

04 March 2020



## Novel Coronavirus (COVID-19)

### Administrative Guidelines for the Management of UN Volunteers

UNV has developed [administrative guidelines for the novel coronavirus \(COVID-19\) outbreak](#) containing operational measures for management of UN Volunteers. This document is intended for UNV personnel and host entity partners but may also be of interest to UN Volunteers and selected candidates affected by disruptions caused by COVID-19. The guidelines are available in [English](#), [French](#) and [Spanish](#).

### UN Volunteer Travel

The rapidly changing nature of novel coronavirus COVID-19 has placed significant and increasing restrictions on the freedom of movement of people across the globe, within countries and across borders. Local authorities may also impose health screening measures for travellers. Effective 17 March 2020, **all travel of UN Volunteers must be cleared by the host entity before purchasing tickets** and start of the travel and **must comply with relevant conditions and restrictions set by national and local authorities**. Please check with your host entity on processes to obtain such an approval.

**UN Volunteer candidates yet to travel to duty station are required to send this host entity clearance to their focal point at UNV for record keeping and clearance to travel.**

UN Volunteers remain responsible for their own travel decisions and any consequences resulting from travel not pre-approved by the host entity. Candidates travelling without clearance from the host entity may be held responsible for any additional costs incurred due to cancelled or rebooked travel.

UN Volunteers are advised to request their security clearance in TRIP based on travel itinerary and **purchase tickets only once the security clearance is granted by UN Department of Safety and Security (UNDSS)**.

#### Where to find travel restriction information

For reference, the International Air Transport Association has compiled a list of current travel restrictions. This information is only as reported to IATA by the countries and may not reflect the latest information or provide all specific details

- [IATA list of current travel restrictions](#)
- [SOS International description of restrictions](#)
- [Travel advisory from World Health Organization \(WHO\) about Coronavirus \(COVID-19\)](#)

## Medical Information for Serving UN Volunteers

- [Frequently asked questions provided by Cigna on the novel coronavirus and insurance coverage](#)

Descriptions of medical insurance coverage:

- For international UN Volunteers: [English](#), [French](#), [Russian](#), [Spanish](#)
- For national UN Volunteers: [English](#), [French](#), [Russian](#), [Spanish](#)

International SOS [flyer on services](#) available to UN Volunteers

Regional [contact information](#) for Critical Incident Stress Management Unit (CISMU), United Nations Department of Safety and Security (UNDSS).

## Further information and training on COVID-19

- [UN official website on COVID-19 including information for UN personnel](#)
- [World Health Organisation - Novel Coronavirus situation reports](#)
- [Online training provided by WHO](#)
- [COVID-19 MEDEVAC Protocols for WHO, UN and frontline workers](#)
- [Advice for coping with stress](#)
- [Helping children with stress](#)

## Frequently asked questions for candidates and serving UN Volunteers

### 1. What arrangements are available to UN Volunteers for telecommuting?

Telecommuting arrangements shall be in line with UN Host Entity flexible working arrangements as per the [international UN Volunteer Conditions of Service](#) section 3.2 or [national UN Volunteer Conditions of Service](#) section IV (B).

### 2. Should I get tested for COVID-19?

In general, at present, tests for COVID-19 are limited to suspected cases and depend on local laboratory testing recommendations. Please see [FAQ from Cigna](#) above.

### 3. Will my insurance cover the cost of a test for COVID-19?

Similar to all diagnostic tests, these tests will be covered if:

- Prescribed by a qualified and registered medical doctor;
- Medically necessary;
- As per policy stipulations of the UNV plan

### 4. Will my insurance cover the cost of quarantine?

Quarantine for prevention, applies to people that may or may not have been diagnosed with COVID-19 but do not show symptoms and are being quarantined for preventive measures. This is not medical care and therefore **not covered**.

Quarantine/Isolation, applies to people that show symptoms and need to be diagnosed and/or treated. These patients are being hospitalised in isolation or in a single room in order not to contaminate others. This is medical care (inpatient care) and therefore **covered**.

### 5. Does my insurance cover treatment of COVID-19?

COVID-19 is not excluded from coverage so anyone who gets infected is covered for the required medical treatment as per the plan's terms and conditions.

If you have questions about COVID-19 that are not answered by the information on this page, please email [volunteer.support@unv.org](mailto:volunteer.support@unv.org).