

Report: Second Global Council of AFSMs



AFSMs:

AFRO AMRO EMRO
HQ, Geneva SEARO WPRO

9 September 2021

27 September

The purpose of today's meeting is to:

- Establish the governance for the global AFSM
- Share our experiences and strengthen relationships

Attendees:

- AFRO** – Kalula Kalambay, Custodia Mandlate
- EMRO** - Hanaa Ghoneim, Mamdouh Samuel, Ihab Khoury
- HQ** – Jean-Paul Menu, Sue Block Tyrrell
- SEARO** – Kanaga Rajan, Rajinder Dhawan, S.S. Easwar, Sudhansh Malhotra
- WPRO** – Linda Milan, Romy Murillo, Henry Cardenas
- AMRO** – Gloria Coe, Hernán Rosenberg

Opening: Jean Paul Menu, immediate past Chair, opened the meeting, welcomed everyone, extended our best wishes to Jill Conway-Fell recovering from an illness, asked and received approval of the Ground Rules (**Annex A**), and nominated and the Council elected Gloria Coe as Chair.

The agenda was approved as presented (Annex B)

Introduction and Updates from each AFSM (See Annexes C - H; pages 9 – 24)

Summary of main points discussed at the

Second Meeting of Global Council of AFSMs

Sue Block Tyrell and Jean Paul Menu

Submitted 11 September 2021

Actions agreed to be taken in bold and italics.

Main challenges and action needed from these updates:

- ***There is a need for a dedicated staff member in each Regional Office to assist the associations of former staff***
- ***Similarly, a dedicated staff member in each Country Office would be most helpful***
- ***Regarding flu vaccinations for retirees in the Regions***, some Regions may not procure flu vaccine for staff or retirees. At HQ, the Staff Health and Welfare service will provide for both. AFSM/HQ had drawn the attention of SHI/HQ to explore with the Regional Offices how they could work with the AFSMs to offer vaccinations to retirees. However, there have not been positive outcomes yet and ***Regional AFSMs would need to get in touch with the Regional Administrations.*** AFSM/HQ would then be in a better position to help.
- **Proposal to establish a Global AFSM Council. Proposal agreed – to be called the Global Council of AFSMs** – the role of the Global Council of AFSMs will not be to govern, but to coordinate, share information, provide mutual assistance, present a stronger voice when needed and be a mechanism for consultation
- The chairmanship of the Council will rotate among the AFSMs



Jean-Paul Menu

- There will be no secretariat and no common website.
- Each AFSM will remain independent and be responsible for its own affairs
- Meetings will be held twice per year, with any extraordinary meetings as necessary
- When action is required, the most appropriate AFSM will take it forward on behalf of the Global Council of AFSMs.

Membership and dues for the Global AFSMs

- We understood that the members of the Global Council of AFSMs were AFSM Associations and not individual AFSM members.
- It was recognized, there will be no assessment of dues for an AFSM Association to become a member of the Global AFSM.
- Sue will re-draft the document for discussion at the next meeting of the Global Council of AFSMs relating to the question of membership and dues when an AFSM member moves to a different AFSM region that has a different structure of membership and dues.

Update on discussions with the WHO Administration to increase collaboration with and support to AFSMs:

- Since the last meeting of Global AFSMs on 2 March, Jean-Paul and Sue had met with staff from the DG's Office and with Director HRT. As requested at the meeting, based on information provided by all AFSMs, an outline/matrix of all AFSMs showing their status, including gaps, challenges, recommendations, and relationship with Staff Associations had been sent to DGO. We had envisaged a top-down approach, but DGO had preferred a bottom-up approach. It is our understanding that, based on the information provided, DGO will prepare a plan of action.
- One action already implemented concerns the approaches by HRT to AFSM HQ to send out short-term vacancy notices to AFSM members. Only those contracts which involve teleworking are shared with Regional AFSMs: those which require staff to work in the HQ buildings are only sent to AFSM members in the Geneva area. HRT plans to set up a special website for these short-term vacancies and then AFSM members will be informed and advised to consult the website if they are interested in accepting a temporary contract with HQ, and the sharing of each vacancy notice will stop.
- Such posts are for HQ vacancies: perhaps Regional Offices may wish to implement a similar system for short-term contracts in the Regions. ***If Regional AFSMs have comments to make, they should send them to Jean-Paul and Sue.***
- EMRO welcomes this opportunity to do short-term assignments and the Regional Office often contacts local former staff, mainly GS staff, to fill such vacancies.
- PAHO/AMRO AFSM posts the relevant vacancies on their website.

Missing Certificates of Entitlement (CE)

- Jean-Paul provided the history of approaching the AFSMs to help track former staff who had not returned their CEs. He thanked all the AFSMs for their active help this year. This function is a good incentive for former staff to join an AFSM.
- The role of AFSMs in tracking down non-members was raised – AFSMs should help non-members and as mentioned above they may then decide to join the AFSM
- This is a perfect example of where the WR offices could help but recognizing the difficulties in tracking down former staff. Some ***WRs*** help out of the goodness of their heart but ***it would be preferable if help to former staff could be in their post description – this would apply not only for pension matters but also for health insurance which includes coverage for former staff.***
- Associations of former staff of the UN at country level had also helped in this year's exercise.

- **Staff who are about to retire need to be informed of the existence and value of joining an AFSM and each AFSM should be included in the relevant pre-retirement seminar.**
- Sue reported that she gives a presentation on the AFSM at the HQ pre-retirement seminars and her presentation mentions the Regional AFSMs – **if each Regional AFSM provides to Sue a one-pager or flyer on their association, copies can be placed on the documents table outside the conference room** (when physical presence is permitted). Sue added that the AFSM is mentioned on the leaving certificate that all staff leaving HQ have to complete. **She offered to acquire a copy of the HQ certificate and share it with the Regional AFSMs** for them to show to the WHO Regional Office administrations in the hope that they may wish to include mention of the relevant AFSM. **Sue agreed to share a copy of her presentation with the AFSMs.** PAHO/AMRO AFSM also gives a presentation at their pre-retirement seminar and an enrolment form is included in the package of documents presented to the upcoming retiree. **Hernan will share the PAHO presentation with the AFSMs.**
- Some Regional AFSMs do not have a mandate to be part of a pre-retirement seminar and some Regional Offices do not hold such a seminar. When staff leave WHO, they are considered as “separated” – this is in contrast with the DG’s views that “Retirement does not break the relationship, and once a member of WHO, always a member of WHO”.
- **The Staff Associations in the Regions may be in a better position to work with the AFSMs to take forward the idea of a pre-retirement seminar and for it to include a presentation by the relevant AFSM.** Retiring staff need a thorough de-briefing.

