



## COVID-19 CRISIS: Tips & Strategies: Issue #1

Dear Clubhouse Colleagues

As a worldwide network of Clubhouse communities, we depend on one another for support and advice. With the coronavirus pandemic continuing to evolve in most of our countries, Clubhouse International has been gathering strategies that Clubhouses and others have identified as helpful to face this challenge. We are especially grateful to Phoenix Clubhouse, Hong Kong SAR, PRC; Hope Clubhouse, People's Republic of China; Dandelion Clubhouse, People's Republic of China; Potential Place, Alberta, Canada; and HERO House NW, Washington, USA; B'More Clubhouse, Baltimore, Maryland, USA, Fountain House, New York, New York, USA for sharing their Clubhouse's strategies.

We have organized some information here that we hope will be helpful. While we are certainly not experts, we do offer these ideas for your consideration. Please use your best judgement and monitor the advice from the most reliable government and official local health authorities.

### 1. KNOW THE FACTS

For the most up-to-date resources, information and guidance on the coronavirus epidemic, we recommend that you consult the following resources. There is a lot of information here that you can use to educate your community and inform your decisions during this time.

- <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
- <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

### 2. SAMPLE COMMUNICATION DOCUMENT FOR YOUR CLUBHOUSE

Some Clubhouses are posting signs and/or sending other communications to staff and members. Here is an example:

Due to the coronavirus outbreak, we need your help to keep our Clubhouse as safe as possible.

The greatest risk is from close contact with other people who have coronavirus.

If you feel unwell with any cold or flu-like systems (coughing, fever, etc.) please stay at home to help yourself recover and protect others.

#### While you are at home:

- Please be in frequent contact with us at the Clubhouse. We care about you and want to know how you are doing and how we might help. Call us, email us, text us, connect on Facebook, Instagram, WhatsApp, WeChat or other social media.
- Maintain a healthy routine of eating well, exercise, and sleep
- Engage in activities that you enjoy.
- Stay in touch with family and friends.
- Avoid spending too much time monitoring news about the virus if you find it upsetting.
- Continue any healthcare plans you have in place.



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- Continue to practice good hygiene and prevention (e.g. social distancing, hand washing, regularly clean surfaces, and follow good food preparation practices, etc.)

## **When you come in to the Clubhouse:**

- Please make sure you wash your hands with soap and water for at least 20 seconds, or use hand sanitizer
- Use our wet wipes to wipe the desks, keyboards, tables etc. that you use.
- Help us to keep door handles and all commonly used objects and spaces clean.
- Try your best to not touch your face (eyes, mouth, nose), as this is the way a virus can be transferred from an infected surface to your body.
- Catch any coughs and sneezes in a tissue, throw it away immediately, and wash/disinfect your hands.
- If you do not have a tissue ready, make sure you cough or sneeze into your elbow.
- Avoid hand shaking. Some people are substituting tapping each other's ankles, or simply using a small bow, as a greeting. Keep a safe distance where possible.
- Help other members be mindful about all the above.

If you have returned from coronavirus affected areas abroad, or think you might have been in contact with someone that has it, please check government websites for advice, or call to speak with Clubhouse staff.

We hope we can all work together to limit the spread and keep our community informed. Take care!

## **3. SAMPLE POWERPOINT WITH SAFETY INFORMATION**

The Academy at Glengary, Florida, USA, produced a PowerPoint presentation for use at Clubhouse meetings, to educate and inform the Clubhouse community. Please feel free to use these slides and customize them for your own Clubhouse use. [Click here to open the presentation.](#)

## **4. REACH OUT SUGGESTIONS**

If your Clubhouse operations are limited or suspended temporarily, the following are some examples of Clubhouse's efforts to maintain contact with members.

Hope Clubhouse, People's Republic of China, used WeChat and daily telephone calls to all members. The Clubhouse also prepared videos regarding epidemic prevention, health eating suggestions, online English classes, information about exercise, and general recovery principles. These videos were regularly shared throughout the Clubhouse community, to help maintain a sense of connection and community.

Dandelion Clubhouse, People's Republic of China, also did a great deal of online support. This included:



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- In WeChat, we share recipes for delicious food. Members review recipes with each other and do the cooking in each person's home, and then communicate online.
- We have a WeChat public account. We provide scientific articles about the epidemic on this account that our whole Clubhouse community can access. This helps educate us about the epidemic and how best to protect ourselves.
- We have developed an online support team, where we share our opinions about the coronavirus and express our emotions.
- In all, we are together, and there is no difficulty we can't handle.
- And also, we are together with you, the international Clubhouse community!

## B'More Clubhouse, Baltimore, Maryland, offers these ideas:

- Have two regularly scheduled Clubhouse-wide meetings each day, via conference call, in the morning and afternoon when regular house or unit meetings generally occur. Provide a dial-in number that can be accessed by the whole community.
- Staff will reach out to members on a regular basis, via phone and in-person visits. Staff will ensure that members basic community support needs are being met, even when the Clubhouse is temporarily closed.

## Other reach out suggestions include:

- Create a virtual newsletter, with members and staff submitting articles, that is distributed to the whole community on a daily or weekly basis.
- Develop a shopping trip schedule, so all members can have access to rides to stores to buy food and other supplies.
- Create some social program activities that can be done online. These might include:
  - Host discussion groups.
  - Have an online exercise group on a daily basis.
  - Play bingo, with one person calling the numbers and everyone playing from their home.
  - Watch a movie or television show together, over people's phones or computers.

## **5. SAMPLE PREPAREDNESS RESPONSE PLANS**

- **HERO House NW, Washington, USA**  
HERO House NW, Washington, developed a comprehensive preparedness plan that might of help to Clubhouses as you create your own plan. [\*\*HERO HOUSE NW RESPONSE PLAN\*\*](#)
- **Potential Place Clubhouse, Canada**  
Potential Place, Alberta, Canada, developed a comprehensive preparedness plan that might of help to Clubhouses as you create your own plan. [\*\*POTENTIAL PLACE RESPONSE PLAN\*\*](#)



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## 6. IN SUMMARY

All of the Clubhouses that have shared their plans with us agree that whatever decisions they are making in their communities, the most important messages are:

- Decisions are being made from a place of care and concern
- The Clubhouse will continue to be diligent in staying apprised of developing information and will adjust accordingly.
- The Clubhouse (whether opened or closed) will remain connected to members throughout this challenge.

We encourage Clubhouses to also remain connected to the larger network of Clubhouses in your region, coalition, and/or country.

As Dandelion Clubhouse notes:

***“In all, we are together, and there is no difficulty we can't handle.  
And also, we are together with you, the international Clubhouse community!”***