

# AIR FORCE CASUALTY SERVICES BRANCH

Notification Officers Memory Guide

## IMPORTANT PHONE NUMBERS



- **AIR FORCE CASUALTY SERVICES BRANCH**  
Toll Free - 1-800-525-0102, Option 1, Option 1
- **BASE CASUALTY REPRESENTATIVE:**
- **BASE COMMAND POST:**
- **LOCAL POLICE DEPARTMENT:**

PREPARED BY:

HQ AFPC/DPFCS  
550 C Street West  
JBSA-Randolph, TX 78150-4716

• **PRIMARY NOK:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

• **SECONDARY NOK:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

• **PRIMARY NOK:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

• **SECONDARY NOK:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

• **SECONDARY NOK:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

• **SECONDARY NOK:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

*The Air Force provides dignified, compassionate and humane notification to family members and other designated persons as promptly as possible after determining a member's casualty status. This guide is to help you, as the Notification Officer, meet your responsibilities and keep this program successful.*

## NOTES

### GENERAL INFORMATION

- Do not discuss information such as mortuary, casualty services or additional details surrounding the member's death
- Do not leave the area if you can not locate the NOK, contact HQ AFPC for guidance
- Do not physically touch the NOK unless there is shock or fainting
- Do not be overly sympathetic

### PREPARING FOR NOTIFICATION

- Wear your Service Dress Uniform
- Prepare verbatim, the notification letter following the instructions given by HQ AFPC (Note: If the member's commander is notifying the NOK, a letter is not required)
- A notification team includes a chaplain and medical officer

## NOTES

## THE NOTIFICATION

- Confirm the identity of the NOK
- Identify yourself as a representative of the CSAF
- Paraphrase the notification letter and give it to the NOK
- Be compassionate and speak slow and clear
- Confirm the addresses and telephone numbers of all NOK
- Inquire if NOK wishes a notification team to notify SNOK.
- If required, have NOK contact a friend, family member or chaplain to stay with the NOK.

## AFTER NOTIFICATION

- Immediately after departure from the NOK's home and prior returning to home station, contact HQ AFPC, CAR
- Relay the NOK's address and phone number
- Inform AF Casualty of any unusual remarks or special concerns made by the NOK
- Usually, you will not have any further contact with the NOK. An exception might occur when an individual is declared DUSTWUN (Duty Status-Whereabouts Unknown). In such a case, you may be called upon to make personal notification to the NOK of a DUSTWUN member and again later if the member is declared missing or deceased.