



**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

---

**NOTICE:** This publication is available digitally on the OO ALC WWW site at: <http://scsweb.hill.af.mil/pdl/pubs.htm>. Personnel with no access to electronic media may view the publication at the Base Master Publications Library, 75 CS/SCSP.

---

OPR: 75 MSS/DPMPS  
(Capt Rex S. Vanderwood)

Certified by: 75 MSS/DPMPS  
(Capt Rex S. Vanderwood)  
Pages: 8  
Distribution: F

---

This supplement establishes procedures for the effective execution of the Air Force Casualty Services Program at Hill 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.

This publication requires the collection and maintenance of information protected by the Privacy Act of 1974 authorized by *Title 10 United States Codes (U.S.C.), Section 1475 through 1480, 2771, and 8013 and 37 U.S.C. Sections 551 through 556. System of Records Notice F0330 AF MP C, Casualty Files*, applies.

**AFI 36-3002, 26 August 1994 is supplemented as follows:**

**1.3.6.2.1. (Added) All Hill Air Force Base Agencies and Associate Units will:** Immediately notify the Hill AFB Command Post (75 ABW/CP) at 777-3007, DSN 777-3007, or commercial (801) 777-3007 upon receiving information that an active duty casualty has occurred or an active duty member has been hospitalized. The casualty must be a death, very Seriously Injured or Ill (VSI), Seriously Injured or Ill (SI) or Incapacitating Illness or Injury (III), or Imminent Death.

1.3.6.2.1.2. Refer all inquiry calls from the public, news media, or other government agencies concerning active duty casualties to the Public Affairs Office (OO-ALC/PA). Next of kin should be referred to the Casualty Assistance Representative (CAR).

**1.3.6.2.2. (Added) Casualty Assistance Representative (CAR) will:** Keep an up-to-date on-call casualty representative standby roster on file at the Base Communication Center and at the Hill AFB Command Post.

1.3.6.2.2.2. Assemble, brief, and dispatch the Casualty Notification Team, which consists of a notification officer, chaplain, and medical representative.

1.3.6.2.2.2.1. Notification officer will be the squadron commander or designated representative serving in the grade of 0-4 or above. If active duty casualty is not assigned to Hill AFB or multiple notification officers are needed, officers will be chosen from a monthly product, maintained by the CAR, listing all officers 0-4 and above.

1.3.6.2.2.3. Notify Transportation Division (75 TRNS/LGT) that a vehicle is required.

1.3.6.2.2.4. Prepare the casualty message, when required.

1.3.6.2.2.5. Prepare letter presented to the next of kin by the notification officer, when required, or when notification is performed by other than the commander or designated representative.

1.3.6.2.2.6. In addition to *AFI 36-3002, paragraph 1.3.6.8*, provide Mortuary Affairs Office (75 SPTG/SVMM) with the following information on active duty deceased members:

1.3.6.2.2.6.1. Name, rank, and social security number (SSN).

1.3.6.2.2.6.2. Date, time, and place of death.

1.3.6.2.2.6.3. Who pronounced the member dead and their title.

1.3.6.2.2.6.4. Who and how positive identification was made?

1.3.6.2.2.6.5. Current location of the remains (if known).

1.3.6.2.2.6.6. Name, address, and phone number of NOK.

1.3.6.2.2.6.7. Ensure MPF commander provides OO-ALC/PA with identity of all casualties and a summary of circumstances after all casualty notifications have been completed.

1.3.6.2.2.6.8. Ensure Chief of MPF Customer Support Element forwards a copy of *all AF Forms 1075, Personal Affairs/GSU Personnel Roster*, to MAJCOM.

**1.3.6.2.3. (Added) Hill AFB Command Post (75 ABW/CP) will:** Immediately notify the CAR (during duty hours) or the on-call casualty representative (during non-duty hours) when an active duty casualty occurs. This includes active duty members who are declared dead, SI, VSI, III, DUSTWUN, missing, or Imminent Death.

