Informed opinion and active co-operation on the part of the public are of the utmost importance in the improvement of the health of the people  
Halfdan Mahler, WHO Director General from 1973 to 1988 died in Geneva on 14 December 2016 at the age of 93. History will remember him as the greatest leader of public health of the 20th century. He left a rich heritage that would serve well to guide the WHO course today. “Mahler was a relentless champion of health equity and social justice”.

Halfdan Theodor Mahler was born on April 21, 1923, in Vivild, a village on the Jutland peninsula of Denmark. He was the youngest of seven children - their father was a Danish Baptist preacher and their mother came from a German family of physicians. Halfdan began preaching at the age of 15 but chose medicine over ministry, graduating with a medical degree from the University of Copenhagen in 1948. He earned a postgraduate degree in public health and received a specialist training in tuberculosis. After working on a campaign against tuberculosis in Ecuador, he joined the World Health Organization in 1951 as a senior officer attached to the tuberculosis programme in India. He moved to the Geneva headquarters in 1962 as Chief of the Tuberculosis programme and served as Director of Project Systems Analysis in 1969, and then as Assistant Director General until selected by the Executive Board of WHO as Director General in 1973.

In his first mandate, Mahler already started criticizing the “vertical” disease control approach that had characterized WHO. In 1976, he outlined his vision for a "Health for All by 2000" initiative. Two years later, he led 134 WHO Member States in promulgating the vision of Primary Health Care at Alma Ata (now Almaty) Kazakhstan, with its emphasis on education, proper nutrition, safe water and basic sanitation, maternal and child health care, immunizations and access to essential drugs all based on community involvement. The goal was to focus on health inequities and on trying to attain an acceptable level of health, equitably distributed throughout the world. Although PHC was enthusiastically embraced by the majority of governments, public health professionals and civil society, it also met with resistance at various levels. The Rockefeller foundation sponsored a small conference at Bellagio in Italy with representatives of the World Bank, USAID , the Ford Foundation and others and formulated an alternative “selective primary health care” agenda which concentrated on specific cost-effective measures like immunisations and diarrhoeal diseases control.

WHO was also buffeted by political antagonisms like cold war rivalry and Arab-Israeli confrontations. Mahler had to steer a middle path in the face of threats of withdrawal from the USA and other western powers. He had to personally plead with Fidel Castro of Cuba to withdraw an invitation to hold the annual World Health Assembly in Cuba and for Palestinians to withdraw their application to join WHO as a member. The Reagan Administration was not sympathetic to the PHC approach and voted against regulating industries manufacturing infant feeding substitutes and encouraging breast-feeding. However, Mahler acknowledged that WHO had not taken the emergence of AIDS sufficiently seriously in 1981.

Discouraged by these criticisms he did not stand for a fourth term as Director General in 1988. Although many members of the Executive Board pleaded with him, he agreed to stand if all the members of the EB would support him unanimously – which was not possible in view of the candidacies of several Regional Directors including Dr Hiroshi Nakajima of Japan. He was succeeded by Nakajima.

Mahler was a humanitarian who treated everyone with courtesy - including his staff whether they were junior secretaries or directors. He had an acute sense of self-disparaging humour. When Mahler went to receive the visiting Queen of Belgium, she asked him – not knowing who he was – what he did in the Organization – to which he replied he often wondered. Obviously, Mahler did not act alone – he was supported by his staff and colleagues among whom he engendered a sense of loyalty and purpose. He did not follow the WHO member states, he led them and guided them towards his vision of equality of human beings. He emphasized the role of women in promoting health.

Mahler continued as the President of the International Planned Parenthood Federation. His wife, psychiatrist Ebba Fischer Simonsen, died in 2015 and they are survived by two sons and five grandchildren. In a remembrance ceremony held in WHO the day after his death, the current Deputy Director General – Dr Asamoah Bah – called him the greatest Director General WHO has had and probably will have.

Dev Ray

Based on obituaries from different sources – Lancet, International New York times, South Centre and Peoples Health Movement
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EDITORIAL

This year promises to be rich in interesting events for retirees: see the implementation of the new
electronic self-service portal, SHI-Online (page 4),
that promises to simplify and speed up reim-
bursement of claims. This will eliminate the use of
envelopes and will allow for the submission of the
scanned invoices by internet. Use of this portal
will be obligatory for serving staff as of September
2017. But, rest assured, retirees will have a
choice. For those of you who are not internet
savvy, you will be able to continue using the enve-
lopes.

On page 6 you will find an article by Dev Ray on
pensions that addresses current concerns regard-
ing the management of the Pension Fund.

Our General Assembly will take place on 5 Octo-
ber 2017, with the annual reception on 19 Octo-
ber 2016. Don't miss these two events.

Talented retirees have shared their achievements:
books, paintings, etc. Do not hesitate to share
your own creations: poems, tales of unusual trips,
etc. We will be pleased to publish them. DC

Important contacts

AFSM: see on page 1
Health Insurance (SHI): +41(0)22 791 18 18; in case of absence,
please leave a message: someone will call back,
Or email to: shihq@who.int
Pensions: +41(0)22 928 88 00;
Email: unjspf.gva@unjspf.org for Geneva
Or+1 212 963 6931 and
unjspf@un.org for New York
AFSM office covered on Tuesday and Wednesday
from 9:30 to 12:00
Otherwise, please leave a message: someone will call back

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magazine are those of the authors
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Please send your contributions
to:
David Cohen
codahen29@gmail.com
In January of this year all retirees participating in the Staff Health Insurance (SHI) should have received the SHI Newsletter which contained much information on finances, forthcoming changes in the SHI rules and - most importantly – news on the new electronic self-service portal – “SHI-Online” for submitting claims.

SHI-Online offers participants the possibility of submitting claims, reviewing their status, including their payment status as well as claims history for themselves and their dependants. SHI-Online also includes other information such as FAQs, SHI Rules, SHI Newsletters, and Contacts etc. It was officially launched on 2nd February 2017.

The SHI Newsletter has been carefully written and contains all the information needed to use the SHI-Online. However, perhaps because it was intended to be of help to all participants, active staff as well as retirees, it is not entirely clear to our retired colleagues how to use it.

