



# Air Force Commander's Quick Reference Guide for Active Duty Death

**Steps 1-8 typically occur within the first 24-48 hours.**

Casualty Assistance Representative (CAR) & Mortuary Affairs Officer are available to assist and are in constant communication with unit leadership throughout this process.

## 1. NOTIFY COMMAND POST

### ☐ **CALL 210-221-9363.**

Command Post notifies the installation Casualty and Mortuary Affairs.

### ☒ **WAIT.**

**DO NOT notify the family until you receive guidance.**

Casualty and Mortuary Affairs will contact you within 2 hours. **CAR will determine who should contact the family and provide direction to the Unit Commander.** If notification is to be done locally, the team should assemble in the Casualty Office within 1 hour of being called to report for training.

**\*NO notifications are made between 0001-0500 hours.**

**If you are NOT contacted within 2 hours -** Call Command Post again to be put in contact with the installation Casualty and Mortuary Affairs Office.

## 2. TRAINING

### ☐ **The Commander and notification team will receive training on notification procedures.**

## 3. NOTIFYING NEXT OF KIN

### ☐ **DEPART TO NEXT OF KIN (NOK).**

As soon as possible, the Commander and team will depart to the NOK location to make the notification.

### **DO NOT DISCUSS THE FOLLOWING WITH THE NOK:**

- Questions related to line of duty, negligence, error of judgment, or the responsibility of personnel involved with the incident.
- Compensation-related questions associated with insurance, gratuities, arrears of pay, etc.

## ■ 4. INFORM NOK

### ☐ **INFORM NOK ABOUT CAR CONTACT.**

Before departing from the NOK location, inform them a CAR will be in contact within 24-hours to arrange for a personal casualty assistance visit at their convenience.

#### **ADDITIONAL COMMANDER'S ACTIONS:**

- Defer all questions regarding survivor benefits, burial, or similar matters to CAR and Mortuary Affairs.
- Remind NOK the CAR and Mortuary Affairs will be contacting them to discuss these items.

## ■ 5. CONFIRM REPORT

### ☐ **CONFIRM NOTIFICATION COMPLETE.**

Immediately inform the installation CAR from the NOK's area, but not from their home.

## ■ 6. MORTUARY & CAR SUPPORT

### ● **PAUSE FOR ACTIONS.**

**Mortuary Affairs Office** will contact the Unit Commander to designate support personnel:

Summary Court Officer (SCO)

Family Assistance Representative (FAR)

Escort

Mortuary Affairs will also discuss PADD entitlements briefing. Although not required, Unit Commanders may attend.

**Casualty Affairs** will contact the Commander regarding posthumous promotion, condolence, and/or circumstance letters. *Delivered within 5 calendar days.*

## ■ 7. INITIATE INVESTIGATION

### ☐ **CONTACT MILITARY TREATMENT FACILITY (MTF).**

The Commander makes contact with MTF to initiate Line Of Duty investigation as soon as possible.

## ■ 8. ESTABLISH MORAL SUPPORT

### ☐ **PROVIDE SUPPORT TO YOUR UNIT.**

Commanders provide a supportive environment for the unit. Contact the Military & Family Readiness Center for additional resources assisting with grief and coping.