

Death of Volunteer – Standard Operating Procedure

Responsible Unit	Volunteer Solutions Section (VSS)
Focal Point	Volunteer Solutions Section - Onsite
Effective Date	1 October 2021
Applicability	All National and International UN Volunteers
Last updated	October 2022

1. [Description of insurance benefits \(NUNV\)](#)
2. [Description of insurance benefits \(IUNV\)](#)
3. [ATLAS HCM User Guide](#)
4. [Unified UN Volunteers Conditions of Service](#)

Processes specific to a particular workflow are indicated by the colors:

International	
H-Duty Station	
Full Funded	

	Responsible party or person			Process step	Description	Documents	System role	Comments
#	Country presence (PA/CC)	Country presence (CC)	No Country Presence					
1.	PA/CC	CC	RPS	Notify	Notify VSC and RO of the death by email		Email	

2.	OA- VM		Record death of UN volunteer	Record death of UNV using the 'death of UN Volunteer task' in UVP		Operations VM user	
3.	VSC OA TL		End the assignment in UVP	OA-TL separate UN volunteers in UVP using the related action 'Separation from assignment'		Operations power user or super user	
4.	VSC OA TL		Complete checklist on behalf of UN Volunteer	Log in as the UN Volunteer in UVP to complete the checklist on their behalf.		Super user	This is the only way to move the process to completion until a dedicated workflow is created for this scenario.
5.	CC or PA		Complete host entity checkout confirmation	Complete the host entity checklist in UVP on behalf of the host entity.			
6.	RO		Notify family members	RO informs family members about the death of UN Volunteers			
7.	OA VM		Notify insurance company (Cigna) and UN Joint Medical Service (UNJMS)	Inform Cigna and UNJMS of the death and that documents are being gathered and will be submitted as soon as possible.			Should be done as soon as possible after the death.
8.	PA or CC	RPA NYO (USA)	Review documentation	<p>Ensure volunteer document library contains:</p> <ul style="list-style-type: none"> • Birth Certificate of the UN Volunteer • Beneficiary Form (with complete information and signature of UN Volunteer) • Passport/Identity proof of beneficiaries • a death certificate <p>Source and upload to UVP document library if necessary.</p> <p>Check beneficiaries' names and how compensation should be distributed</p>			<p>In case no Field Presence FP will send to OA in VSC via email.</p> <p>In case beneficiary form is not fully completed, UNV could consider presenting this case to the EC/ OiC to make a discretionary decision to pay out.</p>

9.	PA	FP/UNDP CO/OA/ Mission	Coordinate sending and receipt of remains	Coordinate receipt of remains and handover to family.			UNV RO to assist. In cases UNV has no presence in home country or sending location of remains (e.g. in cases of medical evacuation), the UN Physician and UNV presence or RO for the duty station country coordinator to send and OA coordinates with family to receive the remains.
10.	OA		Update Job Data in ATLAS	<p>Separate UN Volunteer in Atlas HCM. Enter separation in Job Data, separate medical and life insurance with the effective date of 1 day after the UN Volunteer death</p> <p>Extend medical insurance of recognized PFU for 45 days 1 day after the date of UN Volunteer death.</p>		Atlas HCM HR Administrator	Example: Death occurs on 31.03.2021. Effective date of separation and medical insurance for recognized PFU members is 16.05.2021.
11.	FU/RO		Prepare and Send Condolence letter	A condolence letter in the name of the UNV Executive Coordinator is drafted. This is then passed on to the UNV Executive Coordinator for review and signature. Condolence letter is addressed to beneficiaries and/or dependants	Condolence letter EN , FR		
	OA-FF		Inform donors or full-funding partners	If the UN Volunteer is fully funded, inform the donor partners of the UN Volunteer's death.			
12.	Cigna		Check insurance coverage of the UN Volunteer	The insurance policy should be checked to determine its relevance in relation to the cause of death as found in the medical report and to the location of the duty station.			