While we are informed that several retirees have already started using SHI-Online for sending their claims, elected representatives of retirees as well as our association have been told of some users experiencing difficulties in creating their account.

This article is intended to summarize/clarify the procedure for accessing SHI-Online.

Several colleagues expressed concern that it will eventually become compulsory for retirees.
The answer is an unconditional NOT SO. Retirees will always have the possibility to send their claims by postal mail or to deposit them at WHO HQ if they live nearby. However, using SHI-Online will represent a considerable advantage for many of our retired colleagues, particularly for those living in areas where postal mail is irregular.

A question received from participants who used to send their claims to Regional Offices: When will SHI-Online be available to them? By the time you will receive this issue of our Quarterly News (April 2017) SHI-Online will be available to all Regional Offices except PAHO/AMRO, which will be operational by the end of the year.

What equipment do you need to submit your claims on SHI-Online?
- A computer linked to internet and a scanner able to save the scans as PDF, JPG or BMP documents.
- An email address

Important note: For several years, retirees have been encouraged to provide their email addresses to SHI who could then send reimbursement advices by email. So far, about 40% of retired participants have done so. Only those retirees who have already provided their email addresses to SHI will be able to obtain an ADS account and to access the portal immediately. Those that haven’t yet done so will first need to advise SHI of their e-mail address (see below)

Please also note that once you start to submit claims online it is preferable that you continue to do so and do not switch back to manual submission by envelope.

So, in short:
- If you have previously given your email to SHI, you will be able to start the procedure below immediately. Please ensure that you use the same email which you are using to receive your reimbursement advices.
- If you have not done so but have an email address, please send it first to SHI (mentioning of course your name and SHI number) at shihq@who.int. We advise you to allow several working days for your email address to be registered by SHI before proceeding to the next step.
- If you do not have an email address, you will obviously have to continue sending your claims as before, via the SHI envelopes.

The next step will be for you to obtain an “ADS” account. The procedure is as follows:
- Go to https://extranet.who.int/ads/adswebinterface/help.aspx (regretfully in English only)
- Click on “Create Account” from among the choices on the left.
- Insert the same email address you had previously provided to SHI.
- Fill in the other information requested, including a username and a password (7-20 characters)
- Click on “send”.

Soon after, you will receive an email asking you to confirm the email address within 48 hours. You must do so to complete your registration.

Having thus registered, you can then access SHI-Online:

Go to http://shi-online.who.int. On the right of a beautiful picture of WHO Headquarters and blossoming cherry trees, click on ‘External partner (ADS)’ and type your email in the box ‘organizational account’, fill in your password, and click on ‘Sign in’.

You are now taken to the home page of SHI-Online. Click on the icon to fill in your claim according to instructions which are described in detail in the SHI-Online 8-step tutorial you received with the SHI Newsletter. This tutorial is also available at the foot of the SHI-Online page. If you find the tutorial is too small to read comfortably, you can access it at https://youtu.be/af2FZJffci8 where a full-screen option is available.

SHI-Online also allows you to request direct payments, to track your claims submitted online, to check previous claims paid and retrieve corresponding reimbursement advices, and to verify your family status (dental and optical credits as well as affiliation dates).

We thank Samantha Bell-Schiers, Laure Konig and Edgardo Gutierrez for their inputs in preparing this article. We do not pretend to have provided you with all answers and we will welcome receiving your views on using SHI-Online.

For all problems related to accessing SHI-Online, you may contact SHI at shi-online@who.int.
Where are we with our Pensions?

Retired staff have been receiving different messages about our Pension Fund and disquieting reports of the mismanagement of the Fund. AFSM, your retirees’ Association, has been more conciliatory, and stressed that although there may be problems with the operations of the Fund, our pensions are reasonably secure. It is time to rectify our position and report on what we believe are the facts concerning the operations of the Fund.

The UNOG Staff Coordinating Council (CCISUA) has been calling for the CEO of the Fund – Sergio Arvizu – to be fired amid claims of incompetence and delays in the payment of pensions. In a Town Hall meeting held on 2 December 2016 in the UN Office in Geneva, the Chairman of the Pension Board (63rd session) – Mr Vladimir Youssifov, the CEO, and the chief of the Geneva Office – Alan Blythe – presented an update on their perceptions of the situation. The presentations painted a relatively rosy picture and professed that the delays in payment of pensions had almost been resolved. The CCISUA presented a critical review of the management of the Fund.

We must distinguish between the Pension Fund secretariat which administers the operations of the Fund (i.e. payment of pensions), and the management of the investments of the Fund which is distinctly separate and is administered by the Division of Investments Management (IMD), under the purview of the Representative of the Secretary General (RSG). We have claimed that whatever the shortcomings of the Fund secretariat, what is more important for our future is the investment of the approximately 54 billion USD. Since the Town Hall meeting, the UNGA adopted a resolution on the subject in 2016 (A/RES/71/265) and a draft audit report of the Office of Internal Oversight Services (OIOS) has been leaked and is available to all.

Both of the above make relatively grim reading. The resolution, “expresses serious concern at the continued delays in the receipt of payments by some new beneficiaries..”, “requests the Pension Board to ensure that the Fund complete the review, as a matter of priority, and to report on measures taken to address identified bottlenecks ” and “notes with concern the high number of vacant posts in the Pension Fund..” The resolution reaffirms that “the Secretary-General serves as fiduciary for the investment of assets of the Fund” and “expresses concern at the near-term under-performance of investments", and at “the high number of vacant posts in the Investment Management Division, in particular at the managerial and senior levels”. The Fund’s investments incurred a loss of 3.4 billion USD in foreign exchange losses in 2015. It also “note(d) with concern that the report of the SG did not include information on the performance of his representative” – Ms Carol Boykin. Apparently the Maryland state employee pension fund, of which Ms Boykin was the chief investment officer from 1999 to 2003, was ranked last among all the state pension funds in investment returns in 2001.

The draft audit report has criticised the assertions of the CEO of the Fund about the corrective measures for eliminating the delays in payment of pensions and has concluded that many of the statements of the top hierarchy of the Fund are inaccurate at best. Given all the above, what can we conclude?