1.3.6.2.3.2. During non-duty hours, call the home telephone number of the on-call casualty Team Chief. If there is no answer, call the digital pager. If no response within 15-minutes, contact the alternate on-call casualty Team Member at home or via digital pager.

1.3.6.2.3.3. Assist casualty representative in assembling a notification team by locating a duty chaplain using the duty chaplain roster, a medical representative using the standby roster provided by the 75th Medical Group (75th MDG), and a notification officer using guidance provided by the casualty representative.

1.3.6.2.3.4. Refer all calls on retiree deaths to the CAR during duty hours.

1.3.6.2.3.5. Notify CAR the next day on retiree deaths reported during non-duty hours and provide the retiree's name and SSN; name and telephone number of contact person; and in the event that the caller is hostile or unusually upset, immediately notify the on-call casualty representative during non-duty hours. Exception: If retiree was a general officer, contact the CAR or on-call casualty representative.

**1.3.6.2.4. (Added) Unit Commander will:** Ensure Hill AFB Command Post is immediately notified of all casualties (to include VSI/SI/III) who are assigned to their unit.

1.3.6.2.4.2. Act as casualty notification officer for deceased members assigned to the unit whose NOK reside in the area.

1.3.6.2.4.3. Perform casualty notification only after coordination with the CAR or the on-call casualty representative.

1.3.6.2.4.4. For all active duty deaths, supply the CAR with the following information:

1.3.6.2.4.4.1. Will the member be posthumously promoted?

1.3.6.2.4.4.2. Did member have a UIF?

1.3.6.2.4.4.3. Is an Air Force Chief of Staff condolence letter appropriate?

1.3.6.2.4.5. Prepare the condolence/circumstance letter as required by *AFI 36-3002, paragraph 5.1* and submits a copy to the CAR for review prior to mailing.

1.3.6.2.4.6. Establish internal procedures to handle multiple notifications in the event of a natural disaster or multiple casualty situations when more than one notification officer is required.

1.3.6.2.4.7. Inform CAR or the on-call casualty representative immediately if unit is not able to provide sufficient support.

1.3.6.2.4.8. Supply CAR with identity of all officers who are tasked with casualty notification in the event of a multiple casualty situation.

1.3.6.2.4.9. When an active duty member assigned to the unit is hospitalized, ensures NOK are notified as required by *AFI 32-3002, paragraph 3.14*.

1.3.6.2.4.10. Maintain close contact with the active duty member's doctor and makes sure the family is kept informed of the member's condition.

1.3.6.2.4.11. Upon the death of a dependent, advise military member of the availability to apply for a humanitarian reassignment.

1.3.6.2.4.12. Tell member that complete information may be obtained by contacting, Customer Service Unit (75 MSS/DPMPS) in the Military Personnel Flight (MPF)

1.3.6.2.4.13. Upon approval of Invitational Travel Order (ITO), assign a unit member as a personal escort to the NOK and brief on duties contained in *AFI 36-3002, paragraph 2.22.3.3*.

**1.3.6.2.5. (Added) Transportation Division (75 TRNS/LGT) will:** Provide a vehicle (sedan or station wagon only) for use the casualty notification team.

1.3.6.2.5.2. Maintain capability on a 24-hours basis. Note: Vehicle will be fully fueled and cleaned. Casualty situations may require more than one vehicle.

**1.3.6.2.6. (Added) Security Forces Squadron (75 SFS) will:** When needed, assist CAR in obtaining information necessary to complete casualty reporting.

1.3.6.2.6.2. When required, provide CAR with documentation needed by the Veteran's Administration (VA) in accordance with *AFI 36-2002, Table 5.2*.

**1.3.6.2.7. (Added) Base Telecommunications Center (75 CS/SCBT) and Telephone Operators (Switchboard (75 CS/SCM)) will:**

1.3.6.2.7.1. Refer all incoming calls reporting an active duty casualty to the Hill AFB Command Post.

1.3.6.2.7.2. Refer all calls from the NOK of a deceased member to the CAR during duty hours or to the Hill AFB Command Post during non-duty hours.

