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Wellness @ WFP: Executive Board Informal Briefing



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Wellness at WFP: a 3x5 Corporate Strategy

WFP's Wellness Strategy will achieve impact through **three Goals**:

Goal 1 – OneWellness: shift the focus

Goal 2 – Promoting a corporate culture of health

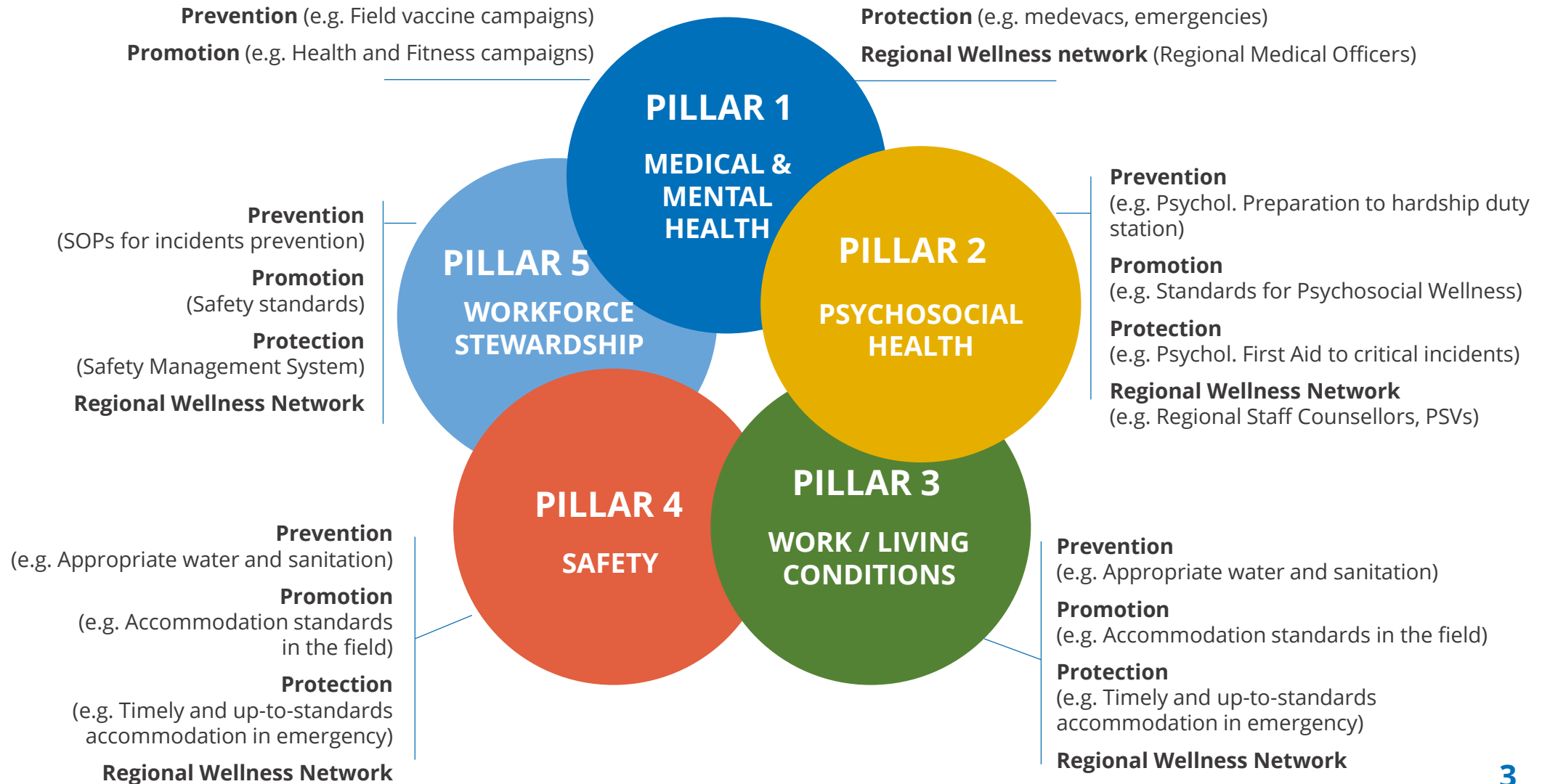
Goal 3 – Creating an enabling and supportive workplace