We still maintain that some shortcomings of the Fund secretariat have little effect on the long-term interests of the pensioners – except serving as irritants or temporary hardships to new retirees. What is remarkable is the close support the secretariat receives from the Pension Board and current President of the Federation of Former International Civil Servants or FAFICS. In response to a question on what oversight is exercised over the investments, the Chairman of the Board said that the SG, his Representative, the Pension Board, and the UNGA all exercise this function. However, the last appointment of the Representative of the SG has reflected acquiescence on the part of the then SG to the demands of unknown actors in the US government. Hopefully the new SG will assert his independence more vigorously.

The final point is that the Investment Committee (consisting of eight outside experts), although advisory to the RSG had exercised an oversight function under the Chairmanship of Mr Pictet of Switzerland. Since his resignation two years ago, the Chair has become a rotating function thus further diluting the role of the Committee.

Dev Ray
Executive Board – 140th Session

The Board met from 23 January – 1 February 2017. In her opening statement, Dr Margaret Chan referred to key achievements: the WHO 2016 year in review can be accessed on the WHO website. In the first nine months of 2016, WHO had responded to major emergencies in 47 countries. At the recent World Economic Forum, a new USD 500 million coalition to develop vaccines ahead of epidemics had been announced. The initiative to build up a strike force of emergency medical teams had moved forward quickly and international preparedness to provide clinical care during emergencies had been structured and standardized. There is a ground-breaking model for partnership with the private and nongovernmental sectors to ensure greater fairness in global public health. Member States paid tribute to two iconic public health leaders – Dr DA Henderson for his important work on the eradication of smallpox, and Dr Halfdan Mahler for his long tenure as WHO Director-General and his commitment to primary health care, with the Alma-Ata Declaration that launched the Health for All movement.

Regarding the election of the next Director-General, on 24 January, the Board conducted an initial screening of the 6 candidates nominated by Member States for the post and then voted to determine a short list of 5 candidates who were interviewed on 25 January. Voting then took place on the 5 candidates and the names of 3 were chosen for forwarding to the World Health Assembly in May – Dr Tedros Adhanom Ghebreyesus, Dr David Nabarro and Dr Sania Nishtar. All Member States will choose among the three nominees by vote and the new Director-General will take office on 1 July 2017.

Dr Mahmoud Fikri from the United Arab Emirates was appointed by the Board as Regional Director for the Eastern Mediterranean and he started his five-year term on 1 February 2017. The Board expressed its appreciation to Dr Ala Din Alwan for his five years of service as Regional Director, EMRO and for his invaluable and longstanding contribution to the work of WHO. Other Regional Directors are: Dr Matshidiso Moeti, AFRO; Dr Carissa Etienne, PAHO/AMRO; Dr Zsuzsanna Jakab, EURO; Dr Poonam Singh, SEARO; and Dr Shin Young-soo, WPRO.

Recommendations were made to the World Health Assembly to adopt resolutions, notably on:

- Improving the prevention, diagnosis and management of sepsis
- Preparation for the third High-Level Meeting of the General Assembly on the Prevention and Control of Noncommunicable Diseases, to be held in 2018

Decisions were taken _inter alia_ on:

- Human resources for health and implementation of the outcomes of the UN High-Level Commission on Health Employment and Economic Growth
- Poliomyelitis
- Pandemic Influenza Preparedness Framework for the sharing of influenza viruses and access to vaccines and other benefits
- Member State mechanisms on substandard/spurious/falsely-labelled/falsified/counterfeit medical products
- Draft global action plan on the public health response to dementia
- Overall programme review of the global strategy and plan of action on public health, innovation and intellectual property
- Promoting the health of refugees and migrants
- Engagement with non-State actors

**Highlights of other news**

- On 10 January, WHO and the United States National Cancer Institute launched a new report demonstrating that policies to control tobacco use, including higher taxes and
prices, can greatly reduce tobacco use, protect people from cancers and heart disease, and create significant revenues for health and development.

- On 18 January, President Xi Jinping and First Lady Madame Peng Liyuan of the People’s Republic China visited WHO headquarters for discussions with the Director-General and a memorandum of understanding was signed on collaboration. During the visit, the President presented as a gift to WHO a bronze statue highlighting acupuncture, and the First Lady, who is a WHO Goodwill Ambassador for HIV/AIDS and TB, received awards from WHO and UNAIDS for her work on these diseases.

- In February, WHO once again focused on physical activity. Globally, 23% of adults and 81% of school-going adolescents are not active enough. Fact 7 of the 10 facts published, focuses on adults aged 65 and above, for whom the recommended levels of activity are the same as adults aged 18-64: 150 minutes per week of moderately intense physical activity or 75 minutes of vigorous activity or a combination of both; activity should be performed in bouts of at least 10 minutes’ duration. Adults with poor mobility should do physical activity three or more days per week to enhance balance and prevent falls. Older adults who cannot do the recommended amount, should be as physically active as their abilities and conditions allow.

- For the World Health Day in April 2017, focusing on depression, the let’s talk campaign aims to ensure that more people with depression seek and get help.

- On the occasion of World Hearing Day, 3rd March, WHO warned that 360 million people live with a disabling hearing loss with huge economic costs.

- On 27 February, WHO published its first list of antibiotic-resistant "priority pathogens" that include bacteria that pose the greatest threat to human health.

Further and more up-to-date information can be found on the WHO website – www.who.int

Sue Block Tyrrell

Changes to the Rules of the Staff Health Insurance – IMPORTANT NOTE

The SHI Newsletter of January 2016 listed several changes to the Staff Health Insurance Rules which will be effective from 1 July 2017. These changes are listed on page 8 of the SHI Newsletter.

The current edition of the Staff Health Insurance Rules is dated January 2016 and a new edition incorporating these changes would normally be distributed in July 2017. However, SHI reports that other changes to the Rules will be submitted to forthcoming meetings of the Global Oversight Committee (GOC) and once approved by the Director General these will enter into force in 2018.

So, please note that the next edition of the SHI Rules will not be issued until January 2018, to avoid having to print several versions.

SHI has confirmed that it will communicate this information to retired staff as soon as possible; however we are able to take advantage of this April issue of the Quarterly News to remind you to refer to the changes in the Rules published in the SHI Newsletter 2016 when submitting claims for reimbursement of medical services as from 1 July of this year.

