



# In Honor of Those Who Have Served

Robins Air Force Base  
Mortuary Affairs

# Introduction\_\_\_\_\_

On behalf of all the men and women assigned to Robins Air Force Base, I would like to express our deepest condolences in the loss of your loved one. There are no adequate words to describe our appreciation for the commitment your loved one has dedicated to our military community and this Country.

I am \_\_\_\_\_ from the Robins Air Force Base Mortuary Affairs office and I will assist you with making all the appropriate funeral arrangements for your loved one. I will brief you on the key mortuary personnel, primary care benefits, transportation arrangements for you and your loved one, secondary mortuary expenses, and the AF Form 970 which provides disposition instructions for the deceased.

## **YOUR MORTUARY AFFAIRS REPRESENTATIVES ARE:**

a) Mortuary Affairs Officer: \_\_\_\_\_

b) Mortuary Affairs Noncommissioned Officer or Contact Representative:  
\_\_\_\_\_

c) Summary Courts Officer: \_\_\_\_\_

d) Escort: \_\_\_\_\_

e) Honor Guard: \_\_\_\_\_

f) Family Liason Officer: \_\_\_\_\_

## **Key Personnel and Responsibilities**

### **FAMILY LIAISON OFFICER**

The Family Liaison Officer is appointed by the commander of the unit for the wing commander and could be any active duty commissioned officer or senior NCO (E-7 or higher), traditional guardsmen or non-technician reservists if man-days permit, or AF civilian personnel. The FLO is an interpreter, a liaison between the Air Force and the grieving family members, a link to the whole array of Air Force assistance, support and services and a trusted provider of information regarding ongoing investigations.

### **MORTUARY AFFAIRS OFFICER**

The officer appointed by the Robins AFB commander to manage the mortuary affairs program. The Mortuary Affairs Officer is responsible for briefing the next-of-kin on mortuary benefits extended by the Air Force for deceased active duty members. The Mortuary Affairs Officer is also responsible for briefing the Summary Courts Officer, assisting the next-of-kin with funeral arrangements, and helping with any problems that may arise.

### **MORTUARY AFFAIRS NONCOMMISSIONED OFFICER OR CONTACT REPRESENTATIVE**

The noncommissioned officer is appointed to administer the Mortuary Affairs Program. The NCOIC or contact representative will maintain contact and assist the NOK in completing all arrangements, scheduling military honors, and scheduling travel arrangements, if needed. The NCOIC is tasked

with organizing and scheduling all elements of the funeral plan. Therefore, the NCOIC is the first contact for any questions or assistance you may need.

## **SUMMARY COURTS OFFICER**

An officer assigned by the installation commander to coordinate disposition of the deceased member's personal property. The person entitled to receipt of the personal property is determined by public law. The Air Force and SCO are not authorized to release any personal property to anyone other than the designated recipient. The SCO should contact you within three days of being assigned to give you all the necessary information on the specifics duties of his job.

## **ESCORT**

A person assigned by the base or specifically requested by the next-of-kin to escort the deceased member from the place of death to the location designated for internment. If you would like a special person to serve as escort let the Mortuary Affairs Office know as soon as possible so travel arrangements can be made.

## **HONOR GUARD**

Military team providing military funeral honors. Honors may be provided at a memorial service or at the funeral service. The base providing military honors will be the closest base to the location of the funeral or memorial service.

## **Mortuary Benefits**

To begin making funeral arrangements, you must know what entitlements are available from the Air Force. The Air Force will pay for the following items:

### **PRIMARY CARE EXPENSES**

- a) Complete preparation (embalming) of the deceased.
- b) Dressing of the deceased in the blue service dress uniform (or other clothing provided by the next-of-kin).
- c) Cosmetizing. To ensure cosmetizing is done correctly a picture of the deceased might be needed.
- d) Casketing the deceased in one of the following caskets selected by you:
  - An 18-gauge metal sealer casket with a silver to gray finish and white crepe interior.
  - A solid hardwood casket with a walnut finish and crepe rosean interior. If you are planning to cremate, the hardwood casket must be used.
- e) Cremation urns will also be provided if you are requesting cremation of the deceased:
  - A solid bronze urn with the USAF emblem and an engraved nameplate.
  - A solid hardwood urn with the USAF emblem and an engraved nameplate.
- f) Flags are provided to the next-of kin.
- g) Military honors will be provided at the memorial or funeral services. Please inform us of your wishes as soon as possible to avoid scheduling conflicts.
- h) A military chaplain may be provided for the funeral services. You must specify the denomination of your preference.