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Wellness at WFP: a 3x5 Corporate Strategy





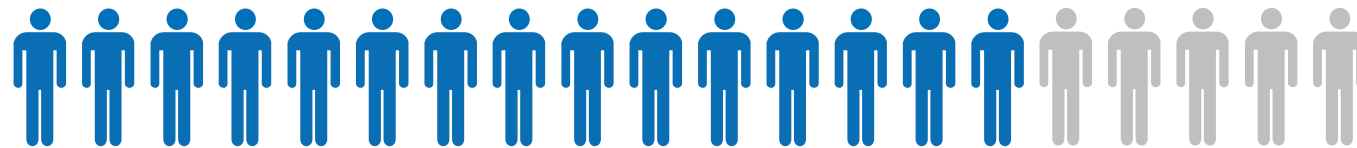
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WHY FOCUSING ON NATIONAL STAFF?



NATIONAL STAFF comprise 82% of WFP's workforce...



in both highly visible emergencies and in less publicized programmes



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Pillar 1

Medical and Mental Health



WFP Field Office Employee Vaccination Campaigns

Chad CO 2017:

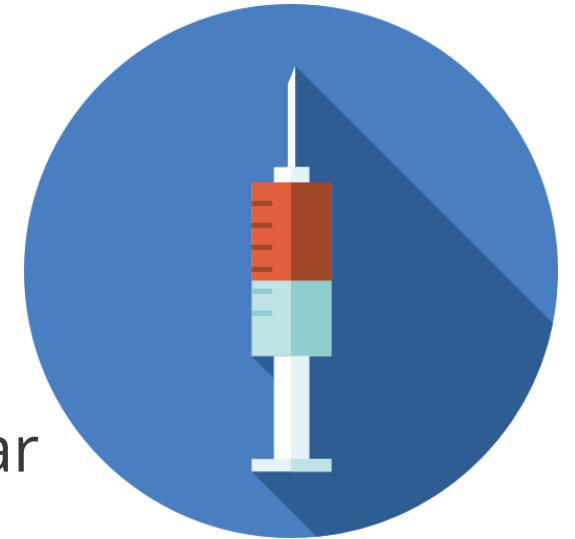
- 96% of CO employees vaccinated (n. 362)
- 2,985 vaccines administered

South Sudan CO 2016 (7 weeks) and 2018:

- Begun in 2016, interrupted by fighting, restarted 2018, to be completed July 2018
- 83% of CO employees vaccinated (n. 922) thus far
- 5,205 vaccines administered up to Round Two

Malawi CO 2018:

- In preparation—to start October 2018
- First time staff *and* family members
- 331 people to be vaccinated



Shift the focus to

**PREVENTION
IN THE FIELD**



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Roving Healthcare: Ethiopia Medical Assistance Team (EMAT)

Pilot quality primary healthcare programme for WFP employees and family members in underserved areas

EMAT Clinics located in Gode, Kebridehar, Dolo Addo, Gambella and Addis Ababa (as the hub) - Jijiga coming soon!