AFSM publications and communications with members

- The AFSMs use a variety of means of communication, e.g., newsletters, website, emails, Facebook and WhatsApp groups – a draft document had been presented but there was little time to discuss this important issue.
- Hernan referred to item 5 in the document regarding the different systems and advised those AFSMs which had not yet established their systems, to ensure they are integrated.
- Jean-Paul raised the issue of confidentiality. A website is public and unless you have a password-protected section like a SharePoint, anyone can read the information on the site. It is difficult to balance the need for posting information publicly to encourage new members to join the AFSM and the need to restrict the information to those who are paid-up members. Only the HQ AFSM Directory is not available electronically and is sent to members in printed form. Should non-members be able to read the newsletter at the same time as those who have paid their subscription fee? AFSM/HQ is currently trying to find solutions.
- Hernan mentioned that up until 5 years ago, the PAHO/AMRO AFSM Directory had been public: it had been taken off the website, but people complained – now former staff have to ask the AFSM for information contained in the Directory. He added that a SharePoint involves a certain level of computer literacy which some members will not have. It is a problem to find the right balance.
- **Glo will provide everyone the link to the recording of this meeting so that it can be shared with those colleagues unable to participate.**

Next steps and future meetings

- Glo recalled the main action points mentioned during the meeting and asked for volunteers to take the matters forward: perhaps volunteers from each Region could offer help
 - The need to help members and non-members who had not returned their CEs
 - The need for dedicated staff or focal points in the Regional and Country Offices to help former staff through the AFSMs, including regarding health insurance

- The need to include presentations by or information on the AFSMs in pre-retirement seminars
- Communications issues
- Comments were made that some Regional Office staff help on the basis of their past relationship with the AFSM committee members, but staff change. Hopefully, the DG will mention to the RDs the need to help the AFSMs.
- Linda offered to help draft a document on the need for help by the Regional and Country Office staff to AFSMs
- Even if AFSMs do not have a mandate, but the DG had intimated that the AFSMs do have one, they need to build up confidence with staff in the Administration and AFSMs can help them when needed – it is a two-way street – the relationship has to be nurtured. For example, those who help the AFSM in HQ are offered a small gift, i.e. wine or chocolates, at the end of the year in recognition of their help
- Younger retirees are needed on the AFSM committees, and they may still have contacts with staff in the Administration
- Regarding Staff Health Insurance, SHI has rules and retiree representatives are involved in the governance committees. Also, at HQ, there is now closer collaboration with the staff in the pensions team.
- ***Linda offered to draft a one pager on HR issues and Jean-Paul offered to do the same regarding the role of the AFSMs in dealing with missing CEs of non-members***
- ***Documents provided for this meeting should be re-sent to Glo for posting on the part of the PAHO/AMRO AFSM website which is dedicated to the Global Council of AFSMs – there will be open access to the documents***
- ***It was agreed that PAHO/AMRO AFSM would request Dr Enrique Vega, PAHO's Chief of Healthy Life Course and Ageing to organize a webinar on the four action areas of the UN Decade on Healthy Ageing***
- ***The EM Regional Office has kindly offered to organize the next meeting in March 2022. Hanaa will seek advice from the organizers of the previous meetings***
- The participants expressed their gratitude for the good collaboration among the participants and for the organization of a successful meeting under the excellent chairmanship of Glo.
- **Retirees need and deserve support!**

ANNEXES

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A N N E X E S

Annex A: GROUND RULES, Approved

For the Global meeting (by zoom) of focal points and Associations of Former WHO Staff
Members
9 September 2021

1. The Ground Rules for our Global Meetings are:

- 1.1. Use of first names is proposed.
- 1.2. To facilitate the Rapporteur's Report, please say your name before speaking.
- 1.3. Respecting our decision for 2-hour meetings and to increase participation, please stay on topic and make brief comments of less than 2 minutes.
- 1.4. To avoid extra noise, please mute your microphone until you want to speak. If possible, please use the 'chat' function should it be difficult to unmute.
- 1.5. Please ask for the floor by raising your hand in front of the camera or by using the icon at the bottom right of the screen.
- 1.6. The Rapporteur's Report consists of approved and/or modified documents submitted by each Association @ 2 weeks prior to the meeting and selected comments.
- 1.7. When a vote is required, each AFSM has one vote.
- 1.8. Whoever proposes an activity should be prepared to take charge of it.

2. If more meetings are decided:

- 2.1. The responsibility for setting up future meetings must be shared between associations, particularly those with facilities for booking Zoom meetings.
- 2.2. The chairperson and the rapporteur must be different for each meeting. The President of the Association convening the meeting will be its Chair.
- 2.3. Point 1.8 applies.

Annex B: AGENDA, Approved

II Meeting of Global AFSM

9 September 2021

NY/Montreal 08:00; Geneva/Copenhagen 14:00; Maputo 14:00;

Cairo/Alexandria 14:00; Nairobi 16:00; Delhi: 17:30; Manila: 20:00

The purpose of today's meeting is to:

- establish the governance for the global AFSM
- share our experiences and strengthen relationships

- | | |
|--|----------------|
| 1. Welcome, Nominate Chair | JP |
| 2. Introduction and Updates from each AFSM | Regional AFSMs |
| AFRO – Kalula Kalambay, Custodia Mandlate | |
| EMRO - Hanaa Ghoneim, Mamdouh Samuel, Maha Gaama, Ihab Khoury | |
| HQ – Jean-Paul Menu, Sue Block Tyrrell | |
| SEARO – Kanaga Rajan, Rajinder Dhawan, S.S. Easwar, Sudhansh Malhotra | |
| WPRO – Linda Milan, Romy Murillo, Henry Cardenas | |
| AMRO – Gloria Coe, Hernán Rosenberg | |
| 3. Proposal to establish a “Global AFSM Council” | Hernan |
| 4. Membership and dues for Global AFSMs | Gloria |
| 5. Update: discussions with WHO Administration to increase collaboration with and support to AFSMs | JP & Sue |
| 6. Global AFSMs Role and missing Certificates of entitlements. | JP & Sue |
| 7. AFSM Publications, Communication with Members: Newsletters, Facebook, Website | Hernan |
| 8. Next steps & Future Meetings: Coordinator, Topics: Suggestions. Ideas, Date | Gloria |

Participants

Henry Cardenas (WPRO Manila)
Mandate Custodia (AFRO Maputo)
Gloria Coe (AMRO Washington)
Jill Conway-Fell (EURO Copenhagen)
Rajinder Dhawan (SEARO Delhi)
S. S. Easwar (SEARO Delhi)
Maha Gaama (EMRO Cairo/Alexandria)
Hanaa Ghoneim (EMRO Cairo/Alexandria)
Kalula Kalambay (AFRO Gatineau)
Rajan Kanaga (SEARO Delhi)
Ihab Khoury (EMRO Cairo/Alexandria)
Sudhansh Malhotra (SEARO Delhi)
Jean-Paul Menu (HQ Geneva)
Linda Milan (WPRO Manila)
Romulo Murillo (WPRO Manila)
Hernán Rosenberg (AMRO Washington)
Mamdouh Samuel (EMRO Cairo/Alexandria)
Sue Block Tyrrell (HQ Geneva)

Annex C: AFRO:
Summary of main developments since March 2021: AFMS-AFRICA
Kalula Kalambay and Custodia Mandhlate

I. Activities related to the formalization of the AFMS-AFRICA:

1. The Executive Committee continues to meet monthly by Zoom meetings made available, so far by one of our colleagues.
2. The first Constitutive General Assembly of the Association of Former Staff Members of the WHO African Region (AFSM-AFRICA) was held virtually via the “zoom” platform on 29 May 2021. Of the 128 registrants from 41 countries, 109 participated in the meeting.
 - a) The activity report covering all steps of the creation of the Association’s since 2014, was presented, and was unanimously adopted by the AGM.
 - b) The General Assembly also adopted with amendments, the proposed by laws by the EXCOM. It is important to mention that the membership is, however, open to all professionals who have worked for the Organization in the African region, as well as at WHO headquarters or in other WHO regions.
3. The AFSM-AFRICA was therefore formally created in the 29th May 2021. Kalula Kalambay

II. Collaboration with the Regional Office:



Kalula Kalambay

As a result of the formalisation of the Association, the RO AFRO granted the establishment of the headquarters of the Association within its premises in Brazzaville/Djoué and GMC provided support in the registration process with the Congolese government.

