

Coalition of Care Matrix



	Poor	Fragile	Basic	Adequate	Professional
Duty of Care Policy	A policy is absent	We have some policies and principles on paper	Policy, principles and responsibilities are clear and agreed upon	We have a clear and adequate duty of care policy, accessible to everyone	Staff is concerned with duty of care policies and participates in updating these
Crisis Management	A crisis plan is absent	We have a written crisis plan	Crisis plan is updated on a regular basis	Crisis plan is updated on a regular basis and our crisis team is trained	Meetings are organised on a regular basis to develop specific scenarios
Budget	A duty of care budget is absent	Budget is not available on a regular basis	Budget is available for basic insurance cover, support and training	Budget for duty of care is available for all insurances, support and training	Budget is integrated in all programs
Country specific policies	We do not have country specific policies	We have some active policies on paper	Some active policies are in place for every country where we have representation	We have a policy for every country where we have representation, which is updated on a regular basis	Every member of our staff is familiar with clear and accessible country specific policies and complies with these
Training	We do not train our staff on security and psychosocial care	Only security training for some international staff	All international staff is trained on security and psychosocial care	All staff and managers are trained on security and psycho social care	All staff and managers are continuously trained on security and psycho social care
Briefing	Staff is not briefed	Some staff is briefed by HQ	All staff is briefed by HQ before departure	All staff is briefed by HQ and upon arrival in the field	All staff is briefed and debriefed before and after every trip and upon arrival in the field
Health	Health check and medical insurance are absent	Health check is absent and only local medical insurance is available	There is a health check, vaccination program and international medical insurance program for international staff	There is a health check, vaccination program and international medical insurance for international and local staff	There is a pre- and post health check, vaccination program and international medical insurance for international and local staff
Monitoring	Staff is monitored and supported by family and friends	Staff is monitored and supported by a fellow colleague (informally or buddy system)	Staff is monitored and supported by a manager responsible for security and/or HRM	Staff is monitored and supported on a regular basis by a manager with ad hoc professional service providers	Staff is monitored and supported 24/7 worldwide, integrated with professional service providers
Culture of care	Duty of care for staff does not exist within our organization	There is a temporary response concerning duty of care after a serious incident in our organization	Basic organisational conditions for Duty of Care are clear and agreed upon	Duty of care is part of the decision making process	Duty of care is seen as a pre-condition to operate
Organizational risks	Awareness of organizational risks is absent	Organizational risks are focusing on liability issues	There is a liability cover and an identified need for a code of conduct	Values and culture, awareness cyber security, data protection and media image are identified and counter measures taken, including a code of conduct	Values and culture, awareness cyber security, data protection and media image are identified and counter measures taken, including a code of conduct and annual update with an accountability system.