2017 Consultations: 2,160

2018 Consultations (expected): 2,400

EMAT also provides:

- Illness and injury prevention
- Wellbeing promotion
- Health protective measures
- Focal point for medical referral, travel and evacuation



**Shift the focus to
MEDICAL SUPPORT
IN THE FIELD**

Staff Wellness  we care

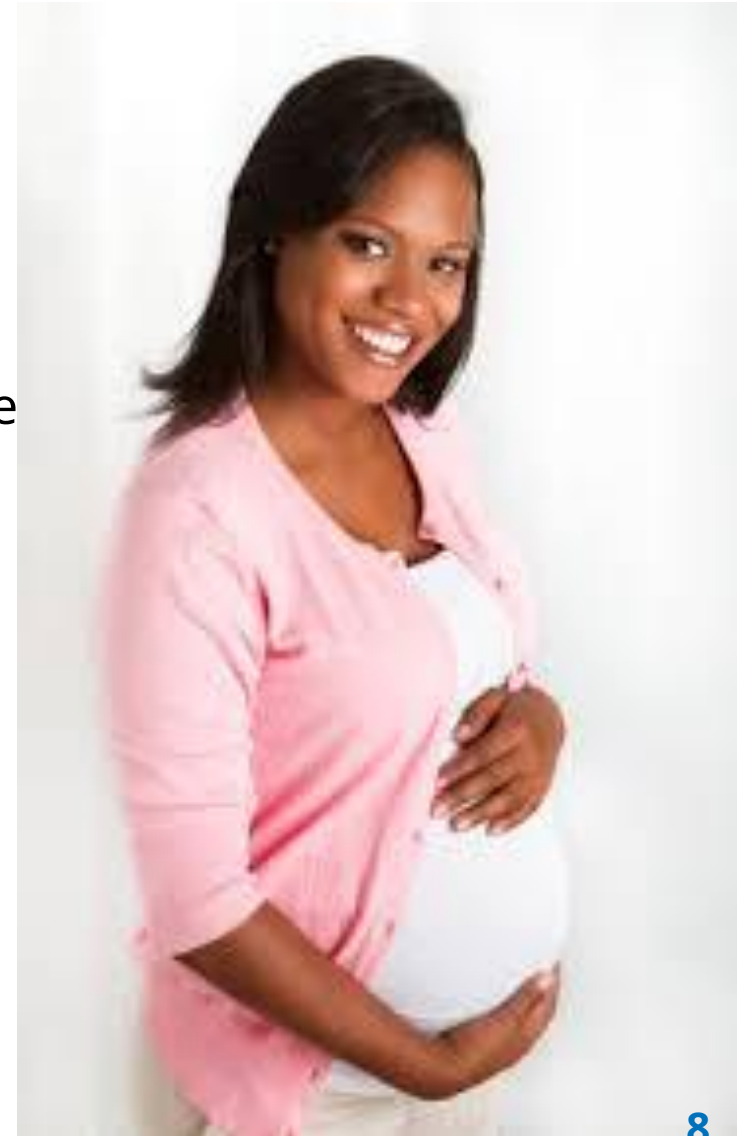


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Pregnancy package for Consultants and Short Term Staff Members

- As of 1 May 2018, 590 Employees: 30% of WFP's temporary workforce – 3% total workforce
- a medical coverage for medical expenses related to the pregnancy
 - medical expenses for the delivery
 - 16 weeks compensation for absence after delivery
- Fruitful negotiations with the insurer have led to the inclusion of the package **at no additional cost to the employee and 0.20% increase to WFP's portion of the premiums**