II. Support to members and contribution to their wellbeing’s:

1. Continuous support has been provided to individual colleagues on Pensions issues and the use of the DCE.
2. Birthday celebration: The celebration of birthday of our members is a flagship activity to strengthen camaraderie. Dedicated greeting cards and messages are posted on the WhatsApp platform and portrait sketches have been offered to more than 15 members in 2021.
3. Eulogies: presentation of a book or messages of eulogies to the family of the deceased.
4. Healthy ageing decade survey: The survey to assess the needs of retirees is under planning and will conduct among our retirees on September.

Technical meetings: A zoom panel of writers was organised on the 26 of June; Six recent publications were discussed with the concerned authors: Books published by retirees 2019- 2021:

1. **El Hadi Benzerroug** L'Elimination du Paludisme en Algerie: 50 ans après le lancement du Program National d'Eradication. 2019
2. **Emmanuel Eben Moussi** : La recherche en santé Humaine (Essai) 2020
3. **Kalula Kalambay** Femme Racine (poèmes) 2021.
4. **Udoh Elijah Udom**; The Future of My Past: Beyond An Autobiography, 2021
5. **Teguest Guerma**; Let her Die. An Autobiography, 2021
6. **Bah KEITA** : Les blouses blanches à l'indépendance du Mali: Vies et œuvres, 2021.

Challenges/expectations: How to make retirees publications available to active WHO staff for experiences sharing's and mutual reinforcement. A project to be discussed at the Global AFSM.

Project:

1. A project for a collective publication by dec 2022 has been agreed upon.
2. Meeting with CDC Africa and AFRO on COVID schedule for the 18th September. The meeting will be discussed Africa's response to future outbreaks based on current experience, specifically on vaccines and diagnostics.

Action point: A list of topics to be developed for the forthcoming six months.

IV. **Informatics/communications means:**

The AFSM-AFRICA Group WhatsApp remains a great platform for communication and discussions among colleagues. Relevant social and scientific information are shared. Efforts are made to discourage posting of unverified information from social media or political viewpoints. The AFSM-AFRICA website is under development. It is expected to play a critical role for increasing membership, and to host most information and also avail all documentation) on the web.



Custodia Mandhlate

In absence of our own newsletter, we continue to make our contribution through AFMS HQ's quarterly newsletter. The contribution of the year has been already provided.

AFRO (continues)

Information requested from Regional Associations for WHO Former Staff

- 1.Name of the Association:** Association of Former Staff Members of the WHO in the African Region (AFSM/AFRICA)
- 2. Year of foundation and brief history:** The Association was started in 2014 as AFRO Retired but Not tired group (AFRO_RN'T), and formally established as AFSM/AFRICA on 29th May 2021.
- 3. Do you have the Statutes? Is the association registered in the country?** Yes, The status was been adopted by the constitutive Assembly on 29th May but the process of registration with the government of Congo is still in progress.
- 4. Governance – number and size of committee(s):**
The composition of the Executive Committee is as follows:
Coordinator, elected by the Constitutive general Assembly, and supported by 13 Executive Committee members also elected.
 - ▣ One Coordinator : Kalula Kalambay (M) (Gatineau, Canada)
 - ▣ One Deputy Coordinator: Custodia Mandhlate (F) (Maputo)
 - ▣ One Secretary: Solnage Kouo Epa-(F) (Belgium)
 - ▣ One Social Secretary Stella Anyagwe (F) (Pretoria)
 - ▣ One Webmaster: Armand Mpassy (M) (Germany/Brazzaville)

- ▣ One Treasurer: Lommian Djim Touloum (M) (Abidjan)
 - ▣ One Auditor (M): Modibo (Bamako)
 - ▣ A liaison Officer with the RO based in Brazzaville: Ginette Yayos (F)
 - ▣ Five Advisors for special duties, meetings, and conferences:
 - Angela Benson (F) Liberia, Kouako Bah Keita (M) Bamako; Matthieu Kamwa (M) (Toronto, Canada); Tankari (M) Niamey, Niger, Jean Marie Okwo (M) Geneva/ Kinshasa (DRC)
- The gender balance is 5 females and 8 males.
 We have 3 Sub-Committees with Coordinators: 1) on Social matters (Pension matters, SHI matters etc..) and the second on technical issues (COVID, etc.)

5. Number of members and geographical distribution (i.e., worldwide, regional or limited to the country where the association is based?). The 128 members who registered during the Constitutive General Assembly are from 41 pays including Canada, the US, Spain, Belgium, Switzerland Germany and France.

6. Subscription costs - life membership and annual membership:

The annual fee is twenty (20) US dollars for professionals and ten (10) US dollars for members of general services. Statutory contributions can be paid in a lifetime time covering two hundred (200) US dollars for professionals and one hundred (100) US dollars for general services.

7. Does the Association receive support (financial or in kind) from the WHO Regional Office? including informatics support, website(s), SharePoint.

Our collaboration with the Regional Office is still at a very early stage. So far, we don't receive any financial support; however, an office-space has been assigned to the Association and administrative support provided in the process of registration at country level.
 We do hope that a global strategy for WHO support will be obtained through to the current dialogue proposed with DG-WHO.

8. Details of collaboration with Regional Office and Country Office staff: including RD and higher management, technical and administrative units:

We had our first meeting with RD and her team on the 7 April 2021. The main topic of the agenda was the strengthening of the collaboration between the WHO Regional Office and the AFSM/AFRO that includes the establishment of AFSM Office and a physical address in Brazzaville. In her opening remarks, the Regional Director welcomed the participants and re-iterates her commitment to further improve the support to the Retirees and their families.

9. Main activities in support of former staff; current and planned: (ref Bylaws.)

The aim of the Association is to contribute to and reinforce the wellbeing of AFRO Staff wherever they are in the world. To this end, the Association pursues the following objectives:

- a) To promote solidarity and conviviality between members.
- b) To strengthen solidarity with other active Associations (Committee of the Association of AFRO Staff) and sister associations (WHO Alumni Association established in Geneva, WHO Alumni Associations of other Regions, Association of Former International Civil Servants);
- c) - To liaise with the Administrations and Organizations of the United Nations system in matters of pensions and post-retirement insurance.

- d) - To receive and disseminate among the members information and news on all matters of common interest.
- e) - To stimulate, generate and disseminate reflections from its members on health, retirement and other issues of common interest across the continent.
- f) - To defend in the best possible way the interests of former WHO/AFRO officials, surviving spouses and their dependents within the meaning of the provisions governing the Common Pension Fund. Such interests include, inter alia, regulations which affect their legal status in the country of residence, the pension scheme, insurance (health insurance and others) and any other rights.

10. Current and planned means of communication with members: Emails, Social Sites like WhatsApp and Zoom Meetings.

11. Current and planned activities in support of WHO programs, activities and goals: Technical Support to the Regional Office, if and as and when sought.

12. Relationship with the Regional Staff Association: Contact has been made, but not yet developed and needs to be strengthened.

13. Any additional information including publications, surveys, etc: The electronic blog was discontinued after 5 years and now focus our contribution to the HQ newsletter. Since 2014, we have contributed to 26 issues.

14. Main concerns and challenges:

- Official registration in Brazzaville: The process is still going on after 3 months.
- The opening of the bank account remains a big issue as the majority of members, including the treasure are based out of Brazzaville.
- Increase the membership and their interest in participating in the activities of the Association. So far, the celebration of birthday remains the most popular activities.
- Communication, informatics, and IT challenges.
- Strengthening the coordination and joint work with the Staff Associations to focus on the colleagues retiring, and then retired colleagues.

15. Future prospects:

- To strengthen collaboration and support from the Regional Office and Country Offices in addressing retirees' official matters.
- To Improve support and communications with the members.

