

## Death of a UN Volunteer



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In the event that your UN Volunteer has passed away, please accept our whole-hearted condolences.

Report and react to this fatality sensitively and get your volunteer home to their family. Given the diverse background of UN Volunteers, extreme cultural sensitivity must be exercised at all times. The impacts of this tragedy (emotional, legal, financial) aren't yours to bear alone, but for us to help you throughout. Contact our Regional Office immediately and follow the guidance below:



### Share the news with us and the family

Email '[support@unv.org](mailto:support@unv.org)' immediately with information on the date and cause of death of your UN Volunteer. We must inform CIGNA and UN Joint Medical Services urgently. Continue to keep us, your organization and partners informed.

**We will identify the emergency contact person** on the volunteer's beneficiary form.

**Consult with us on how best to inform the family**, with advice from the UNDP country office in the volunteer's home country.

**Take comfort from knowing that UNV's condolence letter was delivered** to the family by UNDP representatives personally, and members of your organization where possible.

**Clarify facts, discuss feelings and acknowledge grief with your team.** Everyone will process loss differently; please be culturally sensitive.



### Leave the administration to us

**Trust us to get your volunteer home.** Where appropriate, the family will be asked to authorize a post-mortem. Storage, embalming and transport costs from the duty station to the home country are covered.

**Contract, insurance and payroll will be terminated in the system.** Medical insurance for recognised dependents at the duty station extended for 45 days.

**Know unpaid financial entitlements will go to your volunteer's chosen beneficiary.** This includes their volunteer living and resettlement allowances.

**Understand that life insurance is paid by CIGNA** when required documents are submitted (full medical or autopsy report, official death certificate, and birth certificate or equivalent). This can be paid only to the volunteer's documented beneficiaries.

**Handle financial settlements in strict confidentiality.** This is highly sensitive information and is illegal for us to mention compensation to anyone except your volunteer's listed beneficiaries.



### Be prepared to step in where UNV or UNDP isn't present

**List your volunteer's personal belongings**, at home and at work, with a witness from the UN Department of Safety and Security. The family will be sent all personal effects.

**Help file the cause of death with CIGNA** who will pay out life insurance, when given the full medical or autopsy report, official death certificate, and birth certificate or equivalent.

**Collect invoices and certificates** for moving non-contagious human remains (from national authorities), coffin conformity, customs clearance and remains transportation.

**Check out your volunteer's office equipment** in absentia on our system.

**Cancel your volunteer's lease** and known personal contracts. Find out who else may have established contact with the volunteer from within and outside your organization and advise them of the volunteer's passing.



## Grieve and commemorate

**Help immediate family, friends and colleagues access counselling** for emotional trauma from your organization or the UN Department of Safety and Security's Critical Incident Stress Management Unit.

**Create a condolence book for the family** with pictures and memories of your volunteer.

**Organize a memorial event (service, fundraiser, tree planting)** in tribute of your UN Volunteer for colleagues and friends. Such thoughtfulness could bring all concerned, including the family of the deceased, comfort in this difficult time.