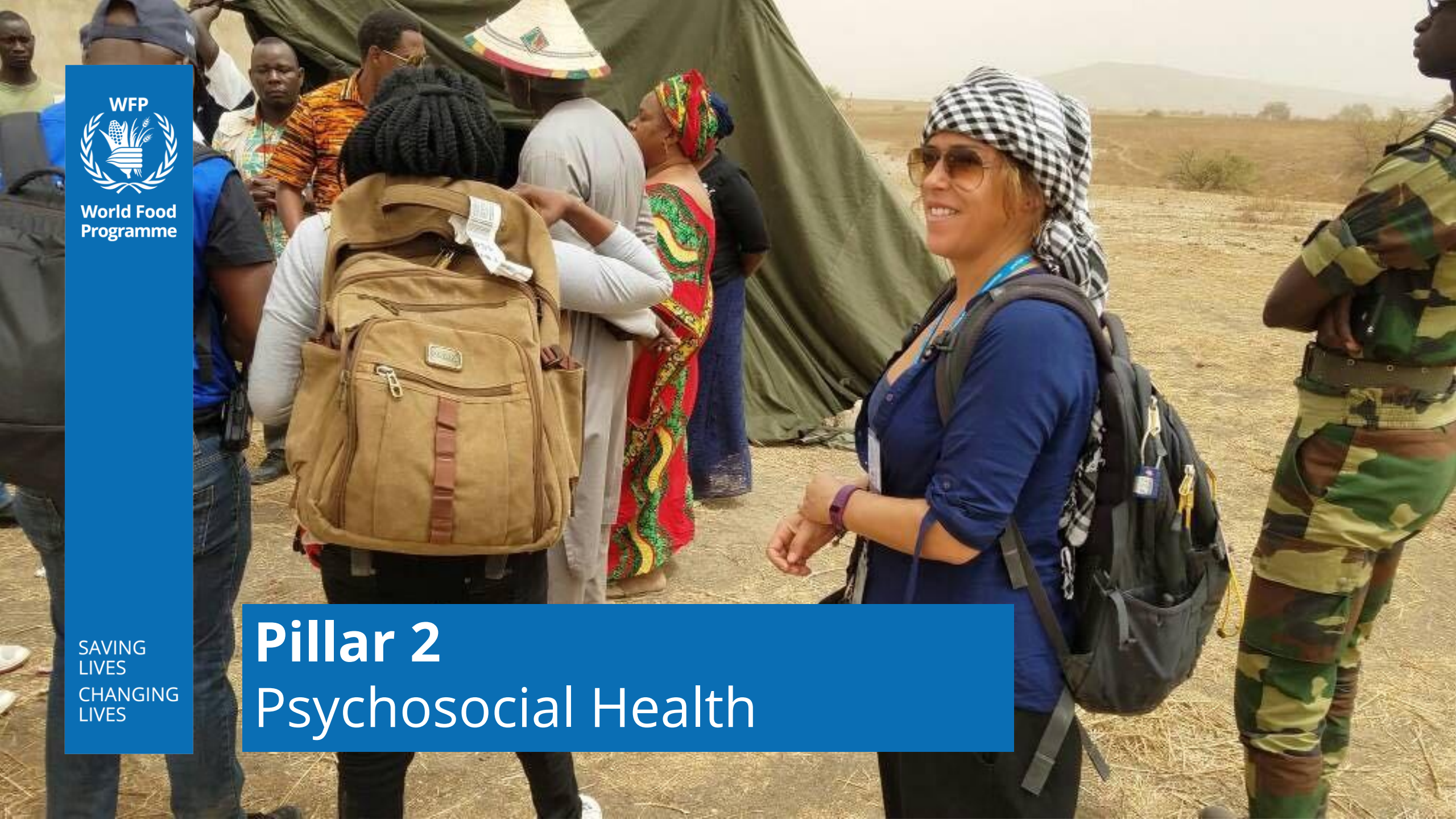


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Pillar 2

Psychosocial Health





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Psychological Resilience

- **Interactive multichannel platform** to learn **psychosocial risk factors** associated with humanitarian work
- Tools to **mitigate psychological risk** based on **best practices** and empirically supported methods – **adapted to fit the WFP context**
- Centered around interviews with **staff discussing concepts of resilience**
- Support is **supplemented through workshops**



Pre-deployment Briefings

- **Mandatory for staff** being deployed to Level 3 or D & E duty stations (on scale of A to E or least to most difficult)
- Opportunity to **review and anticipate psychological risk factors** in a personalized manner and to develop adaptive coping strategies while deployed/assigned
- Not limited to work or security issues, but **holistic approach** covering family relationships, self-care, motivation and reflection on personal long and short term goals
- Expanded to briefings mid way through deployments to staff members serving longer than 7 years in hardship locations



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Pillar 3 Work/Living Conditions