Annex D: EMRO EYE OPENER (SUMMARY REPORT)

Hanaa Ghoneim

1. **Introduction**

A. **Pre AFSM/EMRO**

Retirees and Former Staff had their own Association which existed since the eighties/early nineties, it was entitled EMROites' Gathering. This Association included also serving staff. Logistics to keep the members attached are available and are still used by AFSM/EMRO.

Establishment of AFSM/EMRO: The representative of EMRO during the Executive Committee on 2 March 2021, mentioned the word "Neglect" which was the magic word that resulted in the establishment of AFSM/EMRO. It was the word that resulted on receiving full support from the Regional Director.

The Association was officially announced to the Regional Director on 29 March and to all the Associations on 31 March.

2. **Members of the Committee:** Names were already shared with all in our letter of announcement of the AFSM/EMRO.

3. **Main Objectives**



Hanaa Ghoneim

4. Resume relation with the Regional Office

- Receiving equal rights especially those related to Health Insurance
- Reaching all retirees in the Region to be members of the Association
- Building communication with UNJSPF
- Facilitating logistics

4. **Briefing:** It was necessary to receive briefing and using the experience of colleagues of the already existing Associations. Special thanks extended to Ms Gloria Coe, Ms Ann Van Hulle-Colbert, Mr Jean Paul and Mr Keith Wynn.

5. **Action/Important Meetings:** The Regional Director gave instruction to all concerned Heads of Units to provide all possible

help and support to the Association. Several meetings took place with: HR, Staff Physician, Health Insurance Staff, Director Business Operations, Director Communication and Resources.

Follow-up is made to have our suggestion and requirements implemented.

6. **Achievements**

- Full support of the Regional Director
- In coordination with SHI/EMRO, SHI/HQ, Representative of Retirees in the SHI Committee we were able to have "Osteocare" reimbursed again after being stopped for some time upon submission of the physician prescription
- Receiving equal treatment and care in being vaccinated against COVID 19
- Facebook initiated

- Receiving training on SHI
- Approaching retirees and survivors in relation to Certificate of Entitlement which were missing
 - Follow-up with HR regarding the pension of a spouse who did not know he is entitled to receive pension for three years



Ihab Khoury

7. Pipeline

- Reaching retirees in the countries of the Region
- Reaching survivors
- Newsletter to be published
- Encouraging retirees to download Digital CE

8. Special Gratitude: Special appreciation and gratitude

extended to our serving (active staff) colleagues who did not hesitate to extend help to the Association in its initial phase, by introducing logistics to facilitate our work. They volunteered and committed themselves to help the Association:

Eng. Ahmad Al Arousy

Ms Hala El Shazly

Eng. Hosam Younes

Ms Rita Meimeri

Ms Reem Ahmadeen

Ms Habiba Ahamad (daughter of a colleague)

9. Invitation: The Association was able to obtain the support of the Regional Office, to extend an invitation to host the coming virtual meeting of the Executive Committee. We will just need to know the requirements.

EMRO (continues) EYE OPENER (Report) Hanaa Ghoneim

1. **INTRODUCTION**

A. Pre AFSM/EMRO

Retirees and former staff had their Association years ago since late eighties/early nineties. Members of this Association were also serving/active staff. Although, it did not have an official title but was referred to as “EMROites’ Gathering”. Its location was Alexandria Sporting Club, its timing was mainly every Wednesday. Although it looked a social gathering, but it also included official discussions mainly related to Health Insurance and Pension.

Problems raised were attended to by our serving (active) staff in Office who were part of the golden chain of EMROites. Logistics were also available through WhatsApp and Facebook.

B. Establishment of AFSM/EMRO

During the meeting of the Executive Committee of AFSM on 2 March, the representative of EMRO mentioned the word “Neglect” the magic word that raised the feeling of responsibility, and to have an official representation of the Retirees, to have a formal entity to ask for the rights of the retirees, to address their problems with concerned Officials.

As a result the AFSM/EMRO was officially announced to the Regional Director of EMRO on 29 March and to all WHO Associations on 31 March.

Members of the Committee



Mamdouh Samuel

Ms Sonia Miskijian, Editor
Ms Dalal Aly, Editor, Responsible for AFSM/EMRO Newsletter
Mr Mamdouh Samuel, and
Mr Ihab Khoury, both Responsible for issues related to Pension
Ms Mona Abadir, Responsible for Health Insurance
Ms Maha Gaama, Responsible for Social Activities/Facebook
Ms Ata Nour, Responsible for Communication, together with
Mr Zoheir Moustafa
Ms Nadia Khoury, Administrator
Ms Hanaa Ghoneim, Coordinator

2. **Main Objectives**

- Resume the relation with EMRO
- Calling for equal rights of the Retirees in particular as paying member of the Health Insurance
- Reaching Retirees in the countries of the Region
- Building communication with UNJSPF for solving problems and in particular Digital CE
- Introducing logistics to facilitate the work of the Association

3. **Briefing Received:** It was felt necessary to perform properly and to obtain proper information, contact was made with experienced colleagues, to which I am personally grateful for their help and knowledge:

- Ms Gloria Coe
 - Mr Ann Van Hulle-Colbert
 - Mr Jean Paul Menu
 - Mr Keith Wynn
- Have also learnt a lot from exchange of correspondence

Actions/Important Meetings

Upon announcing the establishment of AFSM/EMRO, the Regional Director, Dr Ahmed Al Mandhari, had kindly invited the Coordinator to his Office on 3 April 2021. During this meeting, the Coordinator briefed the Regional Director on **WHY** an Association, **WHAT** are the concerns and problems, and **WHO** are the members of the Committee as well as **WHO** are the members of the Association.

During this meeting also, the Regional Director was concerned and at the same time appreciative to the steps taken. He fully supported the Objectives of the new Association. He was keen to resume the good relations with the Former Staff and initiate good relations with the Association, as well as to fix the broken chain. He was kind enough call upon all concerned Heads of Units to provide assistance to the new Association. As a result, the following meetings were organized:

7 April Virtual meeting with the Regional Director and the Committee of AFSM/EMRO.

14 April Meeting in EMR Office between HRM (HR Manager) and the Coordinator

19 April Virtual meeting between SHI team, the Representative of SHI AFSM/EMRO, and the Coordinator

20 April Tele-meeting between Staff Physician and the Coordinator

22 April Tele-meeting between Director Communication and Resources and the Coordinator

17 May

28 June

4 August three meetings with Director Business Operations (BOS)

Points Raised with Regional Office Managers

- Identify focal point to be approached when required
- Organize induction courses for staff approaching retirement (Association would participate)
- Update list of retirees in the Region (to be kept in EMRO)
- Communicate with WRs to establish link with retirees in the countries of the Region
- Establish a link with Staff Association
- Clarifying matters related to Health Insurance and queries raised by retirees
- Receiving technical information on subjects of interest to retirees
- Identifying roles of responsibilities between the Association and the Regional Office

4. Achievements

- Full Support of the Regional Director who gave instruction to attend to all requirements of the Association
- Receiving equal treatment and care for vaccinating the retirees against COVID19 in Alexandria and Cairo
- Receiving training on SHI
- The major achievement is that, through the coordination of SHI Units at all levels of the Organization and AFSM/EMRO also with the intervention of the Representative of Retirees at the SHI Committee, we were able to have "Osteocare" reimbursed when claimed with the prescription of the Physician.
- Facebook page available for link with all members of the Association
- Follow-up with HR ensuring one survivor to get the pension of his spouse who did not know he is entitled for pension
- Responsible Member for Pension was able to reach retirees for the CE
- Good communication initiated with WR Egypt and her Office, who provided help during vaccination against COVID 19

5. Pipeline

- Newsletter to be issued twice per year, Ms Dalal Aly, Former staff will be Editor
- Reaching the retirees in the countries (request made to BOS if possible, to include a note during the coming WR's meeting, informing WRs about the new Association. The meeting is expected to take place during October, still to be discussed and getting RD's approval)
- Reaching survivors as much as possible to extend help as necessary
- Building channel with Staff Association, if elected
- Briefing Retirees to continue trying to download Digital CE

6. **Gratitude:** It is necessary to extend gratitude and thanks to our colleagues at the Office who did not hesitate to extend and facilitate all logistics needed to have the Association functioning they are:

Eng. Ahamad Al Arousy

Eng. Hosam Younus

Ms Hala El Shazly

Ms Rita Meimeri

Ms Reem Ahmadeen
Mr Habiba Ahmad

7. **Invitation:** The Association, was able to obtain the support of the Regional Office, through the Director Business Operations to extend invitation and facilitate hosting a virtual meeting for the coming Executive Committee, if required.