1.3.6.2.7.3. Contact the on-call casualty Team Chief or Team Member when in receipt of IMMEDIATE casualty message traffic during non-duty hours.

**1.3.6.2.8. (Added) 75th Medical Group (75th MDG) will:** Furnish a medial representative to be a member of each casualty notification team.

1.3.6.2.8.2. Maintain capability to provide medical representative for a casualty notification team on a 24-hour basis.

1.3.6.2.8.3. Ensure personnel who are eligible to be tasked as medical representatives are aware of duties involved.

1.3.6.2.8.4. Provide more than one medical representative for notification teams in multiple casualty situations if tasked.

1.3.6.2.8.5. Establish a 24-hour point of contact to act as liaison on all casualties related matters.

1.3.6.2.8.6. Establish internal procedures to ensure information is obtained from local hospitals when a member assigned to Hill AFB has been admitted.

1.3.6.2.8.7. Keep CAR informed of the hospitalized member's medical condition.

1.3.6.2.8.8. Ensure assigned personnel are familiar with the ITO Program contained in *AFI 36-2002, paragraph 2.22*.

1.3.6.2.8.8.1. Brief civilian doctor to ITO Program if an active duty member assigned to Hill AFB is hospitalized in a civilian hospital.

1.3.6.2.8.8.2. Concur or non-concur with attending physician's request for ITOs.

1.3.6.2.8.9. Make certain only medial personnel contact the NOK concerning organ or tissue donations.

1.3.6.2.8.10. When necessary, assist CAR in gathering medical information necessary to complete casualty reporting in accordance with *AFI 36-3002, Attachment 2*.

1.3.6.2.8.11. Ensure assigned personnel are familiar with Imminent Death Retirement procedures.

1.3.6.2.8.12. Immediately contact CAR when medical authorities believe member's injuries or illness will cause or lead to death within 72-hours.

**13.6.2.9. (Added) The Physical Evaluation Board Liaison Office (PEBLO) will:** Ensure disability cases referred to the Physical Evaluation Board (PEB) are complete, accurate, and fully documented.

1.3.6.2.9.2. Counsel member or NOK concerning their rights in the disability process.

1.3.6.2.9.3. Maintain coordination with member, medical facility, Military Personnel Flight, Relocation Element and CAR, and HQ Air Force Personnel Center, United States Air Force Physical Disability Division (HQ AFPC/DPPD).

1.3.6.2.9.4. Immediately contact HQ AFPC/DPPD (DSN 487-3048) for guidance when medical authorities have determined death is imminent (within 72 hours), indicated death is imminent in the medical evaluation board (MEB) report, or received a request from member or NOK for expeditious processing.

1.3.6.2.9.5. Immediately contact HQ AFPC/DPPD (DSN 487-3048) for guidance when medical authorities have determined death is imminent (within 72 hours), indicated death is imminent in the medical evaluation board (MEB) report, or received a request from member or NOK for expeditious processing.

1.3.6.2.9.6. Transmit all required documentation to HQ AFAPC/DPPD by data fax or commercial express service. Transmit all required documentation to HQ AFAPC/DPPD by data fax or commercial express service.

1.3.6.2.9.7. When anticipating quick processing of a seriously ill member, asks the CAR to brief member and/or NOK who must decide if expeditious processing would be in their best interest.

1.3.6.2.9.8. Provide the CAR with details regarding nature of illness or injury, medical narrative summaries, medical board actions planned for member adjudged imminent death, whether is competent or incompetent for pay and records, and status of the NOK.

**1.3.6.2.10. (Added) Chaplain (75 ABW/HC) will:** Provide a chaplain to be a member of each casualty notification team.

1.3.6.2.10.2. Provide the Hill AFB Command Post with a current duty chaplain roster in order to provide 24-hour support.

1.3.6.2.10.3. When required, provide support for more than one notification team during emergency situations involving multiple casualties.