Upgraded compound,
WFP Paoua, CAR



Accommodation

15 Quality Upgrade Projects

13,22M
USD INVESTED
IN UPGRADES



5,14M
USD FROM
WELLNESS FUND

15 COUNTRIES **47** LOCATIONS

2016



2017

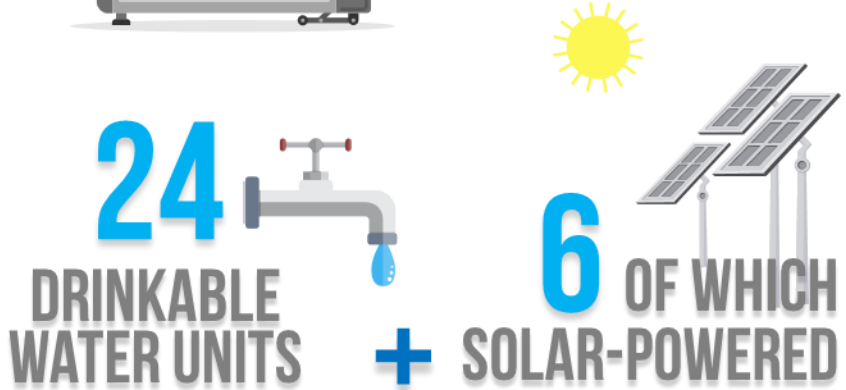
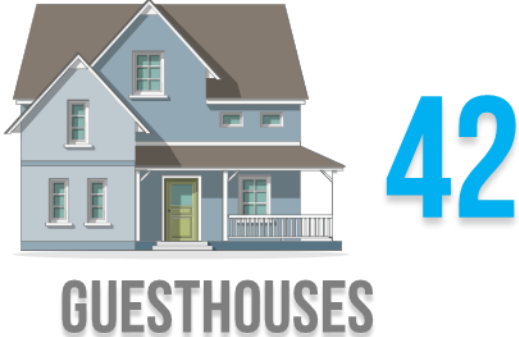


2018



Accommodation Quality Upgrades

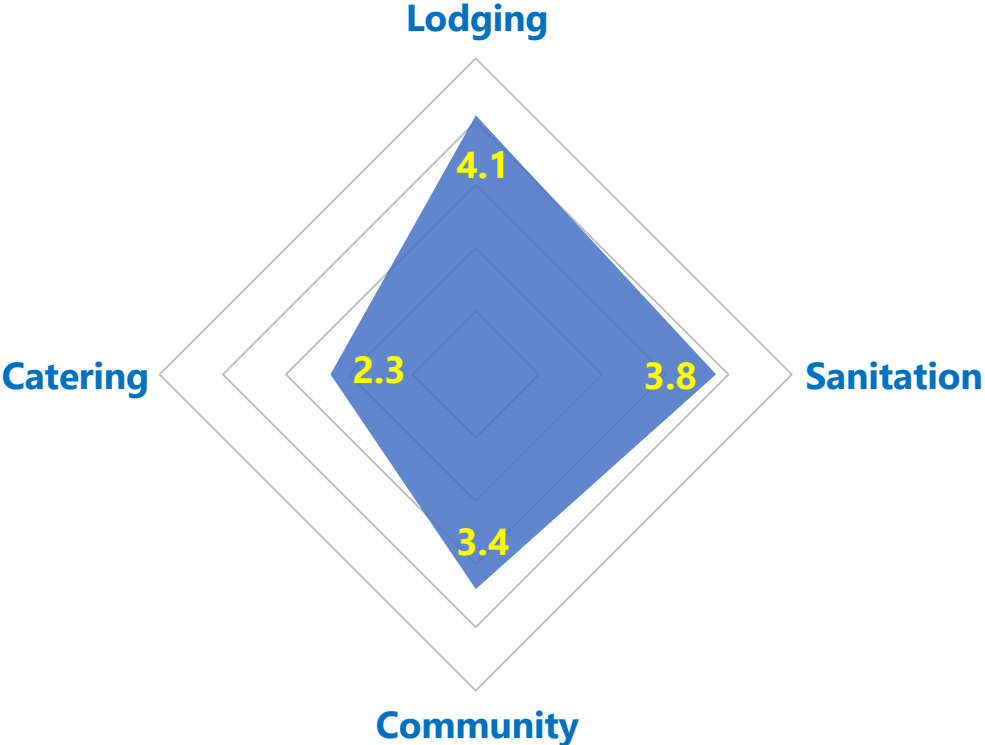
Improving living conditions in deep field locations



