

# Vulnerable Too

Area/Type: HLD  
Sponsor: MSF International  
Length/Project Status: 2 years; ONGOING



## Project Summary

### Problem

*Humanitarian aid workers frequently encounter profound suffering and isolation, often manifesting as post-traumatic stress, burnout, diminished agency, toxic workplace cultures, and a pervasive fear of speaking out.*

### Proposed Solution

*The "Vulnerable Too" initiative proposes the creation of a digital platform where MSFers can share their experiences, express vulnerability, and find solidarity. It will create a secure, anonymous, and non-institutional platform grounded in storytelling and peer connection. It complements existing resources, but its heart is different: not compliance or treatment, but recognition, community, and care. Key features of the platform include: an encrypted submission system to ensure security and provide anonymity; a moderated peer-support forum; multimedia components providing access to diverse voices; integrated support, and a moderation chatbot.*



### Potential Impact

- Offers a clearly defined problem statement, with a high-impact and low-barrier solution that has significant potential to improve collective care and build emotional solidarity amongst MSF staff and association members.
- Recognises staff care as part of MSF's operational ethics

### Viability

- Adopts a phased rollout strategy, with a needs assessment and a controlled pilot with real-time feedback in year 1, and gradual scale-up based on pilot learnings in year 2.

### Risk Mitigation

- Takes trauma-informed care and digital safety into design considerations, with provision of anonymity where needed.
- Uses encrypted submissions, strict moderation, and clear guidelines to protect users. Implements privacy-focused hosting, encryption, regular security audits, and ethical hacking tests.

### Scalability

- Aims to scale organically to all MSF staff and association members, employing outreach channels including MSF networks, peer networks and community champions, thematic outreach and multimedia storytelling.
- Has obtained commitment of strategic and financial post-TIC support from MSF International in case of success.