

Webinar Series

We Are Not Alone: Growing Stronger Together



Clubhouse International
Creating Community: Changing the World of Mental Health



Clubhouse Europe
Changing the World of Mental Health

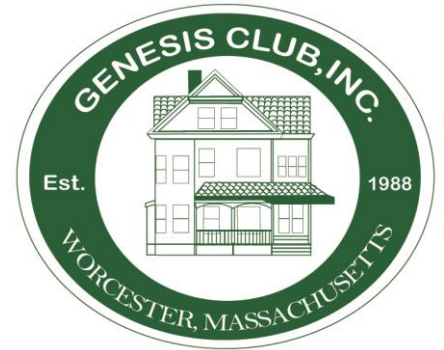
**FOUNTAIN
HOUSE**

Inspiring Communities
for Mental Health

The Virtual Work-Ordered Day: Making It Work For Your Clubhouse!

Presented by Genesis Club
Worcester, Massachusetts

Ruth Osterman
Michael Coppinger



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It's a Pandemic!

- Preparing for a Stay at Home Advisory
- A total loss of structure – How do we reproduce brick and mortar structure virtually?
- Shifting our language from “The Club is closed” to, “We are fully open and operating virtually!”

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What is the Work?

- The work of running an organization remotely was different, but it grew and evolved quickly.
- Standard 20 helped us think about this: 'members have the opportunity to participate in all of the work'
- Outreach, Community Support Services, Care Packages, Data Entry, Building Maintenance, Answering phones

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How Do We Include Members?

- Not *should we or is it possible?* But as always, **how?**
- Sense of urgency – entire membership needs immediate attention
- Jump in, get started, make mistakes and be flexible.
- Barriers to inclusion – technology, isolation, fear, anxiety
- Social media, phone calls, TextNow
- Engage members to include other members
- “Needed, Wanted, Expected”

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Use Existing Structures!

- Unit Meetings
- The White Board (unit meeting agenda)
- Ask for input or virtual side by side assistance from members
- Intention is to organize unit work and make it accessible to all members, not a group outreach effort.

April 27, 2020

Career Development Unit Meeting Virtual Board

1. Who would like to take notes?
2. Standard of the day – #8: All Clubhouse meetings are open to both members and staff. There are no formal member only meetings or formal staff only meetings where program decisions and member issues are discussed.
3. Unit birthdays – Kevin A. 25th – Kevin was called last week
4. Are there any member supports for this week? Any members working on a goal that we can support you with? (Employment, education, housing, wellness...)
5. Outreach
 - a. Who will partner w/ Staff to do outreach?
 - b. Who will email outreach data to Ruth?
6. Facebook
 - a. Who would like to post the work for the week to the Facebook group?
 - b. Theme this week: checking in with working/laid off members
 - c. Anyone want to do a “live” video?
7. Young Adult Committee
 - a. Would anyone like to type up the meeting minutes?
8. Weekly Employment check in meetings
 - a. Who would like to type up the meeting minutes?
 - b. What work from that meeting do we have to follow up with?
9. Action Plans
 - a. Updates?
10. Who would like to update the agenda for the next meeting?
11. Who would like to facilitate the next meeting?

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Daily Telephone Calls Are The Infrastructure

- Generates morning meeting topics and updates
- Promotes member communication, curiosity, well being and clubhouse engagement
- Daily calls take place of casual clubhouse conversations but also allows for inexperienced members to attend meetings and take on new work tasks
- Members and staff fostering new relationships with members and staff that may never have been on their radar if not for the crisis

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The Meetings Returned!

- Young Adult Committee – isolation, anxiety, lack of social connections
- Older Adult Committee – fear of infection, immunocompromised
- Employment – Job Seeker's and Furloughed Employees

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What Are We Doing Now?

- Daily Morning Meeting
- Daily Facebook Postings
- 2X Weekly Unit Meetings
- News and Views Broadcasts
- Weekly Young Adult Committee Meeting
- Clubhouse landscaping and grounds maintenance
- Weekly Older Adult Committee Meeting
- Researching new platforms and experimenting
- Weekly employment meeting for furloughed members
- External communications to funders, donors, Falmouth
- Weekly Job Seeker's Workshop
- Member birthday calls & cards
- Contact every member every day
- Connecting members to community resources
- Partnered outreach calls
- Planning for reopening and safety protocols
- Partnered assistance to use technology
- Purchasing new technology where needed
- Employment, education, housing assistance
- Preparing and distributing Care Packages
- Planning for our Community Garden planting
- Keeping our building cleaned and disinfected
- Completing scheduled interior renovations
- Processing new member referrals (virtual tour & orientation)
- Entering and updating GOOD contact information daily
- Billing
- Updating Colleague Training manuals

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Effective Clubhouse Services

Signs that revised services are successful:

- Member involvement, adding structure and purpose to their day
- Healthy alternative to mainstream news cycle and pandemic anxiety
- Community linkage and resource accessibility
- Fun and meaningful work – FB Live, Wellness Wednesday, News and Views
- New social media and technological skills will benefit members, staff and clubhouse moving forward

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The Enhanced Work Ordered Day

- Reopening will be slow and incremental, and we will have to rely more heavily on staying in touch remotely for some time.
- New approaches, protocols and procedures set in place during COVID-19 will remain in place as part of an improved, fully operational WOD i.e. virtual meetings, tours?

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Open Forum

Q & A

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