Accommodation Global Customer Satisfaction

1Q 2017 Survey

2,800 participants from all locations,
518 respondents



4Q 2017 Survey

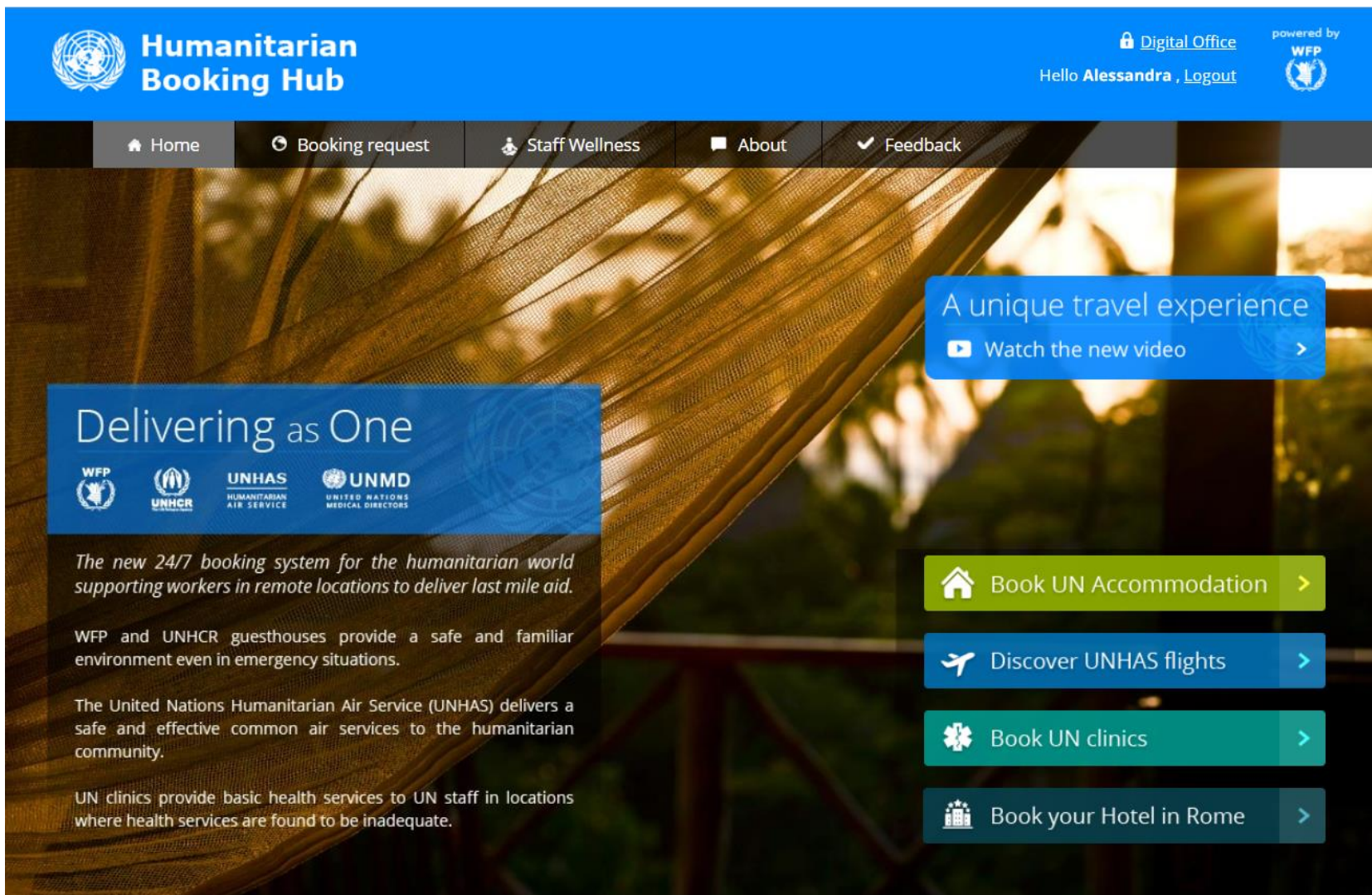
3,700 participants from all locations,
568 respondents