Annex E: HQ, Geneva

Summary of main developments since March 2021

Jean Paul Menu and Sue Block Tyrell

1. Our Executive Committee continues to meet monthly by Zoom meetings set up by WHO
2. The new WHO building is completed. It is expected that most staff will return to the office in Autumn on a rotational basis. Since the “old “main building is to be emptied for renovation, we were allocated an office in another building but are not yet told when we will be allowed in.
3. We had a preliminary meeting with DGO and HRT to explain the need for RO support to regional AFSMs. DGO requested us to send an outline/matrix on RO AFSMS, showing their status, including gaps, challenges, and recommendations, relationship with regional SAs, as well as proposed messaging for advocacy through the networks. This has been done and DGO will develop a work plan on standardizing support to AFSMs across the organization.



Sue Block Tyrell

4. As a follow-up of the meeting with DGO and HRT, we reached a temporary agreement with HRT: they send us short-term job opportunities that can be filled in by former staff and we pass them on to our members and regional AFSMs. The procedure is cumbersome, and we are waiting for its simplification.
5. We will hold our biennial General Assembly on 6 October, partly with physical attendance, partly by Zoom with a simple agenda.
6. We were part of the AFICS-Geneva delegation at the 50th FAFICS Council (Zoom) meeting, 15-20 July which mainly dealt with pension matters and ASHI. The future representation of retirees on the Pension Board is not yet clear. It may be decided by the next session of the UNGA.
7. We attended several meetings on Pensions (briefings by the CEPA and SRSG on investments on several occasions and observer at the WHO SPC) and published several articles on DCEs in the last two issues of our Quarterly News.
8. As part of the general overhaul of the WHO website, we now have a new website. The content has been significantly reduced. We are studying the possibility of using a SharePoint site to house information which can no longer be accommodated on our webpages
9. Until October 2019 AFSM conducted annual flu vaccination sessions for retirees at the WHO HQ. Last year we had requested SHI to suggest that ROs do the same with the regional AFSMs, but we have not heard of the ROs’ response. Of course, we could not organize the sessions in 2020 due to the

pandemic but the Staff and Welfare service (SHW) arranged sessions for retirees. They will do the same this year.

10. Subscription fees are the same for all members: Life membership CHF250; annual fees CHF25. New members may choose to be annual members for up to 2 years. After that, they must either leave the association or to join as life members.

Annex F: SEARO

Kanaga Rajan

This report supplements and updates the Report shared earlier and is to be read in conjunction with the same appended hereto.

The Association continued providing its usual services, regularly reaching out to its members, retired former colleagues, albeit mainly through e-mail communications. The Association provided appropriate help and guidance in all matters, especially relating to SHI and Pension subjects.



K. Rajan

Our regular work and communications, however, continue to be quite constrained due to the ongoing Covid-19 pandemic and the limitations this poses. This is especially felt acutely in matters relating to access to office facilities, mailing and communications.

The Association was able to seek and obtain support from the SEARO Administration in arranging for inclusion of retirees in New Delhi in the Covid-19 vaccinations for staff, organized by SEARO. The cooperation and help rendered by the

Administration, with whom we work in close coordination, are acknowledged, and appreciated.

The past few months have been quite challenging and daunting, particularly in relation to the threat to some retirees of discontinuation of their pension payments due to non-receipt of the Certificate of Entitlement. However, we were able to help out in those cases which needed urgent attention, and which were referred to us by way of AFSMs sharing the list. In this the AFSM/HQ help in providing the master list was timely, and much appreciated. We also acknowledge and appreciate the support and help readily provided by the local UN Pensioners' Association, with whom we work closely.

Our experience with downloading the Digital Certificate of Entitlement (DCE) app, and its functionality, has been mixed. While some of the retirees could enroll and submit the DCEs, many former staff continued to face glitches and difficulties in downloading and using the app. In view of this, we provided pertinent inputs to both UNJSPF, and AFSM/HQ, and also to WHO-PEN, on the issues encountered by our members, with a view to seeking a successful resolution of these issues. We also felt that the software and other technical issues of DCE should be sorted out so that the app is more user-friendly, and more retirees could come forward to use it. In this regard, clarifications/information sought and obtained from UNJSPF were shared widely with all concerned.

Information on Membership and Fees

- There are around 200 former staff members, of which there are about 100 Paid-up Members.
- Membership fee is not mandatory but voluntary.
- Each Paid-up Member pays INR 1500 (\$20) for Life Membership • AFSM Membership Fees are not tiered.

SEARO (continues)

Information requested from Regional Associations and Focal Points for WHO Former Staff

- 1. Name of the Association:** Association of Former Staff Members, WHO/SEAR.
- 2. Year of foundation and brief history:** The Association was formally established in 90s, though it had been functioning informally on individual groups basis.
- 3. Do you have Statutes? Is the association registered in the country?** Yes. The Association is not registered in the Country.
- 4. Governance – number and size of committee(s):** The composition of the Executive Committee is as follows:
President, directly elected by the Paid-up members, and supported by 10 Executive Committee members also elected. The office-bearers are nominated from the 10 elected EC members, as follows: 2 Vice Presidents, Secretary, Joint Secretary, Treasurer.



S. Easwar

We have 4 Sub-Committees with Coordinators with responsibilities on Pension matters, SHI matters, Liaison with other UN Pensioners' Associations, and Newsletter.

Number of members and geographical distribution (i.e., worldwide, regional or limited to the country where the association is based?): : Over 400 members region-wide, largely from India where the Association is based but also from across the Region.

- 5. Subscription costs - life membership and annual membership:** One-time life membership fee of INR 1,500/- equivalent to USD 20/- approximate.
- 6. Does the Association receive support (financial or in kind) from the WHO Regional Office? including informatics support, website(s), SharePoint.**
No financial support. We used to get office-space and mailing communication facilities only in a limited manner. But that too is unavailable currently due to Covid19 restrictions. We do not get any informatics or IT support including intranet, SharePoint, facility to host Zoom meetings, etc. With the cordial relationship that we have with the Administration, we plan to get these supports. However, we do hope to seek such support through the global approach of uniform facilities across the regions, with the current dialogue proposed with DG-WHO.
- 8. Details of collaboration with Regional Office and Country Office staff: including RD and higher management, technical and administrative units:**
The Association office-bearers usually approach the concerned Administrative Units for help regarding retiree issues/matters. We communicate with the RD only on courtesy matters, and with Director

(Administration), it is felt that this is symbolic and to ensure our presence is felt.