			Check type of coverage for UN Volunteers assigned in regular duty station or countries covered under the malicious act policy			
13.	OA	Inform insurance company (Cigna) and UN Joint Medical Service (UNJMS)	<p>Draft a communication to Cigna copied to the UN Medical Director (UNJMS Geneva) informing of the UN Volunteer's death. The communication should contain the following information:</p> <ul style="list-style-type: none"> ○ UN Volunteer's name, roster number and employee ID ○ Certificate of Death (issued by an official authority of the country in which the insured member died) ○ medical certificate stating the cause of death ○ Birth Certificate of UN Volunteer ○ Beneficiary Form (with complete information and signature of UN Volunteer) ○ Passport/Identity proof of beneficiaries 		<p>adlt@cigna.com</p> <p>unogmedicalservice@un.org</p> <p>Autopsy report is not mandatory documents unless Cigna requests it.</p> <p>If necessary, CIGNA can request additional information if the cause of death or the circumstances around it aren't clear enough.</p>	

14.	Beneficiary/legal guardian	Liaise with Cigna	Provide additional personal documentation as requested by Cigna including medical reports.			UN Physician, UNV PA, FP and/or RO to assist as required.
15.	OA	Complete word document authorization for dependents (if applicable) in the case of an international UN Volunteer.	If applicable, authorize travel for the dependents, travel allowance and an allowance for the dispatching of personal effects	Authorization template		
15.1	OA TL	Approve paper authorization	Sign the authorization with docusign or on paper and then upload to volunteer's document library in UVP.			
16.	Cigna	Send discharge form	Send discharge form to beneficiaries			Cigna - UN Volunteer Life and dismemberment Insurance flyer
17.	Beneficiary of late Volunteer	Complete discharge form	Complete Discharge Form and return to OA, VM			
18.	VSC Chief	Signs discharge form	VSC Chief signs discharge form			
19.	OA VM	Send discharge form to CIGNA	OA VM send signed discharge form to CIGNA in order to process the payment.			
20.	Cigna	Payment process	Cigna makes a bank transfer to UNV Programme.			Cigna sends a cheque with a letter of payment
21.	UNV Finance Unit	Notify about payment	Finance informs OA and OA TL of receipt of payment and shares the chart field through which money is available.			
22.	OA	Request vendor information from beneficiaries	Contact beneficiaries to obtain bank information. Verify against ID documents and beneficiary form already on file.			Payment of outstanding VLA, exit allowance and any other outstanding

				Link to vendor template		unpaid financial entitlements payable by UNV or the Host Agency which have accrued by the time of death will be made to the estate of the international UN Volunteer which will be determined in accordance with the laws of the home country of the international UN Volunteer upon proof of the establishment of an administration of the estate.
23.	OA	Vendor creation	Request GSSU to create vendor for beneficiaries			
24.	OA	Request beneficiary discharge form	Send discharge capital sum form to beneficiary	Acknowledgement of receipt, release and discharge form		
25.	Beneficiary	Complete discharge form	Beneficiary completes and signs form to acknowledge receipt of life insurance payment and release UNV from further liability. Sends form to OA.	Life insurance discharge form - EN , ESP , FR		
26.	GSSU	Vendor for beneficiaries	Create vendor for beneficiaries.			OA can request to add beneficiary information from GSSU via email. OA sends paper Vendor form to Beneficiary; they fill and submit back and then OA sends to GSSU and uploads to Volunteer Document Library

27.	OA		Create voucher for payment of benefits	Create voucher and submit for approval through payment module in UVP			
28.	Chief of Finance		Approve voucher	Approve voucher			OA can upload confirmation of payment to the beneficiaries in UVP.
29.	PA	HEC	Invoices sent to VSC	<p>Invoices sent to VSC to forward to Cigna for reimbursement of the following claims:</p> <ol style="list-style-type: none"> 1. Embalming of the mortal remains; 2. Purchase of coffin; 3. Transportation of the remains from duty station to place of origin; 			<p><u>IUNV</u> - (Note: Cigna covers up to \$10,000 the costs of <u>repatriation of the corpse of the UN Volunteer</u> (based on invoices). This includes the cost of the coffin, preparation and transportation of the corpse (e.g. cost of transportation from the country of assignment to the country of origin/recruitment and from the arrival at the airport to the home of the late insured person and from the home to the burial ground.)</p> <p><u>NUNV</u>- Note: Cigna covers up to \$7,500 the costs of <u>transportation</u> (based on invoices per event). This includes Medical emergency transportation by professional services including road ambulance and helicopter-ambulance (in-country) to the closest hospital where adequate Emergency care can be given in case of Medical emergency resulting from an Accident or a Sickness</p>

