

Personnel

CASUALTY REPORTING

COMPLIANCE WITH THIS INSTRUCTION IS MANDATORY

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This instruction provides all base activities the instructions needed to promptly and effectively report casualties, notify the next of kin (NOK) and provide casualty assistance. This includes outlining the responsibilities of the Geographically Separated Units (GSUs), Base Telephone Operator, Medical Treatment Facility, Unit Commanders, Telecommunications Center, Security Police, Transportation Officer, Mortuary Officer, Base Chaplains, and Public Affairs. It establishes minimum requirements to ensure a coordinated effort in the event a casualty occurs. It applies to all organizations serviced by the 159th Mission Support Flight, Military Personnel Flight (MSF). This instruction is published IAW AFI 36-3002, *Casualty Services*, chapter 1, paragraph 1.3.

SUMMARY OF REVISIONS

A (★) indicates revisions from the previous edition.

1. **Policy:** Prompt reporting, dignified and humane notification, and efficient, thorough, and compassionate assistance to the NOK are the goals of this program. The full support of all personnel is required to achieve these goals.

2. Definitions:

2.1. **Casualty:** Any person who is a loss to the organization by reason of having been declared dead, Duty Status©Whereabouts Unknown (DUSTWUN), missing, ill or injured.

★2.2. **Casualty Reporting:** An official dispatch of accurate and specific account of the circumstances surrounding the casualty to all interested agencies within twenty-four (24) hours from the time the Customer Support office receives notification of a casualty IAW AFI 36-3002.

★2.3. **Casualty Notification:** Contacting the NOK for the purpose of informing them of a member's casualty status. Contact the Customer Support office for instructions on dignified, considerate and humane notification procedures.

2.4. **Casualty Assistance:** Counsel families and aid in obtaining monetary benefits, privileges, and other rights for which they would be eligible.

2.5. Notification Officer: Designated to notify NOK of a casualty.

★3. **Responsibilities:** Any member of the Louisiana Air National Guard (LA ANG) who becomes aware that a member of the LA ANG is a casualty as defined herein, must notify proper authority of the LA ANG Security Police (during non-duty hours) or the 159 FW Customer Support Office (CSO) as soon as possible by the most expeditious means. This applies whether the casualty is in non-duty status or on Extended Active Duty (EAD), Active or Inactive duty for training or in between such periods of training. During normal duty hours 0700 to 1630 Monday thru Friday. The 159 MSF Customer Support Office, Bldg 24, NAS-JBR, New Orleans, LA 70143-0027. Telephone numbers are comm: (504) 391-8328, or DSN: 457-8328. During non-duty hours notify the 159 FW Security Police, Bldg 144, NAS-JBR, New Orleans, LA 70143-0027. Telephone numbers are comm: (504) 391-8683/86842 or DSN: 457-8683/8684. The Base Director of Personnel is the Casualty Assistance Officer and administers this program with the NCOIC of Customer Support.

3.1. **Casualty Assistance Officer (CAO):** The CAO will ensure that all base activities have adequate internal instructions and ensure a coordinated effort is made to accomplish timely and effective casualty reporting, notification and assistance. A periodic review of guidelines will be made by the CAO of all base activities involved in casualty reporting to ensure that correct procedures are initiated in the event that reporting is necessary.

★3.2. **Customer Support Office (CSO):** The Customer Support Office is located in the MSF and is the central agency for casualty services. Responsibilities include, but are not limited to:

3.2.1. Prepare initial and/or supplemental casualty reports and dispatch them in sufficient time to comply with mandatory suspense.

3.2.2. Advising notification officers of duties, procedures and responsibilities.

★3.2.3. Ensuring that individuals designated to investigate and prepare circumstance letters are advised of their responsibilities, to include providing advice on procedures and suspense. These individuals must also be advised to coordinate this report with the NCOIC, Customer Support Office, prior to submission IAW AFI 36-3002.

3.2.4. Personally review and coordinate all circumstances and/or condolence letters prior to their dispatch to the NOK.

3.2.5. Notifying the base mortuary officer when a casualty occurs and provides them with necessary information.

3.2.6. Coordinating actions with the medical treatment facility on each casualty reported.

3.2.7. Notifying the base finance section (death only).

3.2.8. Contacting the Director of Personnel for additional manning assistance when necessary to support the increased workload generated in the event of mass casualties.

