



COVID-19

Nonprofit Resiliency Toolkit

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VISIONALITY

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About this Toolkit:

Nonprofits can be an afterthought during disaster planning and mitigation efforts. We’ve collected multiple resources and translated business action plans to help nonprofit leaders prepare for, operate during, and recover from disasters – specifically COVID-19. Beyond best practices and industry experience, your VISIONALITY team has significant disaster response experience – we’re ready to help you pivot in times of unusual circumstances.

[Sign up to receive Toolkit updates on our website](#)

About VISIONALITY:

VISIONALITY partners with organizations to transform VISION into REALITY. We work with organizations who know they can do more and want a dedicated, problem-solving team with the resources, knowledge, and expertise to propel them forward. We are in the business of changing the world by bettering the communities we serve.

Founded in 2011, VISIONALITY has grown from a one-woman passion project to a team of innovative thinkers and task masters who are dedicated to developing and implementing creative solutions for nonprofits, government agencies and businesses.

Operations, Management & Strategy for Growing Organizations

- Nonprofit Management
- Strategic Planning & Evaluation
- Fundraising
- Marketing & Communications
- Project Management
- Event Coordination



**2018 & 2019
Award Winner**



**Organizational
Member**



**Organizational
Member**



**2019 Award
Winner**



**Premier
Member**

From the Centers for Disease Control and Prevention:

(Updated March 9, 2020)

The World Health Organization (WHO) and CDC are responding to an outbreak of respiratory disease caused by a novel (new) coronavirus that was first detected in China and which has now been detected in more than 100 locations internationally, including in the United States. The virus has been named “SARS-CoV-2” and the disease it causes has been named “coronavirus disease 2019” (abbreviated “COVID-19”).

Important Resources

- [Symptoms associated with COVID-19](#)
- [Prevention and Treatment](#)
- [Map of states with reported cases](#)
- [Frequently Asked Questions](#)



What May Happen

According to the WHO and CDC, more cases of COVID-19 are likely to be identified in the United States in the coming days. There’s a high probability that widespread transmission of COVID-19 in the United States will occur. Widespread transmission of COVID-19 would translate into large numbers of people needing medical care at the same time. This has the potential to impact daily activities in the following ways:

1. Schools, childcare centers, and workplaces, may experience more absenteeism.
2. Mass gatherings may be sparsely attended or postponed.
3. Public health and healthcare systems may become overloaded, with elevated rates of hospitalizations and deaths.
4. Other critical infrastructure, such as law enforcement, emergency medical services, and sectors of the transportation industry may also be affected.
5. Healthcare providers and hospitals may be overwhelmed.

At this time, there is no vaccine to protect against COVID-19 and no medications approved to treat it. [Nonpharmaceutical interventions](#) would be the most important response strategy.



Additional Resources

- [Preventing COVID-19 Spread in Communities](#)
- [Information About the Coronavirus](#)
- [Information for Travel](#)
- [Stop the Spread of Germs \(Poster Download\)](#)
- [Handwashing Signage](#) (Print, Download, Order)
- [Handwashing Resources](#) (Stickers, Posters, Videos)

VISIONALITY is:

1. Following the guidance and recommendations of World Health Organization (WHO), Centers for Disease Control and Prevention (CDC) California Department of Public Health (CDPH), and local County Public Health Department recommendations on ALL matters including:
 - a. When to suggest Organizations cancel events and gatherings, based on attendance estimates and other changing risk factors.
 - b. When to suggest Organizations enact a 'work from home' policy.
 - c. When and how to augment Administrative and Programmatic functions within an Organization.
2. Monitoring the rapidly changing situation to inform our clients and create recommendations.

NOTE: we check the following websites daily:

 - a. World Health Organization (WHO)
 - b. Centers for Disease Control and Prevention (CDC)
 - c. California Department of Public Health (CDPH)
 - d. Local Public Health Departments for every County in which we have clients
3. Reviewing existing and creating new Emergency Operations and Communications plans.
4. Creating documentation and staffing plans to ensure continued operations.
5. Helping create successful 'work from home' opportunities and safer in-office environments.
6. Creating plans to replace traditional in-person and direct mail fundraising with online-heavy solutions, in case our community needs to limit in-person contact.
7. Helping to mitigate the potential financial losses associated with cancelling or rescheduling events and helping them convert in-person events to online gatherings, where possible.

COVID-19 NONPROFIT PREPAREDNESS CHECKLIST

These questions are designed to help your organization uncover possible vulnerabilities in times of disaster, including a pandemic like COVID-19. These questions encompass official recommendations from the WHO and the CDC, industry best practices, as well as the 'down to earth' reality that every nonprofit has limited resources and will need to prioritize measures based on individual, internal factors.

Once you have a clear understanding of possible vulnerabilities, you can make strategic decisions on where to put your efforts to increase resiliency.

We're here to help! VISIONALITY is working with organizations to prioritize vulnerabilities and create achievable, affordable solutions to increase resiliency.