**1.3.6.2.11. (Added) Mortuary (75 SPTG/SVMM) Office will:** Appoint a Summary Court Officer to dispose of the personal property (deceased only) and will brief the officer on procedures for performing this duty.

1.3.6.2.11.2. During fatality situations, assist the on-scene commander in determining the identity and disposition of any fatalities at the scene during duty fatality situations.

1.3.6.2.11.3. During fatality situations, assist the CAR in obtaining any pertinent information relating to fatalities during duty fatality situations.

**1.3.6.2.12. (Added) Public Affairs (OO-ALC/PA) will:** Release information only after obtaining confirmation from the CAR that the casualty notifications to NOK have been completed. *Note: OO-ALC/PA is the sole office authorized to release information and answer inquiries from the public, new media, or other government agencies concerning casualties.*

**1.3.6.2.13. (Added) Comptroller (OO-ALC/FM) will:** Provide and maintain a qualified person on-call during non-duty hours capable of issuing a death gratuity check (Emphasis placed on weekends and holidays).

1.3.6.2.13.2. Provide CAR with up-to-date listing of on-call finances personnel.

**1.3.6.2.14. (Added) Civilian Personnel Office (OO-ALC/DPC) will:** Establish internal procedures to notify the NOK of a Hill AFB civilian casualty in accordance with *AFI 36-809, Survivor Assistance*.

1.3.6.2.14.2. Maintain a listing in the Hill AFB Command Post with key personnel to be contacted during non-duty hours in the event of an on-base civilian casualty.

**1.3.6.2.15. (Added) Readiness Division (75 CEG/CEX) will:** Follow procedures outlined in the current Base Disaster Preparedness Plan.

**1.3.6.2.16. (Added) AFOSI, Det 113 will:** When needed, assist CAR in obtaining information necessary to complete casualty reporting.

1.3.6.2.16.2. When required, provide CAR with documentation as needed in accordance with *AFI 36-2002, Table 5.2*

**1.3.6.2.17. (Added) Battle Staff will** act as liaison between the on-scene commander and the Casualty Office during major accident responses.

**3.10.7. (Added) Making Notifications.** The CAR keeps a current listing of all field grade officers eligible to be tasked to perform casualty notifications for casualties not assigned to Hill AFB, but whose NOK reside in the local area.

**Attachment 1**  
**GLOSSARY OF REFERENCES, ABBREVIATIONS, ACRONYMS, AND TERMS**

*Abbreviations*

**CAR**—Casualty Assistance Representative  
**III**—Incapacitating Illness or Injury  
**ITO**—Invitational Travel Order  
**NKO**—Next of Kin  
**OO-ALC/DPC**—Civilian Personnel Office  
**OO-ALC/PA**—Public Affairs Office  
**PEB**—Physical Evaluation Board  
**PEBLO**—Physical Evaluation Board Liaison Officer  
**SI**—Seriously Injured  
**SSN**—Social Security Number  
**UIF**—Unfavorable Information File  
**VSI**—Very Seriously Injured  
**75 ABW/CP**—Hill AFB Consolidated Command Post  
**75 ABW/HC**—Chaplain  
**75 TRNS/LGT**—Transportation Division  
**75 CEG/CEX**—Readiness Division  
**75 CS/SCBT**—Base Telecommunication Center  
**75 CS/SCMO**—Switchboard  
**75 MDG**—Medical Group  
**75 MSS/DPMPS**—Customer Service

*Terms*

**Casualty Notification Officer**—The member of the casualty notification team who personally performs the notification. This office will be in charge of the casualty notification team.

**Casualty Services Officer**—The office of primary responsibility for casualty matters is the Customer Service (75 MSS/DPMPS) Officer, located in Build 180, DSN 777-3641, Civilian (801) 777-3641.

**Mortuary Officer**—The officer of primary responsibility for mortuary matters is the 75 SPTG/SVMM office, Mortuary Affairs, Building 180, DSN 777-7143, civilian (801) 777-7143.

DEBORAH J. PARSON, Lt Col, USAF  
Commander