Catering and Community Services significantly improved in 2017

Accommodation Digital Platform

UN common service provided by WFP



24/7 humanitarian booking hub providing secure UN accommodation and internet connectivity to aid workers in remote locations

19 countries
72 deep field locations

It is offered in common service to all UN Agencies to provide better services to their staff and increased accountability to their operations

UN Clinics and UNHAS services are also available



Accommodation Digital Platform

Booking medical services in the deep field

Available UN and WFP Clinics services booked in a click

The screenshot displays the 'Humanitarian Booking Hub' interface for the 'Chad, N'Djamena Clinic'. The page features a blue header with the UN and WFP logos, and a navigation menu with options like 'Home', 'Booking request', 'Staff Wellness', 'About', and 'Feedback'. The main content area shows a booking form with the following fields:

- Name:
- Surname:
- E-mail:
- Phone number:
- Agency:
- Gender:
- Reason for medical consultation:
- Preferred consultation date:
- Medical attachment (optional) 5Mb:

A 'Request your booking' button is prominently displayed at the bottom of the form. The background of the page shows a hospital bed and a woman in traditional attire.



Staff Counsellor Services at HQ and in the field

Stress management

Preparation and adjustments for field work conditions

Conflict resolution

Support to addressing situation of harassment and emotional distress



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Pillar 4

Occupational safety

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Pillar 5

HR Stewardship



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Wellness Funding

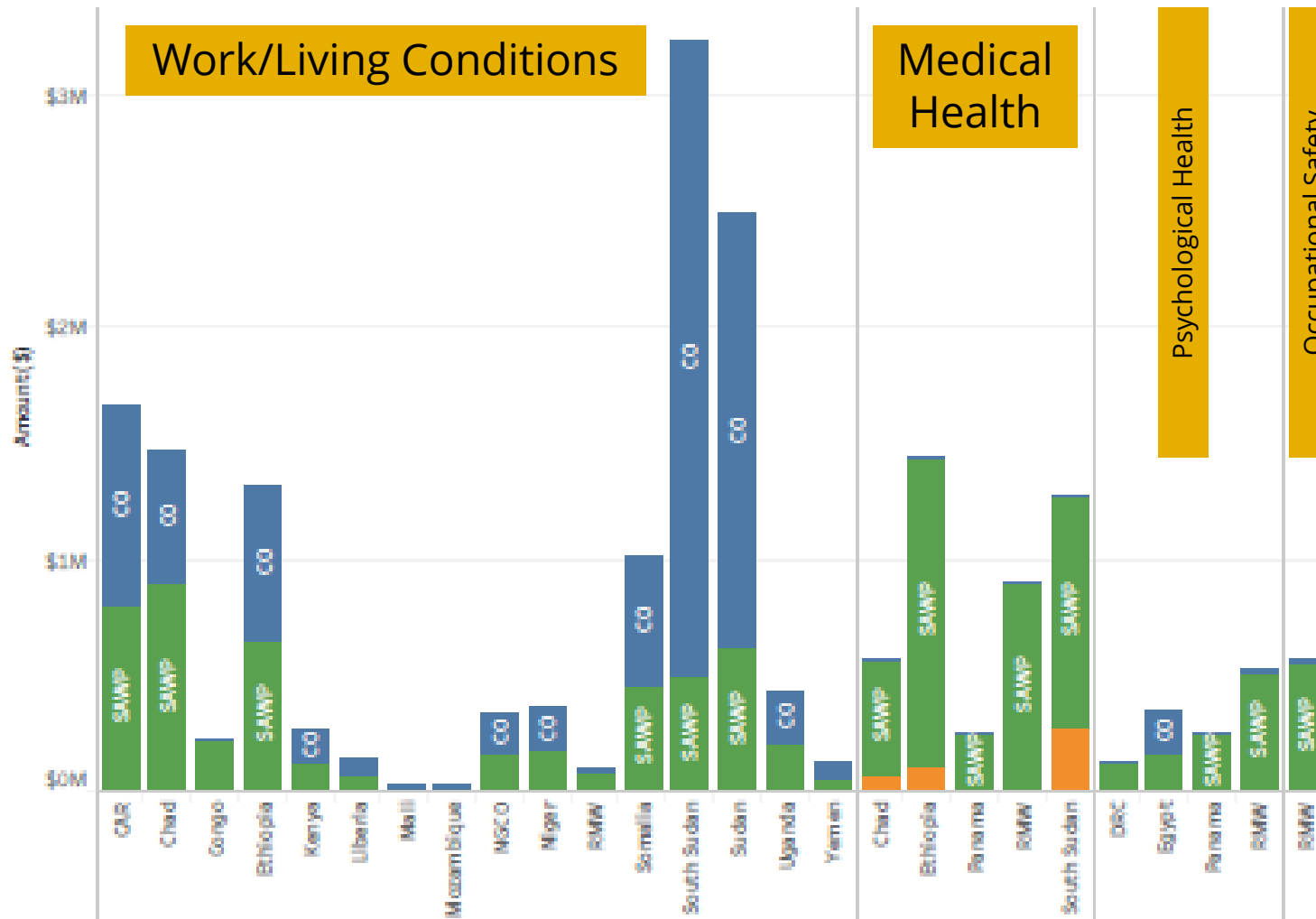
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Wellness by Pillar and Country Office



Wellness funding has catalysed and mobilized 48% plus of CO resources in line with its nature of seed funding



