

NGO CONNECT

NEWSLETTER
JUNE 2017

3 Latest events

5 Duty of care

7 Project spotlight

NGO Health Benefits



CONTENT



3 Latest events



5 Duty of care



7 Project spotlight

This edition continues with the important topic of Duty of Care.

You can read about key findings on Duty of Care from the 2017 Cigna Global Mobility Trends Survey. Additionally Tom van Herwijnen from CBM shares his insights on providing Duty of Care for staff with a disability.

We also have a recap of the two latest Duty of Care workshops. And for those who couldn't attend our International Organisations seminar on E-Health earlier this month, you can read about the highlights in this newsletter.

Wishing you happy reading!

Angela Rooney
Director
NGO Health Benefits





LATEST EVENTS

Duty of Care workshops in London & Geneva

The Duty of Care events, a collaboration between Cigna and Christine Williamson, continued with workshops in London and Geneva. Both sessions were moderated by Anthony Flynn from the European Commission.

Christine Williamson, who leads Duty of Care International, opened both workshops with a presentation explaining Duty of Care, the Duty of Care matrix and other practicalities to consider. She also spoke about setting the standard in Duty of Care. For both events she was joined by speakers from renowned NGOs.

- › Megan Nobert, from Report the Abuse, talked about sexual violence in the NGO sector.
- › Allison Male, from Doctors without Borders, addressed maintaining psychological wellbeing of staff with a case study and exercise.
- › Lisa Reilly, from the European Interagency Security Forum, discussed security focal points.

- › Hitendra Solanki, from Action Against Hunger, spoke about the importance of mindfulness in the humanitarian sector.
- › Henrietta Blyth, from Interhealth Worldwide, presented WRAPS; the wellbeing, resilience and peer support programme.

One key learning point that emerged from the workshops: Prevention is better than cure! It's often difficult to prove the impact of preventing something. However we can demonstrate the cost to the individual and organisation when something hasn't been prevented - from an issue that remains unresolved to the aftermath of a critical incident. Focussing on prevention reduces the risk of distressing and expensive consequences.

This is one of the reasons why Duty of Care and employee wellbeing remains an important strategical focal point for us. Moving forward into 2018, we'll continue our efforts to support the sector with a number of workshops where we'll share our valued findings and progress to the next stage in our combined journey of Duty of Care.





IO Seminar: The Promise of E-Health

Every two years, Cigna Global Health Benefits organises a seminar for our International Organisation clients. The 8th edition was dedicated to E-Health and the digital (r)evolution in health care.

After a warm welcome by IGO Health Benefits Director Erwin Minsae, Cigna CEO David Cordani paved the way for the speakers' panel by an engaged introduction in which he highlighted Cigna's commitment to provide intuitive, personalised and affordable digital services.

A panel of expert speakers, from both the academic world and the health care industry, shared their insights and guided attendees through the newest developments and innovations. They spoke about telemedicine, mobile health applications, connected care and data protection.

During the breaks attendees could explore and enjoy the various innovative booths, such as a Virtual Reality Escape Pod and a BioBall game to measure their biometrics.





ARE EMPLOYERS PROVIDING ADEQUATE DUTY OF CARE FOR THE GLOBALLY MOBILE?

Duty of Care is the obligation to ensure the safety or wellbeing of others. To provide Duty of Care, employers need to:

- › ensure a **physically safe** working environment;
- › set **reasonable working hours**;
- › **protect employees** from harassment or bullying;
- › and provide ways for employees to **raise concerns** and **give feedback** without recrimination.

Duty of Care may be a legal and moral obligation. But it's also a good business practice. If employees know an organisation is concerned about their health, safety and wellbeing, it builds trust and engagement, and can support productivity and long-term commitment.

We know that most organisations have the very best intentions, but it can be difficult to translate them into reality. At Cigna, we go further than medical support. We strongly believe in providing preventive care to protect the wellbeing of your employees.

Duty of Loyalty

While employers provide duty of care, a 'duty of loyalty' is expected from employees to follow policies and procedures. It's important to encourage employees to **look after their own health, fitness and wellbeing**. This is where the ever-expanding range of health-related apps and technology tools come into play.

Cigna provides a wide range of tools to help your employees look after their health:

- › **Personal webpages** and Cigna app to find health care providers nearby
- › Online **Health & Wellness Library**
- › **Health Risk Assessments**
- › **International Employee Assistance Programme** (advice and support by phone or face-to-face)



GLOBALLY EMPLOYED FEEL UNPROTECTED

The 2017 Cigna Global Mobility Trends Survey reports:

- › >50% of globally mobile individuals feel their employers **don't offer adequate duty of care**.
- › 74% believe they **don't have sufficient funds** to support their family's healthcare needs and expenses.





PROVIDING DUTY OF CARE FOR STAFF WITH A DISABILITY

Tom van Herwijnen, Manager Health, Safety & Security for CBM International, the world's leading disability and development organisation, explains the aspects of Duty of Care for staff with a disability.