JPM
**Formalities in the event of the death of a WHO retiree**

In the event of the death of a WHO retiree, the spouse, family members or legal representative need to undertake the following formalities:

1. **Pension**

Inform the United Nations Joint Staff Pension Fund, indicating the deceased’s pension number:

Tel:
- at Geneva    + 41(0)22 928 8800
- at New York   +   1 212 963 693

The following documents need to be provided to the Pension Fund to enable the surviving spouse to obtain the pension:
- Original of death certificate
- Birth certificate
- Marriage certificate (or, as appropriate, divorce decree)
- Copy of passport or identity card bearing the signature of the spouse
- Form PENS, E/2 Regulations concerning payments
- Form PENS E/10 Declaration of country of residence (if necessary)

- by e-mail: Geneva: unjspf.gva@unjspf.org  
  New York: unjspf@un.org

- by mail: 
  Geneva : UNJSPF c/o Palais des Nations, 1211 Geneva 10,  
  New York: UNJSPF c/o United Nations, P.O. box 5036 New York, NY 101163-50

- in person: Du Pont de Nemours building, chemin de Pavillon 2, 1218 Grand Saconnex, Switzerland, (bus stop: “Susette”) Monday-Friday: 08h30-17h30
- Telephone: +41(0)22 928 88 00/88 34/88 13 (Fax: +41(0)22 929 90 99
- (Form PEN E/2 which is required to request the pension of the surviving spouse is available on website www.unjspf.org)

Any change of address or bank account should be notified to the Pension Fund in writing by mail. Form PF23 is available on the UNJSPF website.

2. **Health Insurance**

Inform the WHO Staff Health Insurance (SHI) indicating the deceased’s insurance number:

- by e-mail to shihq@who.int
- by telephone at 41(0)22 791 1818

Send to SHI by mail, or e-mail, a scanned copy of the death certificate and complete within 90 days WHO form 90.3 to ensure that the surviving spouse remains covered by the WHO Health Insurance. Failure to apply within the time frame, or renunciation of insurance protection, excludes the dependants and other family members from participation at a later date.

The SHI help desk is open from Monday to Friday from 2 to 4 pm. It is located on the second floor of the WHO main building, office 2140.

Any change in postal or e-mail address, or bank account, by the surviving spouse must be notified by e-mail, to shihq@who.int

3. **In addition** to the formalities required by WHO, do not forgot those legal actions related to Banks, Municipal authorities etc.

Address AFSM:
Association of Former Staff Members (AFSM) Office 4141 WHO Headquarters,  
Telephone +41(0) 22 791 3103/3192, email: aoms@who.int
It was with great sorrow that we learned that Walther Wernsdorfer, our long-standing colleague and friend, passed away on 19 September 2016 at his home in Vienna after a long illness which he fought with great fortitude. He was 88 years old.

Walther was born in Erlangen, Germany in 1928 and obtained his medical degree at the University of Munich at the young age of 22. His ambition was to work on tropical medicine at the country level so firstly he underwent specialization in this field at the University of Basle, followed in 1967 by obtaining a Diploma in Public Health at the University of Bristol in the UK. He joined WHO about 1968, working with national malaria control programmes in Iraq, Pakistan, Sudan and Tunisia. He was appointed in 1972 as Chief of the Research Technical Intelligence (RTI) Unit within the Malaria Control Programme at WHO Headquarters where he remained until his retirement in 1988. Following his retirement, Walther took a post at the University of Vienna during which he continued to work with WHO and national malaria programmes until ill health limited his activities.

- Walther was a true professional and totally devoted to malaria research and its translation into effective control activities at the country level. He worked closely with malaria research institutions, national malaria programmes and WHO Regional Offices. Particularly, important was the role that he played in ensuring close collaboration between the WHO malaria control programme and the UNDP/World Bank/WHO Special Programme for Research and Training in Tropical Diseases (TDR) following the latter’s formation in 1975 – sometimes a delicate matter in those early days!

- Personally, Walther was a kind, honest and discreet man who always supported his staff as his second “family”. There are many people who will be sad at his passing but are grateful for the role Walther played in their lives and careers. We offer our sincere condolences to his wife Brigitte, his daughter Elizabeth and his son Michael.

Peter Trigg

Albert Weber

Dr Albert Weber passed away at 91 on 20 November 2016 at his home in Founex where he had retired after a career in EURO. As Director, Health Information Service, he headed a complex service, a work that required special managerial and human skills. Despite his numerous technical and administrative duties, his door was always open for individual staff in need of his advice and help. He was greatly missed at his departure on retirement around 1986 and the Health Information Service was disbanded. Many will remember him for his intense professional work and his kind nature. Together with his two daughters and his wife, he had nicely adjusted to the Danish lifestyle, but he always truly loved the snowy mountains of his country and his chalet.

Gabriella Frederiksen (former Assistant to Dr Weber)

I first met Dr Albert Weber in 1973 at a restaurant by Lake Geneva, where I was interviewed for a junior position in his unit, then called Health Information, dealing also with Programme Management which was evolving rapidly within WHO. Albert Weber was a gentleman, somewhat formal, with a kind twinkle in his eyes, who loved to share a joke. I was privileged, in the 3 years we worked directly together, to have him as a supervisor. Dr Weber, later appointed Director, was particularly appreciated in EURO for his wide experience and his total reliability. In fact, he was a pillar and the institutional memory for the many years he worked with successive RDs/DPMs. Interestingly, as a young statistician,
Albert worked at the Indian Statistical Institute in Calcutta for a year. It must indeed have been quite an experience of contrasts in the 1950's! Albert is survived by his wife, Marguerite, two daughters and a grandson.

I first met Albert Weber 55 years ago, in 1961. Having been recently recruited by WHO, I arrived in Copenhagen for my briefing before departing for Turkey as the malaria team's statistician. Albert was one of the first staff members I met and we immediately got along well. He was going to be my boss but he treated me above all as a friend and this always remained the case. I am indebted to him for his early guidance and he facilitated relationships that might have been difficult. On each of his visits to my duty station I was grateful for his knowhow and his constant concern that the statistics we collected should be used for the benefit of the populations involved. Many years later he resided near Geneva which allowed us to rekindle our warm friendship.

