Webinar Series
We Are Not Alone: Growing Stronger Together
The Virtual Work-Ordered Day: Making It Work For Your Clubhouse!

Presented by Genesis Club
Worcester, Massachusetts

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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!”
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
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”
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.
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
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
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
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
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?
Open Forum

Q & A