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Staff Wellness *we care*

WFP Staff Wellness Survey 2017

1. Please share your opinions with us.



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Feedback provides room for improvement

1. Reported wellness needs by type of office: **needs are more widely reported by remote SOs out of the capitals**
2. It is evident a **correlation between** the reported wellness needs and contract types/job safety of short term employees
3. To the question “**Who is responsible for Staff Wellness?**”, respondents in all duty stations consider: **first the individual, and then, the Organization**



Top 5 Priority Issues by office type

1. How to report work related injuries / illnesses?

2. How to report safety / environmental hazards?

3. How to report environment conditions contributing to emotional fatigue?

4. Would you contact WFP Staff Counselors to discuss concerns?

5. Do you know your health insurance coverage?

Lessons learned and way forward

Onewellness (Wellness Strategic Goal 1)

More prevention through:

- Additional field vaccination campaigns (so far Chad and South Sudan > 1,454 = 9% workforce)
- Additional field health screening and promotion
- Improved access to insurance and medical services for national staff

Corporate Culture of Health (Wellness Strategic Goal 2)

Staff demand for direct involvement as protagonist of needs-based wellness delivery:

- CO Staff Wellness Committees (28 so far)
- CO Wellness Strategies (4 so far)
- Customer directed care platform with the Medical Plans Insurers
- Occupational health portal

Cross Functional and Interagency Partnership (Wellness Strategic Goal 3)

Leading digital revolution of UN Common Services impacting Wellness

- Full development of the UN Hub Platform
- Full implementation of the WFP Safety Management System
- HR Stewardship: family support and work/life interface framework



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