★3.2.9. Providing the Security Police with a copy of AF Form 1075, **Personal Affairs/GSU Personnel Roster**, which will list the primary and alternate points of contact for casualty actions.

3.2.10. Render casualty assistance to eligible NOK.

3.2.11. Coordinate with unit commanders and the medical treatment facility to ensure that the policy, responsibilities and requirements of the Invitational Travel Order (ITO) Program are administered correctly IAW AFI 36-3002.

3.3. Base Telephone Operator:

★3.3.1. Refer all calls from government agencies and NOK concerning casualties to the CSO.

3.3.2. Inquires pertaining to an aircraft accident will be referred to the Base Director of Operations.

★3.4. **Geographically Separated Units:** Reports all casualty information by telephone to the MSF Customer Support Office who will in turn submit a casualty report. Use HQ LA ANG Form 9, **Casualty Information Log**, to document information.

★3.5. **Security Police:** The following instructions apply only upon receipt of a casualty notification during non-duty hours.

3.5.1. On all calls pertaining to casualties, obtain a minimum, the casualty's name, rank, ssan, date and place of the occurrence, a brief resume of the circumstances, and the informant's name and phone number or other information that will facilitate subsequent contact in the event more information or verification is required. Use HQ LA ANG Form 9 to document information.

3.5.2. On calls received from the Air Force Personnel Center, Randolph AFB, TX, obtain the name, grade and telephone number of the caller and then comply with the instructions given by the caller. Record the information back to the caller to ensure that it is complete.

3.5.3. IMMEDIATELY after either action required above, notify the personal affairs point of contact as reflected in the CSO personnel roster provided.

3.6. Medical Treatment Facility (MTF):

★3.6.1. Ensure that those medical personnel who are responsible for reporting information to the CSO are familiar with the requirements of AFI 36-3002, chapter 2.

★3.6.2. Contact the CSO (during normal duty hours) at ext. 8328 or the Security Police (during non-duty hours) at ext. 391-8683/8684 on casualties and provide casualty information required by AFI 36-3002.

3.6.3. Provide medical personnel to accompany notification officers unless commander determines that operational commitments or duty requirements would be negatively impacted.

★3.6.4. Provide the CSO with death certificates for all on-base deaths and autopsy reports if the autopsy was performed by the Air Force.

3.6.5. Report both the primary and proximate underlying cause, when known, in medical terms for natural deaths.

3.6.6. In accidental deaths, the causes are not readily available until the completion of an autopsy. Therefore, accidental deaths will be reported with the major contributing factor (i.e., automobile accident, drowning, etc.)

3.6.7. Provide the date and hour of death is not immediately available, furnish date and confirm hour as soon as possible.

★3.6.8. Ensure medical personnel are familiar with the Invitational Travel Order program before requesting transportation. Coordinate with the CSO and unit commanders on the ITO program.

3.7. Telecommunications Center:

★3.7.1. Supervisors will ensure that priority telephone clearance is given to the CSO during all periods of casualty reporting.

★3.7.2. Casualty calls should be referred to Customer Support (during duty hours) at ext. 8328 or the Security Police (during non-duty hours) to ext. 391-8683/8684.

3.7.3. Provide support to transmit casualty message as required.

3.8. Unit Commander:

★3.8.1. Unit Commanders will make personal notification to the NOK of members of their organization if the NOK resides within the local area. Customer Support Office will provide the unit commanders with procedural guidance and advise of duties and responsibilities prior to notification of NOK.

3.8.2. If notification to the NOK was made by other than official AF/ANG sources (civilian police, etc.), the commander will ensure that his/her condolences are expressed by a personal visit, condolence letter, or telegram to the NOK confirming the death of the member.

★3.8.3. Circumstance letters are prepared for NOK on deceased and missing status of members IAW AFI 36-3002, chapter 5. Circumstance letters must be personally reviewed by the NCOIC, Customer Support office prior to dispatch.