# Air Force Form 970

The Air Force Form 970 is used to provide disposition instructions for the deceased. It gives us your permission to fulfill your wishes for funeral arrangements. Before explaining the options we will need some initial information.

a) The casket selected: 18 Gauge Metal      Solid Hardwood

b) Flags: Yes No If yes, number (max 3) \_\_\_\_\_

c) Clothing: Uniform      Civilian

d) Military Chaplain required: Yes No

(If yes, denomination/name \_\_\_\_\_)

e) Military Honors: Yes No

f) Selected funeral home \_\_\_\_\_

g) Next-of-kin travel arrangements

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## Funeral Plan Options

### OPTION 1

States that you wish the Air Force to make all funeral arrangements for the deceased and that you desire to have the deceased consigned directly to the government cemetery of your choice.

Name of National Cemetery \_\_\_\_\_

Reimbursement not to exceed \$ \_\_\_\_\_

### OPTION 2

States that you wish the Air Force to prepare, casket, and consign the deceased to the funeral home of your choice to complete funeral arrangements. It also states that you desire to have the deceased buried in a government cemetery of your choice.

Name, address, and phone number of funeral home

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Name of national cemetery

Reimbursement not to exceed \$ \_\_\_\_\_

### OPTION 3

States that you wish the Air Force to prepare, casket, and consign the deceased to the funeral home of your choice to complete funeral arrangements and that you desire to have the deceased buried in a private cemetery of your choice.

Name, address, and phone number of funeral home

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Name and address of private cemetery

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Reimbursement not to exceed \$ \_\_\_\_\_

### OPTION 4

States that you wish the Air Force to prepare, casket in a hardwood casket, and consign the deceased for cremation to the funeral home or cremation service of your choice.

Name, address, and phone number of funeral home

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Cremation urn selected: \_\_\_\_\_

Reimbursement not to exceed \$ \_\_\_\_\_

### OPTION 5

States that you wish to make all the arrangements. We will release the deceased to the funeral home of your choice. The Air Force will reimburse you for the amount that you spend only to equal the amount that we would spend making the same arrangements.

Name, address, and phone number of funeral home

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If interment is in a government cemetery \$ \_\_\_\_\_

If interment is in a non-government cemetery \$ \_\_\_\_\_

If remains are cremated and urn is retained or cremated remains are scattered by next of kin  
\$ \_\_\_\_\_

## Transportation

- a) The Air Force can make all arrangements to transport the deceased to the place of interment chosen by the next of kin.
- b) The Air Force can make flight arrangements for the next-of-kin to the location of the funeral service. The Air Force will pay those flight costs. At the funeral location, the Air Force will reimburse rental car costs, if required.
- c) The Air Force will make all reservations for the escort to accompany the deceased to the interment location.

## Secondary Expenses

The Air Force will also reimburse you for some incidental expenses that are directly related to the funeral and interment. Below is a list of commonly reimbursed secondary expenses. If there is an item not included on this list that you would like, ask the mortuary affairs representative for guidance. Items include:

1. Burial vault or grave liner
2. Flowers
3. Obituary notices
4. Professional services from a funeral director
5. Use of funeral director's equipment or facilities
6. Limousines
7. Floral delivery vehicle
8. Funeral (police) escort
9. Clergy's honorarium
10. Music
11. Vocalist
12. Organist

## Mortuary Affairs NOK Briefing Checklist

Check each item the mortuary officer covered with you:

- Provided phone numbers for Mortuary Affairs officer and NCO
- Explained Summary Court Officer's responsibilities and duties
- Briefed Family Liaison Officer responsibilities
- Briefed the duties of an escort
- Briefed primary care and benefits for the deceased
- Briefed transportation benefits authorized
- Briefed secondary expenses authorized and reimbursements
- Received funeral home information
- Received your travel plans to attend funeral

- Discussed clothing issues for the deceased
- Explained military honors for the deceased
- Received instructions for your choice of casket
- Received instructions for your choice of cremation urn
- Received instructions for flags
- Discussed chaplain arrangements
- Have you provided a picture for the funeral home?
- Discussed any additional questions you may have

## Key Personnel Phone Numbers

a) Mortuary Affairs Officer \_\_\_\_\_  
Phone Number \_\_\_\_\_

b) Mortuary Affairs NCO/Contact Rep \_\_\_\_\_  
Phone Number \_\_\_\_\_

c) Summary Court Officer \_\_\_\_\_  
Phone Number \_\_\_\_\_

d) Escort \_\_\_\_\_  
Phone Number \_\_\_\_\_

e) Honor Guard \_\_\_\_\_  
Phone Number \_\_\_\_\_

f) Family Liaison Officer \_\_\_\_\_  
Phone Number \_\_\_\_\_