-Alain Vessereau

Pauline Lynch-Keep

During the early hours of 21 January 2017, at the age of 67, Pauline lost the battle she fought so bravely for the past 8 years. So insistent was she to beat the disease which was slowly taking over her body, she refused to acknowledge that it was even there. For a long time that stubborn and positive attitude worked incredibly well. Pauline worked at WHO headquarters for much of her long career – on and off from 1979 to her retirement, due to ill health, in 2009. She worked in the Special Programme for Research and Training in Tropical Diseases, the Global Programme on AIDS, the Emergency and Humanitarian Aid Programme, the Programme for the Promotion of Chemical Safety and the Intergovernmental Forum on Chemical Safety. Pauline loved talking to people, both colleagues and the many participants who attended the meetings she organized, and she always took the time to get to know them personally and to take an interest in their lives. She was one of the kindest, most generous, unselfish and loving people you could ever wish to meet. Her many friends and family who are scattered all over the globe will be mourning collectively the loss of such a courageous and caring woman. It is highly unlikely that anyone who has crossed Pauline’s path would ever forget the strong, confident, warm and friendly person that she was. Pauline is survived by her four sons, their respective partners, two grandchildren, her sister and brother-in-law, and her nieces and nephews and their families, all of whom she absolutely adored. Pauline was a wonderful mother, grandmother, sister and aunt, a fabulous colleague and a truly amazing friend who will remain forever in our hearts.

- Christine Coze

Aite Manko D’Almeida. An obituary will be published in the next issue.

In memoriam

David Baldry

Dr David Baldry passed away on 14 January, one day short of his 81st birthday.

David obtained a B.Sc in Zoology in 1957 and a Doctor of Science on Research and Control of Tropical Diseases in Africa and the Protection of Associated Aquatic Environments, in 1981.

In 1960 he joined the West African Institute for Trypanosomiasis in Kaduna, Nigeria, to work on the biology and control of tsetse flies, moving in 1970 to a WHO/UNDP Project in Kenya for research on human and animal trypanosomiasis. In 1973 David joined the Interim Project for the Onchocerciasis Control Programme in West Africa being appointed Chief, Aerial Operations in 1974 when he was responsible for developing special insecticide spraying systems for both helicopters and aircraft.

Passionate cartographer, he greatly expanded the Simulium damnosum breeding site mapping survey. An inter-agency transfer to FAO in 1978 saw David back in East Africa directing the control of animal trypanosomiasis for a joint UNDP/FAO project.

David returned to OCP in 1982, initially as coordinator for the Western Extension1, where he mapped vast intervention areas, before transferring to the OCP Headquarters in 1986 and assuming functions that included Chief Cartography. In 1989 David moved to Geneva as head of the OCP Liaison Office. Following his retirement in 1992 David acted as consultant to the World Bank on protection of aquatic environments in Africa, and adviser to local authorities and fishing associations in France where he resided, producing 18 publications on fish and crayfish. David was a talented painter and his wide range of interests included lapidary, the architecture of chimneys and African spoons. He was a dedicated gourmet - wherever you were he always knew the best restaurant!

David delivered a talk on mapping and vector control at the 6th International Simulid Symposium, Turin in 2014; he received a standing ovation.

1 including part of Western Mali, Guinea, Guinea Bissau, Senegal and Sierra Leone. See also: www.who.int/tdr/news/2017/david-baldry/en

Rosemary Villars and John Davies

Paolo Serra

I was sad to hear of the passing away of Paolo Serra on 12 February 2017 after a long illness borne with dignity and courage.

I first knew Paolo well at the beginning of the eighties. He was one of the founding members of the WHO Small Bore Shooting Society and together with John Hudleston, Francois Genoud and Georges Joseph we would participate regularly in shooting events near and far. The English community in HRP where John and I worked referred to us as the Small Bores!

Paolo was President of the WHO society when François was Director for a while.

We used to hold our competitions and friendly matches at the Château Bloch Rifle Shooting Stand, Route de Bois des Frères, and if you go there now you can see poster-sized photos of him with his winning teams. He was a real marksman.

I think my favourite memory of Paolo was when we had participated in the WHO Annual competition at Château Bloch. He had arranged a barbecue with grilled bread, smeared with garlic, olive oil and tomatoes – the best bruschetta I ever had!

As well as presiding over the WHO society, Paolo spent hours working in the office as a committee member of the STSG ‘Societe des Tireurs Sportifs Genevois’, and as Director of the Bracailleurs, sub-section of the Arquebuse. He was devoted to rifle shooting.

Many of you will remember Paolo from where he worked at the WHO ‘menuiserie’ on the first basement floor of WHO. He was always ready to lend a helping hand.

Thank you Paolo for helping to train me in the art of target shooting. Thanks to you and the WHO Small Bores I have this wonderful passion ever since. May you rest in peace.

On behalf of your friends in the rifle shooting community, Vivienne P. Duppenthaler
Avril Phillips

Avril died on 30 January last after a short illness, a few months before her 90th birthday. She joined WHO in the 1950’s, and worked mostly in the Division of Communicable Diseases. Like so many others she had come to Geneva just for two years but fell in love with the mountains and never wanted to leave. Soon she started doing serious trekking and even reached the top of Mont Blanc – twice! Right to the end of her life her greatest pleasure was to walk in nice surroundings with a view of the mountains. She travelled to all parts of the world, particularly after her retirement, and once spent six months with a WHO colleague in New Zealand and Australia, touring, walking and visiting friends.

She was an active member of the Westlake Church (Nyon and St.Sulpice) whose support was precious to her during the latter years of her life. She was also a member of the International Women’s Club of Nyon, and being fond of music, joined one of the Club’s groups which listens to and discusses classical music. On one occasion she initiated the group into the intricacies of playing the cello using her own instrument, which she had played as a young woman. Later she gifted her cello to a budding young cellist in the Ukraine through a charitable organisation she supported.

We are very sad to lose such a good friend.