★3.8.4. Coordinate with the CSO and the MTF on the ITO program.

3.9. **Security Police:** The Chief, Security Police, will:

★3.9.1. Ensure responsible personnel effectively respond to Customer Support Office request for information as appropriate by providing necessary incident/mishap information.

★3.9.2. Furnish the CSO a concise and complete account of the circumstances leading to a casualty from a ground accident on or around the base. Unconfirmed information will be confirmed as soon as possible. Include such information as the type of vehicle, whether government or privately owned, whether the casualty was the driver or passenger and whether the fatality was a result of homicide or suicide.

3.10. **Chaplain:** Provide Chaplain personnel to accompany notification officers unless the commander determines that operational commitments or duty requirements would be negatively impacted.

★3.11. **Mortuary Affairs:** Inform Customer Support of problematic situations when it is apparent that there may be an adverse affect on the atmosphere within which casualty assistance is to be provided.

3.12. **Legal Office:** Coordinate on all circumstance letters pertaining to death due to aircraft accident. Coordination will be placed on the Personal Affairs file copy.

3.13. **Safety Office:** Coordinate on all circumstance letters pertaining to deaths caused by an aircraft accident. Coordination will be placed on the Personal Affairs file copy.

★3.14. **Public Affairs:** AFI 35-101, *Public Affairs Wartime Planning, Training, and Equipping*, and AFD 35-1, *Public Affairs Management*, apply to the release of any information concerning Air Force casualties.

★3.15. **Transportation Officer:** Coordinate with Customer Support to procure a vehicle for the notification officer (AFI 36-3002, chapter 3, paragraph 3.5).

4. **Mass Casualties:** Requirements for reporting, notification, and assistance actions must be met. Personal affairs must remain the focal point for casualty activity, and will require the following assistance:

4.1. **Manpower:** Augmentees to assist in compiling, recording and dispatching casualty reports will be provided as directed by the Director of Personnel.

4.2. **Information:**

4.2.1. **Medical Facility:** Provide name, rank, and ssan of personnel who are casualties by category deceased, killed in action (KIA), Very Seriously Injured (VSI), Seriously Injured (SI),

Wounded In Action (WIA), Incapacitating Illness/Injury (III), or Not Seriously Injured (NSI). If identification of individuals is not possible, statistics only will be reported.

4.2.2. Group, Unit commanders/staff officers: Furnish names of individuals who are missing or missing in action. If the situation allows provide for the needs of the NOK who live in the area.

★4.3. Notifications: Proper notification will be accomplished under the direction of Customer Support. The procedures used will be dictated by the situation. If notification is possible, commanders will make available as many officers as are required to act as notification officers.

5. **Casualty Notification:** Casualty notification will be made as promptly as possible after it has been determined that a casualty has occurred. The Commander or designated senior officer will make a personal visit to the primary NOK to accomplish notification. The notification official may be accomplished by other staff personnel (Chaplain, Medical Officer, CAO, etc). However, the actual notification must be made by the responsible notification official and in the most considerate manner possible. Notification of death or missing status to the NOK of personnel will be accomplished IAW AFI 36-3002.

6. **Administrative Reporting:** Casualty Reporting will be accomplished IAW AFI 36-3002, chapters 2 thru 7.

★7. **Documentation Case Files:** The CSO will ensure that a case file is established on each casualty. These files will contain chronological record of dates of contacts with the NOK, action taken by the CSO, copies of all letters, messages and telegrams to agencies and/or person being assisted and any other material necessary or appropriate for recording purposes.

8. **Referenced Publications:** AFD 35-1, *Public Affairs Management*, AFI 35-101, *Public Affairs Wartime Planning, Training, and Equipping*, and AFI 36-3002, *Casualty Services*.

9. **Referenced Forms:** AF Form 1075, **Personal Affairs/GSU Personnel Roster** and HQ LA ANG Form 9, **Casualty Information Log**.

BY ORDER OF THE GOVERNOR

BENNETT C. LANDRENEAU
Major General, LAARNG
The Adjutant General

OFFICIAL

//Signed//

JOHN G. ROBINSON, COL, LA ANG
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