p> <p>9.2. Complies with Rule 2, above.</p>
10	Public Affairs (Building 800)	<p>10.1. Releases names of casualties after verifying from Casualty Office that NOK have been officially notified by the Air Force.</p> <p>10.2. Receives calls from the media regarding casualties.</p> <p>10.3. Immediately advises 42 MSS/DPMPS of any incident on or near the base that receives extensive media coverage and may result in inquiries from Air Force officials (i.e., disasters, terrorist activities, bombings, etc.)</p>
11	Base Motor Pool	Provides a vehicle (sedan/wagon) and driver to support casualty notification/assistance on a 24-hour basis.
12	Accounting and Finance	Furnishes a person(s) to serve as POC for payment of death gratuity benefit when payment must be made during nonduty hours.

<b>NOTIFICATION OFFICER PROCEDURES</b>		
<b>Responsibilities</b>	<b>Do's-Don'ts</b>	<b>Checklist</b>

**POST-NOTIFICATION CHECKLIST  
FOR CASUALTY NOTIFICATION OFFICER  
(To be completed after notification has been made)**

I. NAME OF CASUALTY \_\_\_\_\_ GRADE \_\_\_\_\_

II. NEXT OF KIN (NOK) \_\_\_\_\_ RELATIONSHIP \_\_\_\_\_

CORRECT ADDRESS \_\_\_\_\_ PHONE \_\_\_\_\_

(If NOK is not at home, contact neighbors, church, police, etc., as to whereabouts and record results)

Next of Kin Notified: DATE \_\_\_\_\_ TIME \_\_\_\_\_

III. NOTIFICATION PROCEEDINGS:

List any unusual happenings or requests of NOK

NOK advised that they would be contacted by the Casualty Assistance Representative? Yes \_\_\_\_ No \_\_\_\_

NOK given military telephone numbers that might be needed/wanted? Yes \_\_\_\_ No \_\_\_\_

IV. Advised HQ AFMPC Casualty Operations Center of date and time NOK notified? Yes \_\_\_\_ No \_\_\_\_

V. AUTHENTICATION:

\_\_\_\_\_  
(Signature of Notification Officer)

REMARKS: \_\_\_\_\_

- CASUALTY SERVICES OFFICE..... (334) 953-5048/5047
- CHAPLAIN..... (334) 953-2111/2109
- MORTUARY OFFICER..... (334) 953-2835/5333
- COMMAND POST..... (334) 953-7333/7474
- HQ AFMPC CASUALTY..... 1-800-531-5501

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