Ulla Goetsche and Joan Gunby

In memoriam

Other deaths

| Abdallah | Abdul Sayed | 22/07/2016 |
| Adan     | Gerardo L.  | 16/10/2016 |
| Amini    | Feraydoun   | ............ |
| Aranda Pastor | Jose | 08/09/2016 |
| Arango   | Luis A.     | 16/09/2016 |
| Barro    | Tele        | 27/08/2016 |
| Blanco   | J.          | 15/07/2016 |
| BOTTI    | Sonia Maria | ............ |
| Chalandon| Lucienne    | 29/08/2016 |
| Chamsa   | Mansour     | 31/08/2016 |
| Chivers  | Doris       | 06/07/2016 |
| Coelho Neto | Antero | 18/01/2016 |
| Daoud    | Mohamed     | 21/10/2016 |
| Dayer    | Ernest      | 03/07/2016 |
| De Cabarrus | Aida | 15/11/2016 |
| Deiman   | Patricia    | 10/09/2016 |
| Dembele  | Mamadou     | 09/10/2016 |
| Demissie | Araya       | 20/07/2016 |
| Escalante| Jorge A.    | 09/11/2016 |
| Fares    | Minora      | 24/08/2016 |
| Fernandes| Mario       | 02/04/2016 |
| Fisher   | Orville     | 03/06/2016 |
| Garcia   | Genaro      | 10/09/2016 |
| Garcia-Valenzu | Rosali | 13/10/2016 |
| Garritano-Garritano | Rodolfo | 13/02/2016 |
| Grainger | Kathleen    | 05/07/2016 |
| GUERI    | Miguel      | ............ |
| Hallaj   | Zuhair      | 19/06/2016 |
| Hartigan | Pamela      | 12/08/2016 |
| Kierzkowska | Stanislava | 05/09/2016 |
| Koff     | Elisabeth   | 08/07/2016 |
| Lawler   | Shirley M.  | 29/05/2015 |
| Loulendo | Robert      | 22/11/2016 |
| Manalili | Emigdio     | 22/09/2016 |
| Marlowe  | Patricia    | 05/10/2016 |
| Meek     | Rosalind    | 11/05/2016 |
| Mitchell | Margaret    | 07/09/2016 |
| Montoya Perez | Fabio | 15/07/2016 |
| Mossuz   | Brigitte    | 21/06/2016 |
| Mutambo  | Helen       | 13/06/2016 |
| Navia    | Tomas       | 01/11/2016 |
| Ndala    | Bernard     | 02/08/2016 |
| Ndoko    | Josef       | 24/07/2016 |
| Nwogwugwu| Moses Chined| 11/08/2016 |
| Ouedraogo| Moussa      | 22/06/2016 |
| Palazon  | Maria       | 09/10/2016 |
| Peck     | Brenda      | ............ |
| Pitters  | Ronald J.   | 26/04/2016 |
| Raman    | Natesayier  | 07/12/2016 |
| Rifka    | Gabriel Elias| 18/10/2016 |
| Rohrbach | Pamela      | 10/06/2016 |
| Rustom   | Ahmad       | 08/02/2016 |
| Salmon   | Eliahu      | 02/04/2016 |
| Sioff    | Rudolf      | 20/03/2016 |
| Spruit   | Gonella     | 01/10/2016 |
| Stussi   | Pericles Pedroso | ............ |
| Szuba    | Tadeusz     | 21/07/2016 |
| Tafur    | Alejandro   | 07/08/2016 |
| Traore   | Moussa      | 25/09/2016 |
| Valdes   | Mayra D.S.  | 11/06/2016 |
| Vitorio  | Sonia       | 07/08/2016 |
| Viteri   | F.          | 11/07/2016 |
| Waddington| Joseph    | 18/09/2016 |
| Walton   | Dan-W.      | 14/09/2016 |
| Westley  | Norman      | 08/08/2016 |
| Wong     | Yoke Ping   | 20/09/2016 |
Night Sky April – June 2017

At this time of year in the northern hemisphere it gets dark late and the nights can be chillier than in late summer, so astronomy is not high in people’s minds. Also, compared with other times of the year, there are fewer bright stars in the night sky because the Milky Way is low in the sky.

So look instead for Jupiter, the largest planet, which is currently the brightest object apart from the Moon in the night sky. It is in mid sky and due south after dark (or due north in the southern hemisphere). Even binoculars will show that it is more than just a point source of light like a star. You will almost certainly see some tiny points of light on either side of the planet, which are its brightest moons.

The pioneer Italian astronomer Galileo was the first ever to observe and report these moons, in 1610, with his primitive telescope. He saw that they changed position from night to night, and realised that they were orbiting Jupiter. At that time this claim was dynamite, as the Church decreed that everything in the Universe orbited the Earth. However, you can observe the movements of what we now call the Galilean satellites for yourself without fear of persecution.

You can get more sky news from the Society for Popular Astronomy website: http://www.popastro.com/youngstargazers/skyguide/

Article kindly provided by the British Society for Popular Astronomy

BAFUNCS: Annual Reunion 2018

As well as looking after the more mundane administrative interests of retired international civil servants in Britain, the British Association of Former UN Civil Servants, (BAFUNCS) also has a very important social function and membership is not restricted. Overseas members are welcomed. For members not residing in the UK it is a great opportunity to keep contact with former colleagues through its annual reunions, newsletters and regional social events. Its website gives detailed information: http://www.bafuncs.org.

Traditionally BAFUNCS Annual Reunions have always been held in the UK, but as there are quite a few BAFUNCS members living in or around Geneva, the Executive Committee has decided that the 2018 Annual Reunion shall be held on 11, 12 and 13 May in the Novotel (rue de Zürich) in Geneva.

The 2018 Annual reunion will be open to guests. The Reunion starts with a welcome on Friday and an informal dinner. On Saturday and Sunday morning the president will have invited speakers. For 2018 it is as yet unknown who they will be, but they are always very interesting persons who have occupied or are occupying prominent positions related to the UN. On Saturday afternoon there will be three excursions to choose from: a visit to CERN, a guided tour of Geneva including a coach trip, a walk through the old town and a short boat trip and lastly a visit to the Patek Philippe museum of watchmaking. This will be followed by the official dinner.

Interested staff or retired staff may contact the convenor of the 2018 Reunion. They will then be sent Registration forms and more detailed information around September/October 2017.