							<p>The cost of preparation and repatriation of the body to the home country in case of repatriation of a deceased patient to his/her home country. This includes the cost of the ‘coffin’ used for transportation (often a simple metal or wooden coffin, suitable for the transportation). Please note that funeral expenses, including a ‘nicer’ coffin to replace the one used for transportation are not included.</p> <p>The cost of accompanying person is subject to the overall limit of 7.500 USD (so no additional benefit on top of the overall transportation limit of 7.500 USD)</p>
30.	OA		Invoices forwarded to Cigna	Transmit invoices for above (step 19) expenses to Cigna for reimbursement			
31.	UNV Finance Unit		Credit reimbursements to chart of account	Upon receipt of reimbursement from Cigna, respective reimbursement costs should be credited to the assigned chart of account.			
32.	OA VM		Complete final end of assignment review	Complete the task ‘Final EOA review’ in UVP.		Operations power user	
	Notification from field that a recognized PFU passed away:						
33.	PA	Volunteer/HEC	Notify VSC	Inform the VSC that PFU has passed away.			Copy PAn in case exists

34.	PA	Volunteer/HEC	Gather documentation	Gather a full medical report, report on cause of death and death certificate			
35.	OA		Update Job Data in Atlas HCM	Terminate medical insurance with the effective date 1 day after the date of PFU death			
36.	RO		Prepare and send condolence letter	Condolence letter is addressed to the UN Volunteer and signed by the UNV Executive Coordinator, drafted by the OA. This is then passed on to the UNV Executive Coordinator for review and signature.	Condolence letter		
	OA FF		Inform donors or full-funding partners if applicable	If the UN Volunteer is fully funded, inform the donor partners of the recognized PFU's death.			
37.	OA		Authorize repatriation of remains.	Authorize repatriation of remains. Upload relevant supporting documents through UVP.	Authorization template		
38	PA/OA/Mission	HEC	Arrange repatriation of remains and process payment	Ensure mortal remains are repatriated and payment is processed			<p>UNV HQ or UNV Regional office requests UNDP in the country of assignment to deal with the repatriation of remains. UNV Global pot is charged, actual invoices are sent to UNV VSC who submits claim to CIGNA. CIGNA pays and global pot is replenished with it.</p> <p>Mission may want to arrange the repatriation due to contract with a local or international service provider, incurred costs and sent to UNV through the debit advice.</p>

							The same applies to repatriation of remains of a UN Volunteer's dependent.
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Death of a UN Volunteer dependent

Applicable policy provision under medical insurance coverage for UN Volunteers

To know about the coverage for both NUNV and IUNV, please refer to Description of medical coverage for both [IUNV](#) and [NUNV](#)

2.14. Decease Item

Funeral expenses

Remarks

Not covered

Repatriation

Under the limitations of the Life Insurance, the refund of the costs of repatriation of the corpse of an International UNV up to 10,000 USD. This includes the cost of the coffin, preparation and transportation of the corpse (e.g. cost of transportation from the country of assignment to the country of origin/recruitment and from the arrival at the airport to the home of the late insured person and from the home to the burial ground).
In case of death of a dependent occurred at the volunteer's duty station, the cost of transportation (repatriation) of this corpse will be reimbursed at 100% up to a maximum USD 5,000

Mortuary (in hospital)

Not covered

For aspects not covered by the SOP, UNV Regional Manager and Volunteer Services Centre shall exercise managerial judgement on best action/ decision to take when time is a factor. Any financial implications not stipulated in the applicable medical coverage policy shall be cleared by the UNV Chief Finance. Host entity can provide financial support without consulting UNV.

Host entity responsibility are as follows:

1. Inform UNV programme on the incident

2. Provide transportation for the Volunteer as needed and all moral and additional ad-hoc financial support as deemed necessary

[Authorization template](#) (IUNV)

[Authorization template](#) (NUNV)

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Abbreviations

HEC – Host entity contact

OA – Operations Associate (Volunteer Services Centre)

OA TL – Operations Associate Team Lead (Volunteer Services Centre)

PA – Programme Assistant (Field unit)

PAn – Programme Analyst (Field unit)

RPS – Regional Programme Specialist (Regional Office)

UNDP CO – UNDP Country Office

VSC – Volunteer Service Centre

RM-Regional Manager (Regional Office)

UVP – Unified Volunteering Platform