PLANNING

- Do you have an Emergency Operations plan?
- Do you have an Emergency Communications plan?
 - For Staff?
 - For Volunteers?
 - For Donors?
 - For Clients?
- Do you have sufficient COVID-19 prevention supplies? (e.g. – soap, hand sanitizer that contains at least 60% alcohol, tissues, trash baskets, a few disposable facemasks, etc.)
NOTE: PLEASE DO NOT HOARD SUPPLIES, YOU CAN PUT OUR COMMUNITY'S VULNERABLE POPULATIONS AT RISK.
- Do you have a plan for unexpected staff absences?
- Are critical staff/operations/programmatic duties clearly documented, in case of staff absences?
- Do staff and volunteers have contingency plans for adjusted work hours or work sites?
- Do you have a communication plan in place that can be deployed quickly if your organization needs to ask the community for assistance, either in the form of donations or volunteers?

ADMINISTRATIVE, STAFFING & VOLUNTEERS

- Do you have all critical contact lists consolidated, organized and saved to the cloud (via Google Drive, DropBox, or other cloud services)?
 - For Staff?
 - For Volunteers?
 - For Donors?
 - For Clients?
- Can your whole staff access computer files remotely?
- Are your team's files backed up automatically?
- Are electronic copies of any critical paper files saved to the cloud?
- Do you use a password manager or have critical login information saved in an accessible and secure location? (banking, CRM/donor database, email program, website, etc.)
- Is there computer hardware available for use offsite, in the event staff can't come into the office?
- Do you have Business Interruption Insurance?
 - Is your insurance coverage adequate?
 - Do you know who to contact to initiate a claim?
- Do you offer sufficient sick days to staff, so they don't feel pressured to come to work if they feel sick? *Remember: quarantine for COVID-19 is 14 days*
- Have you considered continuing to pay employees should they exhaust sick time?
- Do you have a plan if schools close and working parents can't come into the office or need to bring children with them to the work?
- Are you prepared to host Staff, Board and Committee meetings remotely? (using zoom/skype/etc?)
- Are remote Board meetings allowed in your Bylaws?
- Does your Board and Staff understand how to adjust meeting procedures for remote meetings and votes via email?
- Do staff and volunteers know where to get emergency status updates?
- Do you have a plan for staff travel, in case they are quarantined and are unable to return to work? - *Remember: consider additional hotel/per diem expenses*
- Is everyone certified in First Aid and CPR?

- Does everyone have access to an Emergency Supply Kit at home?
- Do you have Emergency Supplies and a First Aid kit in the office?
- Are you regularly disinfecting cell and desk phones, computers, handrails, doorknobs, and other high-traffic areas?
- Think about your supply chain - Do you utilize supplies in your office that might become hard to find, more expensive or delayed?

PROGRAMMING

- Could COVID-19 increase your programmatic caseload?
- Do you have sufficient financial reserves to accommodate the increase caseload?
 - If not, do you have a fundraising plan to raise necessary funds?
 - If not, do you have a communications plan for your clients to communicate service limits?
- Do you have a way to contact clients in the event of a change in services?
- Have you formed partnerships with other local organizations to provide mutual assistance in the event of an emergency?
- Do you have a plan/system to provide services remotely? (using zoom/skype/etc.?)
- Are your COVID-19 programming materials translated into the native languages of your clients?
- Do your clients utilize public transportation? (there is a possibility that public transportation could be reduced or stopped)
- Think about your supply chain - Do you utilize supplies in your programming or services that might become hard to find, more expensive or delayed?

FUNDRAISING

- If you need to cancel fundraisers or major donor meetings, do you have sufficient cash reserves to overcome the lost revenue and additional expenses to reschedule?
- Do you have an online fundraising strategy?
- Can you accept donations online?

- Are you actively using your website, social media and email to regularly communicate with staff, volunteers, donors and clients?
- Do you have diverse fundraising channels?
If an income stream is reduced or disappears completely, will your organization survive?

EVENTS

The CDC has issued guidance for organizations to consider when deciding whether or not to pursue a mass gathering event (conference, church service, etc.). You can find the latest guidance [HERE](#).

- Do you have an event cancellation policy?
- Do you have event cancellation procedures?
- Do you know how to transition existing events from in-person to virtual?
- Do you have all the necessary tools and technology to transition these events from in-person to virtual?
- If you need to cancel events, do you have sufficient cash reserves to overcome the lost revenue and additional expenses to reschedule?
- Have you contacted your insurance company about what may or not be covered, and if they have thresholds for covering canceled events (such as emergency declarations or 'acts of God')?
- Do you have backup plans for event vendors and speakers, if they need to cancel your event contract?
- If you are not cancelling your event, do you have sufficient time to place orders for supplies? (hand sanitizer, face masks, etc.)

Stay safe, and continue making the world a better place! We're committed to partnering with all organizations to help mitigate the long term effects this may have on our nonprofit community.

- Your VISIONALITY Team

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