Can you tell us a bit about yourself?

I'm the Head of Health, Safety and Security at CBM. I'm responsible for the safety and wellbeing of global staff. Most of that is preventative safety and security; I give a lot of training around safety and security. Should an incident occur, I then lead our crisis management team.

CBM works in 70 developing countries around the world and we provide expertise and funding for projects, mostly through local partners to assist people with disability.

Does CBM have a Duty of Care strategy in place?

We have DOC embedded in our safety and security policy. There are multiple angles of DOC so my department takes care of health, safety, and security. We offer a broad range of services to our staff so when we send them to the field, they feel cared for, well-protected and well-informed. We

make sure that they have numbers they can call should something happen, that they travel with the right equipment and so on.

Five years ago my job did not exist in our organisation. There used to be much more neutrality for NGOs. When NGOs would travel in a conflict area, both warring parties would respect their neutrality and give aid workers safe passage. But over the past five to 10 years we've seen the very concerning trend that aid workers are being targeted, both directly and indirectly.

That's why CBM decided to set up a dedicated department for Safety and Security. We wanted to avoid people becoming victims and make sure they were prepared for occasionally insecure assignments. To reach our approximate 10% of staff with a disability, our approach required a disability inclusive component. We noticed in rolling out our work that travellers with a disability have particular needs to stay safe.

How can NGOs provide DOC for their staff with a disability?

The most important part is inclusion. If you'd like to do something in your organisation for people with a disability, talk to those people first. Get them involved and ask them how you can make their travel and work more easy and safe. Ask what their hindrances are.

What should be taken into account when a person with a disability goes on a mission?

Each situation is very individual and approaches should be practical. The person going on a mission should think about their personal challenges and vulnerabilities and every aspect should be considered with a back-up plan in mind. CBM created a guideline that can be very helpful for NGO workers with a disability leaving on a mission.

› DOWNLOAD CBM'S GUIDELINE HERE FOR TRAVELLING WITH A DISABILITY



PROJECT SPOTLIGHT



In each edition we share an interesting NGO project. This time we're shining the spotlight on Apopo.

What does Apopo do?

Apopo, a Belgian non-profit, started out training African giant pouched rats to detect landmines in 1998. They've now progressed to detecting tuberculosis (TB). Apopo's HeroRats search for mines in Mozambique, Angola and Cambodia. In the past Apopo also cleared landmines in Thailand, Vietnam and Laos. They detect TB in the Tanzanian city Dar es Salaam and Maputo, Mozambique. They've recently improved their lab in Dar es Salaam. Now patients will receive an accurate diagnosis within 24 hours. Apopo's rats can handle 40% more samples than a hospital and the results are also much more accurate.

So far they've been able to destroy 105,962 landmines and detect 11,498 TB cases.

NEW PROJECTS

- ▶ TB project in Ethiopia where all hospitals in Addis Ababa will be linked to Apopo, highly improving the detection of TB.
- ▶ Landmine project in Colombia. Colombia is the 2nd heaviest landmine polluted country in the world. Also, the landmines are mostly in plastic bottles and not metal. This makes them difficult to trace with traditional metal detectors.

Apopo isn't resting on their laurels. They're exploring two more exciting projects; one for detecting pangolin trafficking and illegal wood trafficking, and another for detecting Cancer, Alzheimer and Parkinson.



NEWSWIRE



INSIDENGO ANNUAL CONFERENCE: FRAMING THE FUTURE OF NGO EXCELLENCE

Cigna's Angela Rooney, Global NGO Director, will speak about Wellness in the framework of Duty of Care

- Subject: Looking Forward: HR Trends & What Does it Mean for You
- When: Session 1: The Future of HR
- Where: room 202A.
- Date: Time: Wednesday, 19th July, 15.35 – 17.20
- Full agenda: <https://www.insidengo.org/learning-opportunities/annual-conference/agenda>

You can also visit the Cigna booth nr 20 and enjoy our Virtual Relaxation Pod. It's no secret that stress can take a toll on your health, so why not take a break?

Hope to see you there!



Washington DC, USA

Register: <https://www.insidengo.org/learning-opportunities/annual-conference/registration>



CHS ALLIANCE: HHR CONFERENCES 2017

The conferences provide a unique space for HR professionals in the sector to reflect, learn from what others are doing, gain fresh insights, and generate practical solutions.

EUROPE: The Role of HR in Enabling Localisation of Aid Response

Join The Birches Group and Cigna for a breakfast meeting on Wednesday, 20th September in Helsinki where we'll hold a round table discussion on Reward, Benefits & Trends.



Helsinki, Finland

Register: <http://www.chsalliance.org/our-events/event/538>

ASIA: Building Resilient Organisations in a Changing Humanitarian Sector



Bangkok, Thailand

Register: <http://www.chsalliance.org/our-events/event/537>

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