

**Field Manual on Psychosocial Support in Crisis Situations**

**Annex A:** Field Manual on Psychosocial Support in Crisis Situations for UN Staff Counsellors/Stress Counsellors

**PURPOSE:**

This CRP, drafted by the Critical Incident Stress Management Section (CISMS), UNDSS covers the submission of the “**Field Manual on Psychosocial Support in Crisis Situations for UN Staff Counsellors/Stress Counsellors**” developed by the IASMN Critical Incident Stress Working Group (CISWG) chaired by the Chief of CISMS.

**ACTIONS REQUESTED:**

1. Endorsement of the Field Manual on Psycho-Social Support in Crisis Situations for UN Staff Counsellors/Stress Counsellors	
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**CONSULTATIONS TO DATE:**

- Developed jointly by the IASMN Critical Incident Stress Working Group (CISWG, chaired by the Chief of CISMS).
- IASMN Steering Group (May 2022).

**NEXT STEPS:**

- Dissemination of the manual to all UN field counsellors (DSS, UN Clinics, AFPs, DPO and DPPA).

## SUMMARY

1. Lessons learnt from UN psychosocial response to emergencies affecting UN personnel have highlighted the need for a field manual to standardize professional staff support interventions and ensure that the provided services are comprehensive, culturally, and situationally appropriate and well-coordinated.
2. CISMS is responsible for developing standardized methods and procedures for managing stress and critical incident stress across the global UN system (UN Policy on MSCIS, in the UN Security Policy Manual 2015).
3. The 'Field Manual on Psychosocial Support in Crisis Situations for United Nations Staff Counsellors/Stress Counsellors' is the result of a systemwide collaboration of UN counsellors through the IASMN CISWG, coordinated by CISMS.
4. The field manual provides consensus guidelines on the management of the following emergencies and critical incidents:
  - a. Intentional attack on the United Nations with mass casualties
  - b. Natural disaster with mass casualties
  - c. Protracted and complex crisis
  - d. Pandemic and epidemics
  - e. Hostage Incident Management
  - f. Death in service
5. The field manual will also guide other partners supporting UN-system personnel in emergency situations, including Human Resources, Division of Healthcare Management and Occupational Safety and Health (DHMOSH), Client Support and Special Situations Section (CSSSS) from DOS, UN Medical Emergency Response Team (UNMERT), Critical Incident Response Service from DMSPC and UN System Workplace Mental Health and Well-being Strategy.
6. On 18 January 2019, the CISWG approved the development of the field manual intended as a compendium of operational guidelines for all UN counsellors based in or deployed to the field before, during and after crisis situations under the supervision and/or coordination of CISMS.
7. The first outline of the manual was completed in January 2019 and the initial draft was presented at the UNDSS/CISMS Annual UN Affiliated Stress/Staff Counsellors' Meeting in Belgrade, Serbia in June 2019.
8. Subsequently, the draft manual was reviewed at 3 CISWG meetings between June 2019 and October 2021.

9. The edited version was discussed at the CISWG meeting on December 8, 2021, and the consolidated version was sent to the CISWG on January 10, 2022, for approval.
10. The CISWG members went through a process of electronic endorsement of the field manual. All endorsements were received by 28 Feb 2022.
11. After the manual was presented to the IASMN Steering Group in May 2022, members endorsed that the document be submitted to the IASMN meeting in June 2022. Feedback from IASMN Steering Group members has been incorporated into the manual.
12. Upon endorsement by the IASMN, the field manual will be disseminated to all staff counsellors/stress counsellors across the UNSMS as a standard reference document to guide psychosocial support services in the preparation for, response to and recovery from critical incidents and emergencies.