

# OCHA PEOPLE STRATEGY

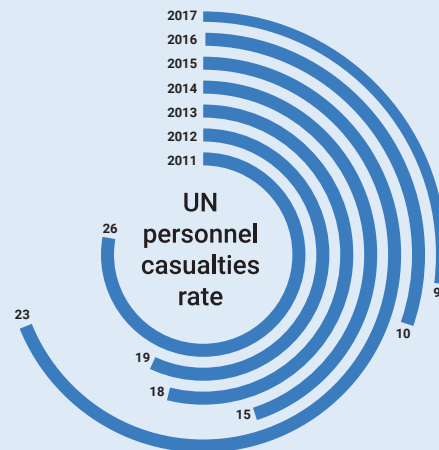
## INTRODUCTION TO CRITICAL INCIDENTS GUIDELINES

### What is a critical incident?

A critical incident is a sudden event or situation that involves actual, threatened, witnessed or perceived death, serious injury, or threat to the physical or psychological integrity of an individual or group. Critical incidents may include kidnapping, shootings, explosions, sexual assault and rape, among others.

### Casualties of UN personnel as a result of violence

A persistent challenge to OCHA personnel is the increasingly complex global security context, and challenging high-risk environments in which we are operating. Every year, UN personnel are targets of diverse violent threats, including from armed conflict, crime, civil unrest and terrorism.



### What is OCHA's objective?

OCHA's goal is to support the resilience and preparedness of its personnel, and assist them to resume daily activities with minimum disruption following any traumatic or stressful incidents.



### Why do we need Critical Incidents Guidelines?

OCHA's Critical Incidents Guidelines lay out how OCHA will (1) ensure a culture of preparedness, (2) effectively manage any critical incidents, and (3) aim to avoid accumulated stress and trauma that can occur from working in difficult duty stations.

### What information can I find in the guidelines?

The OCHA Critical Incident Guidelines outline:

#### An overview of prevention and preparedness measures, including:

-  **1. Security Management:**  
The implementation of security risk management measures and security compliance, in line with the OCHA Duty of Care framework, and the UN Security Management System Policy.
-  **2. Occupational safety, health and well-being (OSHW)**
  - Active engagement on OSHW, such as: wellbeing surveys; discussions on wellbeing challenges and needs; monitoring of length of service in hardship duty stations and supporting staff mobility.
  - Accessibility of services that support wellbeing including psychosocial support services to all OCHA personnel.
  - Compliance with the UN wide initiatives and OSHW policies, such as the UN Mental Health Strategy and the UN-wide Road Safety Strategy.

#### Guidance on all aspects of managing a critical incident, including:

- Relocation or evacuation, including security or medical evacuation;
- Transitional support available for survivors of critical incidents, such as flexible working arrangements, counselling and special leave arrangements;
- Procedures for the redeployment of the survivor of a critical incident to another duty station;
- Information on UN insurance and compensation for survivors of malicious acts or workplace accidents;
- Special considerations in the case of sexual assault or rape;
- Actions required in the case of a death in service;
- Key contacts for support and guidance.

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