9. Main activities in support of former staff; current and planned: These were originally formulated way back in 90s and some of them need reformulation and updating as they are obviously obsolete.

- a) To maintain and strengthen links among the members, their active colleagues and WHO as an institution.
- b) To represent and defend the interests of its members.
- c) To disseminate information of interest to members.
- d) To interact with WHO and other UN administrations and former international civil servants and other related bodies.
- e) In partnership with active NGOs and government agencies to undertake country specific activities for improving the health status of needy sections of the population.
- f) To co-operate with and support WHO in achieving its objectives, policies and strategies.
- g) To provide specialist/consultant services to WHO and other UN Administrations, associations/federations of associations of former and active international civil servants and other related bodies.
- h) To undertake and/or associate with any other activities for furthering the interests of former and active international civil servants.



Rajjinder Dhawan

10. Current and planned means of communication with members: Emails, Social Sites like WhatsApp and Zoom Meetings.

11. Current and planned activities in support of WHO programs, activities and goals: Technical Support to the Regional Office, if and as and when sought.

12. Relationship with the Regional Staff Association? We do have a continuing and cordial relationship, but with insignificant tangible outcome. But do hope to strengthen this.

13. Any additional information including publications, surveys, etc.: A quarterly newsletter "Aesculapian" is being published regularly from the inception. This is distributed through the mailing list to retirees. In addition, we do participate in the HQ newsletter. No survey has been done.



Sudhansh Malhotra

14. Main concerns and challenges:

- Information on and communication with the former staff members and solicit interest in them to participate fully in the activities of the Association.
 - Communication, informatics and IT challenges.
 - Urgent need for an established focal point in the HR Department of Regional Office, who could be contacted and liaised regularly on retiree matters and issues. This is very critical and would obviate many challenges and problems in servicing the retiree colleagues.
- Strengthening the coordination and joint work with the Staff Associations to focus on the colleagues retiring, and then retired colleagues.

15. Future prospects: To strengthen and build a responsive and strong association of retirees that will address and provide solutions to the life cycle and official problems of retiree colleagues in a responsive and helpful manner.

Annex G: WPRO

Linda Milan, Romy Murillo, Henry Cardenas

The Covid-19 pandemic has placed the Philippines under a protracted period and varying levels of quarantine and/or restrictions from the start of the pandemic in 2020 to the present. This has resulted in readjustments in plans of AFSM-Manila. Nonetheless, there have been major developments that AFSM-Manila initiated or got involved with. Taking off from the objectives of AFSM-Manila, the following have been done since the AFSM Global Meeting in March.



Linda Milan

1. Promote/Protect Rights/Best Interests of Members

1.1 AFSM EXECOM: a) In February, discussed **launch of DCE, the new SHI**

submission requirements and how these be best disseminated to guide Members moving to digital CE, etc.; b) posted the PPT on DCE in the FB page of Former WPRO Staff Members for their advance info: c) presented DCE & SHI at the General Meeting held in April where Members were guided on how to complete DCE enrollment, what to do for 2022 onwards for those on DCE, as with those who are still on Paper CE. Former Staff were able to ask questions or clarify.



Henry Cardenas

Completed file on 'Missing COEs for WPRO' (42 from 12 MS) on 30 April. In addition, we reached out to Members/families or Country Office staff & assisted in complying with requirements or following up status of submissions. This **despite the fact AFSM-Manila has no official mandate** to deal with Member States outside the Philippines. For this task, coordinated with DAF/WPRO to be able to connect to respective C.O. Submission was copied to WPRO (DAF, HR) as there were actions that remained for HR to do or follow through.

2. Foster/Promote Fellowship

General Assembly cum Memorial for RD Emeritus Dr S.T. Han was held on 28 April via ZOOM. May be considered trailblazing as this had 110 participants, with some joining from the US, Canada, Switzerland, Australia, Japan, China, Hong Kong, Fiji, Malaysia. Former staff were happy to be reunited with colleagues. A 2-part video, produced in-house, on the life and work of Dr Han and contained messages from friends, colleagues and staff, was shown.

2.1 The Former WPRO Staff Members FB page is actively maintained, providing updates to Members and served as venue for Members to share information. Manila-based former staff belonging to different geographic areas maintain communication through Group Chats.

3. Others

- 3.1 Continued to provide support to Retiree's surviving families.
- 3.2 Participated in AFICS community project such as support to frontliners
- 3.3 Submitted data/information on AFSM as requested by DGO/HRT in connection with the proposed virtual meeting with the DG.

4. Information on Membership, Fees, etc., as requested:

- 4.1 There are around 150 former staff members. Each Member pays P200/year (\$4+) or P2000 (\$40+) for Life Membership. Dues are waived for those above 80 years old. In view of the pandemic, and no annual reunion was held, collection of dues was waived.
- 4.2 AFSM Membership Fees are not tiered.
- 4.3 Former Staff Members who opt to become members of AFICS contribute membership dues at a discounted rate of P100 (\$2+) per year.



Romy Murillo

ANNEX H AMRO

Gloria Coe, Hernan Rosenberg

A. Management: AFSM PAHO/WHO Board of Directors:

Nine members elected, manage and administer AFSM, officials selected yearly by the Board Monthly Board Meetings: Board, volunteers and 19 Focal Points representing 18 countries Annual General Meeting, December: Elect 3 Board Members, submit annual and financial reports. Country Chapter: Colombia.



Gloria Coe

Five Committees carry the workload: —

- 1. **Communication:** Reach members via Blast messages, Website, Facebook. Update Website. Negotiate Platform with PAHO and focus on move to PAHO SharePoint.
- 2. **Health Insurance and Pension:** Represents / links members to SHI & Pension offices, informs changes. Health Insurance & Pension: Presentation to Board by PAHO Advisor responsible for vaccinating LAC staff: suggestions to obtain vaccine through national programs, or soon to start UN COVID19 program. Discuss reimbursements with SHI. Articles in Newsletters. Search for 80+ PAHO/WHO retirees in AMRO with missing CEs. 70% successful return of lost CEs. Online tutorial in English and Spanish on use of UNJSPF tools to return CEs
- 3. **Healthy Ageing:** Coordinate AFSM participation in the UN Decade of Healthy Ageing, promote ageing better. In May, AFSM established the Committee of Healthy Ageing. The Committee will explore following topics: what needs to be done to age better, situational analysis & survey, AFSM contribution to the Decade, framework of action, monitor / partner with other retiree associations. Activities have included presentation on the UN Decade of Health Ageing, discussion on 'Old age' in ICD-11 as cause of death used mostly in LAC, with concern about whether this would compromise the quality of mortality data when used for policy and planning purposes.

4. **Membership & Outreach:** Maintain AFSM data base & directory, organize meetings & social events, invitations. Membership & Outreach: Welcome to 15 new members and to acknowledge receipt of dues. Prepare Blast messages on recently deceased members. Provide documents to Maryland residents in relation to State taxes. Assist members without computers. Provide information to a few Focal Points. Review and revise Membership Chart.



Hernán Rosenberg

5. **Publications:** Ensure quality Board communication and correspondence, provide forum for regular communication. Publish March and June Newsletters in English & Spanish. Edit AFSM correspondence.