Coby Sikkens Convenor BAFUNCS AR 2018, e-mail: jacobasikkens@gmail.com
Paul Signac. Reflections on Water

The new and very beautiful "Museo d'arte della Svizzera italiana" (MASI) in Lugano, held from 4 September 2016 to 8 January 2017 an exhibition of the works of the French painter Paul Signac born in Paris in 1863. A very rich exhibition which offered us the opportunity to make an interesting journey in time through its magnificent paintings. He was an autodidact. He learned painting by studying the works of Edouard Manet, Claude Monet and Edgar Degas. Famous was his exploit when at 15 years visiting the exhibition of impressionists he tried to copy a painting of Degas, and was thrown out by Gauguin who told him "here we do not make copies, sir." It is interesting to learn more about his life to better understand these paintings. His meeting with Georges Seurat, the pointillist, helped him to find his way. Both were interested in the new theories on the perception of colour. In his time, characterized by an absolute confidence in science, they became enthusiastic about the research of the French chemist, Michel Eugène Chevreul, from whom they learned the principles of the theory of optical small points of colours in paintings according to very strict rules. Signac thus became the most prominent representative of neo-impressionism. The premature death of his mentor, Seurat, prevented him from working for a long time. Even though he abandoned his method, which, in his opinion, was perfect only for clear paintings. Meanwhile, watercolour conquered him totally. He used it to have greater freedom and to paint in an original fluidity the shades of sunsets and the reflections of water in places that he particularly liked. He was a great traveller, at a time when travel was still reserved for very few people; he preferred places near the sea. From the north to the south of France, he painted the beaches and in a project he was asked to undertake by the patron and collector Gaston Levy, and which was to be called "the ports of France", especially the ports, of which he leaves us these fluid watercolours where the movement of water remains fixed in imaginary nuances with a technique that recalls the beginnings of neo-impressionism.. It is interesting to compare the places in the paintings with those of today. They can hardly be recognized. The version given by Signac on canvas remains fixed in imaginary nuances. He remained always faithful to the south, staying long in Antibes and Saint Paul de Vence. He painted also Brittany, with its river, the Trieux and the town of Saint Malo. And Venice, too. For his project, he had planned to paint 100 ports from the Mediterranean to the ocean. He thus left us an extraordinary record by painting places whose original appearance was to be completely changed by the bombardments of World War II. The exhibition offers many images of an exemplary and unique project.

Laura Ciaffei
Saveurs des Tropiques (French only)

Our colleague and friend, Kalula Kalambay, whose paintings and poems we have published several times in the past, has just written a book. Here is how Kalula describes it:

The book is an autobiography recalling adventures in my home country and in the field on assignment with the World Health Organization (WHO). The collection is comprised of 8 short stories which endeavour to allow the reader to grasp different portraits of a mutating age-old Africa. Through a voyage in time, the bush doctor, who later became an international civil servant, describes in detail each experience in order to bring out the essential elements for a new perspective on different socio-cultural prisms such as: the relationship of human beings with illness and with others, the organization of health systems or the place of new technology in the management of community life. The social relations debate which the author takes on with passion, humour or compassion, is an urgent call for a culture of excellence and a rejection of mediocrity. This collection of short stories is designed to fulfil the author’s duty of remembrance and a testimony for the younger generation. For it is said that « You will not depart this earth without leaving behind in it all that you have received ».

This book is available only on Amazon, in paper copy or in Kindle format. The author invites readers to share the information and welcomes their comments and reactions.

Kalula Kalambay

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Ralph H. Henderson, Immunising the Children of the World,

Rafe (Ralph H.) Henderson is one of the least recognized giants of public health. His newly published memoirs provide useful guidance on how the World Health Organization can show leadership and support for ministries of health. For this reason alone Rafe’s book should be read by all who aim to have an impact on health services.

Rafe describes his 34-year career from 1965—on assignment for measles control in Burkina Faso—to 2003, four years after he retired as a WHO Assistant Director-General.

The first part of the book describes how five years of field assignments gave him a deep understanding of how health services do—and do not—work. His account of these early experiences is vivid and useful.

Rafe returned to the US in 1969 to take an MPH at Harvard and a Master of Public Policy at the John F. Kennedy School. In addition to his MD the MPP qualification gave him valuable lessons on working “…in the shark-infested waters of WHO’s high management”. After an assignment in CDC’s Venereal Disease Division, Rafe joined WHO-Geneva in 1978 as the first director of the newly established Expanded Programme on Immunization. In just 12 years under his leadership infant immunization coverage leapt from an estimated 5% (there was no reliable data at the time) to close to 80% in roughly 140 low-income countries, preventing some three million unnecessary childhood deaths every year.

Rafe describes the development of the cold chain and the rigorous management, training, and

1 Quote from J. W. Lee when he became director of the EPI.
monitoring and evaluation of the EPI. All twelve professional staff, for example, were required to complete quarterly, six-monthly and yearly objectives, updated every three months. Rafe himself found this task onerous but many EPI staff used the objectives to prioritise each quarter the few that were the most important and urgent – a regular painful but valuable lesson.

Most conversations in WHO about one’s colleagues are unfailingly polite - Rafe Henderson is not so shy. His interactions with WHO colleagues throughout the book are worth reading with the spotlight shining on several of his contemporaries.

There are however some gaps in these memoirs. The EPI management was based in Geneva but much of the development work in the countries was managed from the Regional offices; only PAHO is mentioned. Also, there is no mention of two critically important professionals: Artur Galazka who provided the scientific foundation for the newly formulated global immunization policies and Francois Gasse who focused EPI’s efforts on eliminating maternal and neonatal tetanus. They deserve more recognition. The omissions, however, pale against the strengths of this book.

The final section of the book covers the time from when, under Dr Nakajima, Rafe reluctantly accepted to become an ADG. He commented at the time that in an auction of brains, including that of Einstein’s, “an ADG brain is valued above all others because it had never been used”. There are many other similarly wry and amusing asides in this book.

Rafe describes the fratricidal manoeuvring at international meetings and at senior levels of WHO’s management until the arrival of Dr Brundtland who promptly removed five of the six ADs-G, including Rafe.

Rafe concludes with five “grand insights” for WHO, the state of “Global Health”, and the world in general. Eighteen years after his retirement these insights are still highly relevant for the future of WHO. Rarely has the past been so present.

