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REVISION HISTORY

Revision History			
Revision	Date	Owner	Summary of Changes
		CPSU/CSSSS/DSA/DOS CISMU/DSOS/UNDSS	Initial release







G. Developing mandatory training courses for UNSMS personnel on managing stress and critical incident stress (e.g., preparation for deployment, emotional first-aid, burnout), including the development of “refresher” training courses;

H. Developing mandatory certification and training courses (E/2012/Inf.6/Rev.2/Annex 1/Head 04 Dv dβ 0 0



V. PARTNERS

The main partners in coordinating staff support services at Headquarters are: the Critical Incident Stress Management Unit (DSS), the Staff Counsellor's Offices, the Division of Health-Care Management and Occupational Safety and Health (OSO/DOS), the Critical Incident Response Service (OHR/ALD/DMSPC), the Financial Risk Management Service (OPPFB/FD/DMSPC), the Health and Life Insurance Section (OPPFB/FD/DMSPC), the Advisory Board on Compensation Claims (OPPFB/FD/DMSPC), the United Nations Joint Staff Pension Fund, the Department of Safety and Security, and other Lead Departments. Partners at duty stations may vary, depending on the structure in place.

VI. DOCUMENT MAINTENANCE

This document will be reviewed and updated once a year from the date of initial release and is considered a 'living document'.

VII. STAFF EMERGENCY SUPPORT

Staff emergency support comprises all activities undertaken by the UN to enhance personnel resilience and organizational resilience so that both the organization and its personnel are better equipped to face and recover from a crisis.

The staff emergency support process consists of the following three fundamental elements:

- A. Before a Crisis
- B. During a Crisis
- C. After a Crisis

A. Before a Crisis

(The actions described below are in no particular order and likely to take place simultaneously.)

	Action	Responsibility
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A.2.	Ensure that wardens are trained on their roles and responsibilities and that the warden system is exercised regularly.	Dept. of Safety and Security Heads of Sections	<input type="checkbox"/> <input type="checkbox"/>
A.3.	Ensure that the platform or system used for accounting for personnel is updated and maintained, including regular exercising and testing.	Dept. of Safety and Security Heads of Sections Head of Administration Chief Human Resources	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

eir A.4. Ensure that staff and other personnel update their emer



A.12. Ensure that psycho-social needs are addressed,

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A.19.	Ensure that elements of the business continuity plan pertaining to essential services (Human Resources, Administration,	Head of Administration Chief Human Resources	<input type="checkbox"/> <input type="checkbox"/>
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B.4.	Establish a Staff Support Desk comprised of Administration, Transport, Security, Human Resources, Medical, Staff/Stress Counsellor, and any other entity as required to coordinate activities and provide information and support to personnel particularly during relocation or evacuation.	Head of Administration Chief Human Resources UNV Coordinator Dept. of Safety and Security Staff/Stress Counsellor UNV Coordinator CISMU Medical Services Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.5.	Provide secure space, psycho-social support, and emergency health services to national personnel and their eligible family members in need of shelter.	Head of Administration Chief Human Resources UNV Coordinator Dept. of Safety and Security Medical Services Staff/Stress Counsellor CISMU Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.6.	Activate Call Center (as required) (Assistance is available from CPSU/CSSSS/DSA/DOS)	Head of Administration Chief Human Resources Staff/Stress Counsellor	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.7.	Activate Family Focal Points (as required) (Assistance is available from CPSU/CSSSS/DSA/DOS)	Head of Administration Chief Human Resources Staff/Stress Counsellor	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.8.	Establish a communications system between entity and CPSU/CSSSS/DSA/DOS to relay information on Human Resources aspects of the crisis.	Head of Administration Chief Human Resources	<input type="checkbox"/> <input type="checkbox"/>

B.9. In case of mass casualty, establish and regularly update a case management database with the following information: (i) Name of affected person; (ii) Status (medical evacuation, deceased, care in-situ, etc.); (iii) Contractual status; (iii) Name of next of kin; (iv) Name(s) of emergency contact(s); (v) Physical address, email address, and telephone numbers of next of kin and of emergency contact(s); (vi) Name and email of HR Family Focal Point; (vii) Name and email of Staff Counsellor



B.11.	Request/Implement special measures (as applicable)	Head of Administration Chief Human Resources	<input type="checkbox"/> <input type="checkbox"/>
B.12.	Communicate with Next of Kin in case of death (*The senior-most UN Official at the duty station should communicate the death of a member of civilian personnel to the Next of Kin, ideally in the presence of a Staff/Stress counsellor and Family Focal Point. When the death is the result of malicious acts or took place under suspicious or unclear circumstances, DSS should be involved).	Head of Entity DO/RC Head of Administration Chief Human Resources Staff/Stress Counsellor CISMU Family Focal Point Dept. of Safety and Security (as required)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
B.13.	Process NOTICAS (for field missions) or notify DOS/DSA/CSSSS/CPSU in case of death of personnel.	Head of Administration	<input type="checkbox"/>
B.14.	Implement the business continuity plan elements pertaining to essential services (Human Resources, Administration, Finance, Medical, etc.) to ensure coverage, including the payment of salaries, education grants, dependency grants, evacuation allowance (as applicable), extension of contracts, etc.	Head of Administration Chief Human Resources UNV Coordinator Budget/Finance Medical Other	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

C. After a Crisis

(The actions described below are in no particular order and likely to take place simultaneously)

	Action	Responsibility	
C.1.	Follow up with affected personnel to address compensation and other administrative issues.	Head of Administration Chief Human Resources Family Focal Point Staff/Stress Counsellor Office Medical	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C.2.	Implement Administrative Leave (up to 2 weeks) for affected UN staff (authority with Head of Mission upon recommendation by Staff/Stress Counsellor).	Head of Entity Head of Administration Chief Human Resources Staff/Stress Counsellor	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C.3.	Assist affected personnel with paperwork pertaining to claims for compensation for loss of personal effects.	Head of Administration Chief Human Resources UNV Coordinator Family Focal Point	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>



C.4.	Provide psychosocial support to Crisis Support Volunteers (FFPs, CCVs, Peer Helpers, etc.) and continue psychosocial support to affected staff and families.	Staff/Stress Counsellor CISMU	<input type="checkbox"/> <input type="checkbox"/>
C.5.	As applicable, in the case of death, a UN representative should be designated to attend funerals/burials.	Head of Entity DO/RC Head of Administration Chief Human Resources Family Focal Point	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C.6.	Arrange escort for the repatriation of remains of deceased personnel (colleague escorting remains previously briefed on role and well prepared).	Head of Administration Chief Human Resources Family Focal Point	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

C.7.



Crisis Preparedness and Support Unit (CPSU), CSSSS, DSA, DOS
cpsu@un.org

Department of Safety and Security (DSS)
<https://dss.un.org>

Critical Incident Stress Management Unit (CISMU), DSS
undsscismu@un.org

United Nations Joint Staff Pension Fund (UNJSPF)
unjspf@un.org

Insurance (including Life Insurance and After Service Health Insurance - ASHI)
<http://www.un.org/insurance>

Malicious Acts Insurance Police (MAIP)
MAIPquestions_UNHQ@un.org



IX. APPENDIX A: LIST OF ACRONYMS

ABCC - Advisory Board on Compensation Claims

Appendix D - Describes compensation award under the UN Staff Regulations and Rules

ASHI – After Service Health Insurance

CCV – Call Center Volunteer

CISMU –