B. Focal Points

1. Many years - focus on Members in the Washington, DC area and Country Chapters
2. May 2020: invitation recruiting focal points in LAC, January 2021 - USA.
 - Beneficial to retired friends and colleagues, direct communication & interactions with Board
 - Improve AFSM's outreach & ensure effective engagement with members
 - Make benefits of membership more real and tangible via personal contacts & communication
3. To date: 21 FPs: 17 in 17 LAC countries, 1 – Europe, 3 USA
4. Responsibilities:
 - Two-way communication channel for Board and Members
 - Possibly acting as retiree liaison with PWR / WR offices

B. Rights and Benefits of Membership

Bene ficiary	Profile	Rights	Benefits
Full Member	An individual who worked for PAHO and/or WHO, who requests membership and pays dues or have been exempted from payment of dues by the Board of Directors.	<ul style="list-style-type: none"> ➤ Identify one Associate Member and a Designated Support Individual. ➤ Be represented by the Board on relevant matters such as SHI & Pension. ➤ Participate in and vote on matters requiring membership decisions. ➤ Elect and be elected to the Board. ➤ Serve as Committee Coordinator. ➤ Serve on Committees. ➤ Submit projects or initiatives related to the purposes of the Association and participate in their execution. 	<ul style="list-style-type: none"> ➤ Support with PAHO and WHO Staff Health Insurance and UNJSPF issues ➤ Support from PAHO/WHO AFSM Committees ➤ Access to the PAHO/WHO AFSM Directory ➤ Receive Board communications and Newsletters ➤ Participate in AFSM activities, General and Special Meetings ➤ Mention, on passing, in the Newsletter In Memoriam Section and blast message
Associate Member	A person so designated by a Full Member.	<ul style="list-style-type: none"> ➤ Identify, if necessary, the Designated Support Individual. ➤ Be represented by the Board on relevant matters such as SHI & Pension ➤ Participate in all AFSM activities upon entry of Full Member, except to vote. ➤ Vote on matters requiring membership decisions only after Full Member passes or is incapacitated. ➤ Serve on Committees. 	Same as Full Member
Designated Support Individual	Generally appointed by Full and/or Associate Member who provides assistance to the Full or Associate Member when necessary	None	<p>Support with PAHO & WHO Staff Health Insurance and UNJSPF issues</p> <p>Support from PAHO/WHO AFSM Committees</p> <p>Access to the PAHO/WHO AFSM Directory</p> <p>Receive Newsletter</p>
Honorary Member	So named by the Board.	<p>Participate in all AFSM activities</p> <p>Serve on Committees</p>	<ul style="list-style-type: none"> ➤ Access to the PAHO/WHO AFSM Directory ➤ Receive Board communications and Newsletters ➤ Participate in AFSM activities, General and Special Meetings ➤ Mention, on passing, in the Newsletter In Memoriam Section and blast message

Annex I: Moving Forward

Hanaa Ghoneim & Kanaga Rajan

Comments: EMRO

From: Hanaa Ghoneim <ghoneim.h@gmail.com>

To: Gloria Coe <tdlreg@verizon.net>

Sent: Thu, Sep 16, 2021 8:23 am

Subject: Re: Draft Report of the 9 September AFSM Council

Dear Gloria

Dear all Colleagues

That was quick thanks for your efforts in having the report

As I mentioned due to internet connection, I was not able to share in the meeting Ihab and Mamdouh briefed me as much as they can also JP.

Would like to share my comments after reading the report:

1. Although we do not yet have a reply to our request during a meeting with HR, to nominate a focal point for retirees, the Coordinator is having monthly meetings with Director Business Operations (DAF at our times)
2. The issue of Flu Vaccine was discussed as mentioned in my presentation (reaction received after our meeting and action is taken to secure the vaccine)
3. I do believe and as mentioned by AFSM/EMRO it is a challenge to reach retirees in the countries of the Region, and to WRs cooperation, yet in my opinion and as we learnt during our years of service, we should ask for what is possible, surely we agree that post descriptions of WRs will never change to include looking after retirees, BUT, it is our role to reach them and have their commitment through Regional Directors and the Director General
4. I apologize, but up to this moment I do not understand what is the "work plan" being prepared by DGO what it covers what is the main theme and objective. It is related to retirees, our concerns, this is what we provided, but what are the overall interpretation by DGO and whether a draft will be shared with us before presenting to DG to see whether it covers our needs and requirements?
5. Global Council is a good idea definitely "Together We Can". This Council must be advertised by the owner of the idea, whom I propose to be the First Chairman, to all Regional Offices via the Regional Directors and Staff Associations, giving objectives and targets
6. Under the item of Global Council, there is a mention of two meetings are those additional to the present two meetings we have for the Executive Committee?

7. AFSM/EMRO are presently sharing in an Induction package for newly assigned staff, and we are planning to pass a word through staff association of our existence. Proposal for Induction Course for staff approaching retirement is already being considered, AFSM/EMRO will participate.

8. Surely, we rely on the experience of JP and Gloria and all colleagues to have our third meeting an equal success.

Sorry for being too long but the blame is to be put on internet connection

Again, we do appreciate all your efforts and help.
Hanaa Ghoneim

Comments: SEARO

Rajan on the Summary of main points discussed at the
Second Meeting of Global Council of AFSMs
Sue Block Tyrell and Jean Paul Menu
Submitted 11 September 2021

Main challenges and action needed from these updates:

- ***There is a need for a dedicated staff member in each Regional Office to assist the associations of former staff***
- ***Similarly, a dedicated staff member in each Country Office would be most helpful***
- ***Regarding flu vaccinations for retirees in the Regions***, some Regions may not procure flu vaccine for staff or retirees. At HQ, the Staff Health and Welfare service will provide for both. AFSM/HQ had drawn the attention of SHI/HQ to explore with the Regional Offices how they could work with the AFSMs to offer vaccinations to retirees. However, there have not been positive outcomes yet and ***Regional AFSMs would need to get in touch with the Regional Administrations***. AFSM/HQ would then be in a better position to help.

(AFSM/SEAR comments: We would like centralized approach from HQ level, this should be both at the level of DGO > JMS > SHI, and at AFSM/HQ level. Putting pressure at the regional level is not always practical and/or possible within the complexity of existing meagre collaboration)

JP's response: On SHI and Flu vaccine: As I said, we need to have SHI tell the Regions to help. Apparently, the reaction of the Regions was lukewarm and there is clearly a limit to the power of SHI-HQ forcing the Regions to carry out what I would call extracurricular activities. We achieved the results in HQ by our personal friendly persuasion, not because SHI had to. My suggestion is that it may work out the same way in the Regions. Of course, we would be there to support and to provide practical justifications.

Proposal to establish a Global AFSM Council

- ***Proposal agreed – to be called the Global Council of AFSMs*** – the role of the Global Council of AFSMs will not be to govern, but to coordinate, share information, provide mutual assistance, present a stronger voice when needed and be a mechanism for consultation
- The chairmanship of the Council will rotate among the AFSMs
- There will be no secretariat and no common website (***AFSM/SEAR comments: However, piggybacking on regional AFSM websites is recommended for feasibility e.g. AFSM/PAHO website***)

- **Glo's response:** Happy to provide support with AFSM/PAHO website.
- Each AFSM will remain independent and be responsible for its own affairs
- Meetings will be held twice per year, with any extraordinary meetings as necessary
- When action is required, the most appropriate AFSM will take it forward on behalf of the Global Council of AFSMs

Membership and dues for the Global AFSMs

- We understood that the members of the Global Council of AFSMs were AFSM Associations and not individual AFSM members.
- It was recognized, there will be no assessment of dues for an AFSM Association to become a member of the Global AFSM.
- Sue will re-draft the document for discussion at the next meeting of the Global Council of AFSMs relating to the question of membership and dues when an AFSM member moves to a different AFSM region that has a different structure of membership and dues.