James Cheyne

On the lighter side

The International Women’s Day 8 March 2017
Our colleagues have got talent – Charles Boelen

Dr Charles Boelen has sent us a delightful collection of 70 of his superb sketches, which he introduces thus… My thirty years at WHO were spent promoting the concept of Social Responsibility within Academic Institutions… In most of the countries to which I was called my duty travel was of very short duration… I nevertheless used the little spare time I had in making sketches in which I wanted to capture the essence of the peoples and places I visited.

His collection of sketches ICI et AILLEURS (Here and There) is not on sale, but QNT readers who are interested can contact Charles Boelen at 85 route d’Excenevex, 74140 Sciez-sur-Léman, France Tel.: (+33) 450 725 141. Mobile: (+33) 674 917 653. E-mail: boelen.charles@wanadoo.fr

Here are two examples of his sketches and two more can be found in the French text.

**Vintage**
Chrisler, Plymouth, Buick, Oldsmobile ... and they’re still running. To beat the US embargo spare parts were manufactured in small workshops. (Near the Malecón, Havana, Cuba, 1997)

**Boooom...**
Formerly a ship-based foghorn used in a “pea-souper” fog to signal its mooring close to the Golden Gate Bridge. (On board “Thayer2”, moored at Pier 21, San Francisco, USA, 1996)
Ombudsman

On 14 February 2017, the Ombudsman and Mediation Services (OMB) team including Mr José Martínez-Aragon and Ms Aba Ankrah-Ntambwe, Ombudsmen and Ms Catherine Michel-Baussay, Assistant OMB, participated in the meeting of the WHO Association of former Staff members. In this context, the question which came up is whether retired officials can also benefit from the Ombudsman’s services.

In fact, the services of the Ombudsman are available to any staff member, including former retirees for matters involving their relationship with WHO, for instance as regards problems affecting pension or medical benefits. The primary role of the Ombudsman is to provide assistance to staff members who face difficulties or issues related to employment with the Organization.

The principles governing the work of the Ombudsman are: **Independence, Neutrality, Impartiality, Confidentiality and Informality**.

- **Independence**: in the exercise of his duties, the Ombudsman is independent in structure and function from all organs or officials of the Organization he serves. The Ombudsman has direct access to the highest levels of the Organization.

- **Neutrality and impartiality**: the Ombudsman is a designated neutral and does not take sides in any conflict. The Ombudsman reviews each situation objectively and treats all parties on an equal footing.

- **Confidentiality**: the Ombudsman does not keep records, does not disclose information about individual cases or visits without permission and cannot be compelled to testify about concerns brought to his attention. The only exception, at the sole discretion of the Ombudsman, is when there is an imminent threat of serious harm.

- **Informality**: as an informal resource, the Ombudsman does not participate in any formal adjudicative or administrative procedure related to concerns brought to his attention. The Ombudsman does not make decisions, create or change policies or mandate actions.

How does the Ombudsman carry out this role in practice?

Through voluntary, confidential and informal meetings, much of the Ombudsman’s work involves honest and direct conversations. In pursuit of that honesty, and in keeping with a neutral and impartial role, the Ombudsman ensures that visitors’ expectations match reality. It is also the Ombudsman’s role to test whether the objectives being pursued by visitors meet what could realistically be accomplished. The Ombudsman tries to identify issues and interests – what is important to a visitor and why – in order to facilitate discussions aimed at exploring solutions and defining strategies to improve the situation.

A review of the Ombudsman’s casework in 2015 and 2016 shows that the most frequent type of cases involve

- issues between colleagues with supervisory relationships;
- issues impacting job conditions or the career progression of the visitor;
- organizational climate, morale, culture, communication, change management,
- issues with leadership in the Organization and management style, and peer and colleague.

Beyond individual cases, the Ombudsman has also an important role to play in identifying **systemics/trends**, malfunctions and to make recommendations for change. This includes providing upward feedback to the appropriate services/authorities in order to address these malfunctions. In the 2015 Annual Report, the Ombudsman identified four areas for improvement in WHO, namely

1. Insufficient efforts to improve managerial skills
2. Integrated approaches to address perceived abusive behaviour
3. Flaws in the deployment of staff during health crises: Ebola as a case example
4. Fostering recognition as a core value in WHO’s institutional culture.

Last but not least, OMB has an important role to play in ensuring that fundamental WHO values such as respect are part of the institution’s culture and, as such, inform the relationships among colleagues, including naturally former staff members.

*José Martínez-Aragon et Aba Ankrah-Ntambwe, Ombudsmen et Catherine Michel-Baussay, Assistante OMB*
Poem

Ode to retirement

This poem by our colleague Sue in UN Special addresses those who are going to retire, but it seemed interesting to reproduce it here.

"Retirement" - what does it mean to you?
You can't wait for the day? Or it leaves you blue?
Some people adjust within a matter of days,
And others take years to adapt, find new ways
To fill their lives with tasks that bring pleasure,
Replacing professions and stress with more leisure.
Some search for work, others volunteer,
Others opt to travel for most of the year.

Many questions arise as the date becomes near,
Where will you live? Return "home" or stay here?
"Home country" holidays are mostly such fun
But can you live there again, when all's said and done?

Will you have enough money? How much tax will you pay?
Or will you choose a tax haven, quite far away?
With more money to spend but friends are not there,
What's more important to you? Just think with care.

Marriages/partnerships well "made in heaven"
Enter a new chapter, together 24/7!
Before it was evenings, weekends, holidays,

Another challenge ahead for this new phase
Of your life, so to downsize don't race,
Give it time, as both of you need your own space.
"Leisurely days" aren't quite what you think,
Most mornings rush past, before you can blink,
When working, you're rapidly up, out, on the scene
And personal chores you fit in your routine,
Refreshments and meals are often close at hand
For rapid consumption, both simple and grand.

But retirees can take time to get up and get going
With shopping and cooking, emailing and phoning,
Time doesn't stand still and the day is soon gone
With not much accomplished, except a few chores done.

Like all things in life, there's both good and bad,
Some miss being needed, but others are glad,
Many positive aspects are there to be found,
Like waking up in the winter with snow on the ground,
No need to risk your life in the traffic to creep,
Just turn over in bed and go back to sleep!

Retirement will come to all in due time
Bring personal reactions as said in this rhyme,
The years pass so quickly, we don't even see them,
Just enjoy life to the full, carpe diem!

Sue Block Tyrrell