Update on discussions with the WHO Administration to increase collaboration with and support to AFSMs

- Since the last meeting of Global AFSMs on 2 March, Jean-Paul and Sue had met with staff from the DG's Office and with Director HRT. As requested at the meeting, based on information provided by all AFSMs, an outline/matrix of all AFSMs showing their status, including gaps, challenges, recommendations and relationship with Staff Associations had been sent to DGO. We had envisaged a top-down approach, but DGO had preferred a bottom-up approach. It is our understanding that, based on the information provided, DGO will prepare a plan of action. ***(AFSM/SEAR comments: We prefer, in fact should plead for top-down approach taking into consideration and advantage the DG's personal interest and message of goodwill to retirees, and the disadvantage of possible constraints at the regional level for the same level of approach as DG).***
JP's response: On discussions with the WHO administration to increase collaboration: we were initially in favour of a top-down approach for the reasons invoked by Rajan but the DGO had other views. Not much we can do about it but we will keep Rajan's points in mind whenever the occasion arises.
- One action already implemented concerns the approaches by HRT to AFSM HQ to send out short-term vacancy notices to AFSM members. Only those contracts which involve teleworking are shared with Regional AFSMs: those which require staff to work in the HQ buildings are only sent to AFSM members in the Geneva area. HRT plans to set up a special website for these short-term vacancies and then AFSM members will be informed and advised to consult the website if they are interested in accepting a temporary contract with HQ, and the sharing of each vacancy notice will stop.
- Such posts are for HQ vacancies: perhaps Regional Offices may wish to implement a similar system for short-term contracts in the Regions. ***If Regional AFSMs have comments to make, they should send them to Jean-Paul and Sue. (AFSM/SEAR comments: In the proposed HRT special website, regional STOs and vacancies should also be included).***
JP's response: the point about including regional needs for short term jobs will be raised with HRT. It would be good if we receive practical proposals from the AFSMs, as mentioned in the report.
- EMRO welcomes this opportunity to do short-term assignments and the Regional Office often contacts local former staff, mainly GS staff, to fill such vacancies.
- PAHO/AMRO AFSM posts the relevant vacancies on their website.

Missing Certificates of Entitlement (CE)

- Jean-Paul provided the history of approaching the AFSMs to help track former staff who had not returned their CEs. He thanked all the AFSMs for their active help this year. This function is a good incentive for former staff to join an AFSM.
- The role of AFSMs in tracking down non-members was raised – AFSMs should help non-members and as mentioned above they may then decide to join the AFSM
- This is a perfect example of where the WR offices could help but recognizing the difficulties in tracking down former staff. Some **WRs** help out of the goodness of their heart but ***it would be preferable if help to former staff could be in their post description – this would apply not only for pension matters but also for health insurance which includes coverage for former staff.***
- Associations of former staff of the UN at country level had also helped in this year's exercise.
- ***Staff who are about to retire need to be informed of the existence and value of joining an AFSM and each AFSM should be included in the relevant pre-retirement seminar.***
- Sue reported that she gives a presentation on the AFSM at the HQ pre-retirement seminars and her presentation mentions the Regional AFSMs – ***if each Regional AFSM provides to Sue a one-pager or flyer on their association, copies can be placed on the documents table outside the conference room*** (when physical presence is permitted). Sue added that the AFSM is mentioned on the leaving certificate that all staff leaving HQ have to complete. ***She offered to acquire a copy of the HQ certificate and share it with the Regional AFSMs*** for them to show to the WHO Regional Office administrations in the hope that they may wish to include mention of the relevant AFSM. ***Sue agreed to share a copy of her presentation with the AFSMs.*** PAHO/AMRO AFSM also gives a presentation at their pre-retirement seminar and an enrolment form is included in the package of documents presented to the upcoming retiree. ***Hernan will share the PAHO presentation with the AFSMs.***
- Some Regional AFSMs do not have a mandate to be part of a pre-retirement seminar and some Regional Offices do not hold such a seminar. When staff leave WHO, they are considered as “separated” – this is in contrast with the DG's views that “Retirement does not break the relationship, and once a member of WHO, always a member of WHO”.
- ***The Staff Associations in the Regions may be in a better position to work with the AFSMs to take forward the idea of a pre-retirement seminar and for it to include a presentation by the relevant AFSM.*** Retiring staff need a thorough de-briefing.

AFSM publications and communications with members

- The AFSMs use a variety of means of communication, e.g., newsletters, website, emails, Facebook and WhatsApp groups – a draft document had been presented but there was little time to discuss this important issue.
- Hernan referred to item 5 in the document regarding the different systems and advised those AFSMs which had not yet established their systems, to ensure they are integrated. ***(AFSM/SEAR comments: Good idea, but easily said than done, some guidelines will be helpful and appreciated)***
- Jean-Paul raised the issue of confidentiality. A website is public and unless you have a password-protected section like a SharePoint, anyone can read the information on the site. It is difficult to balance the need for posting information publicly to encourage new members to join the AFSM and the need to restrict the information to those who are paid-up members. Only the HQ AFSM Directory is not available electronically and is sent to members in printed form. Should non-members be able to read the newsletter at the same time as those who have paid their subscription fee? AFSM/HQ is currently trying to find solutions.

- Hernan mentioned that up until 5 years ago, the PAHO/AMRO AFSM Directory had been public: it had been taken off the website, but people complained – now former staff have to ask the AFSM for information contained in the Directory. He added that a SharePoint involves a certain level of computer literacy which some members will not have. It is a problem to find the right balance.
- ***Glo will provide everyone the link to the recording of this meeting so that it can be shared with those colleagues unable to participate.***

Next steps and future meetings

- Glo recalled the main action points mentioned during the meeting and asked for volunteers to take the matters forward: perhaps volunteers from each Region could offer help
 - The need to help members and non-members who had not returned their CEs
 - The need for dedicated staff or focal points in the Regional and Country Offices to help former staff through the AFSMs, including regarding health insurance
 - The need to include presentations by or information on the AFSMs in pre-retirement seminars
 - Communications issues
- Comments were made that some Regional Office staff help on the basis of their past relationship with the AFSM committee members, but staff change. Hopefully, the DG will mention to the RDs the need to help the AFSMs.
- Linda offered to help draft a document on the need for help by the Regional and Country Office staff to AFSMs
- Even if AFSMs do not have a mandate, but the DG had intimated that the AFSMs do have one, they need to build up confidence with staff in the Administration and AFSMs can help them when needed – it is a two-way street – the relationship has to be nurtured. For example, those who help the AFSM in HQ are offered a small gift, i.e. wine or chocolates, at the end of the year in recognition of their help
- Younger retirees are needed on the AFSM committees, and they may still have contacts with staff in the Administration
- Regarding Staff Health Insurance, SHI has rules and retiree representatives are involved in the governance committees. Also, at HQ, there is now closer collaboration with the staff in the pensions team.
- ***Linda offered to draft a one pager on HR issues and Jean-Paul offered to do the same regarding the role of the AFSMs in dealing with missing CEs of non-members***
- ***Documents provided for this meeting should be re-sent to Glo for posting on the part of the PAHO/AMRO AFSM website which is dedicated to the Global Council of AFSMs – there will be open access to the documents***
- ***It was agreed that PAHO/AMRO AFSM would request Dr Enrique Vega, PAHO's Chief of Healthy Life Course and Ageing to organize a webinar on the four action areas of the UN Decade on Healthy Ageing***
- ***The EM Regional Office has kindly offered to organize the next meeting in March 2022. Hanaa will seek advice from the organizers of the previous meetings***
- The participants expressed their gratitude for the good collaboration among the participants and for the organization of a successful meeting under the excellent chairmanship of Glo.
- **Retirees need and deserve support!**