

The Virtual Clubhouse: Staying Socially Connected While Physically Distancing

The Fountain House response to the COVID-19 Pandemic

Elliott Madison

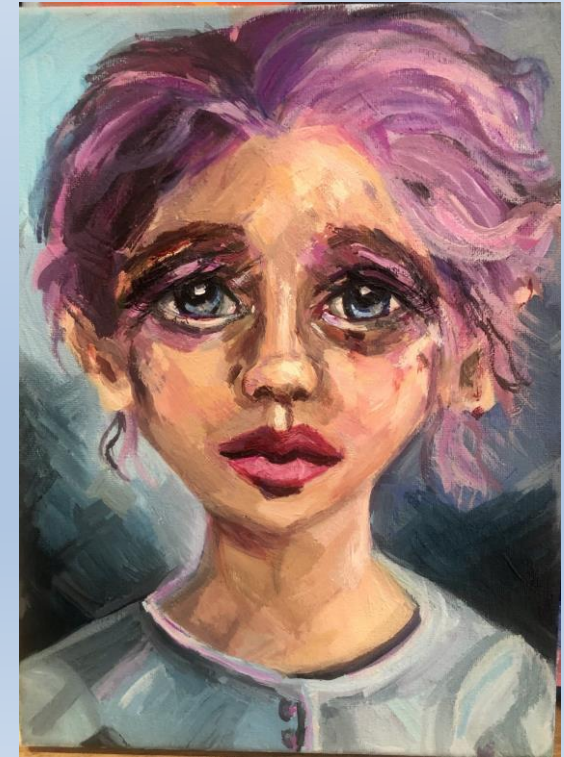
Gytis Simaitis

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How does this crisis uniquely effect the Clubhouse Community?

- Regulations and guidelines seemingly contradict our model of social connection, which has been designed to combat the isolation that often accompanies mental illness.
- Solution:
 - Close the building, but not the community
 - Adapt social practice for a virtual environment



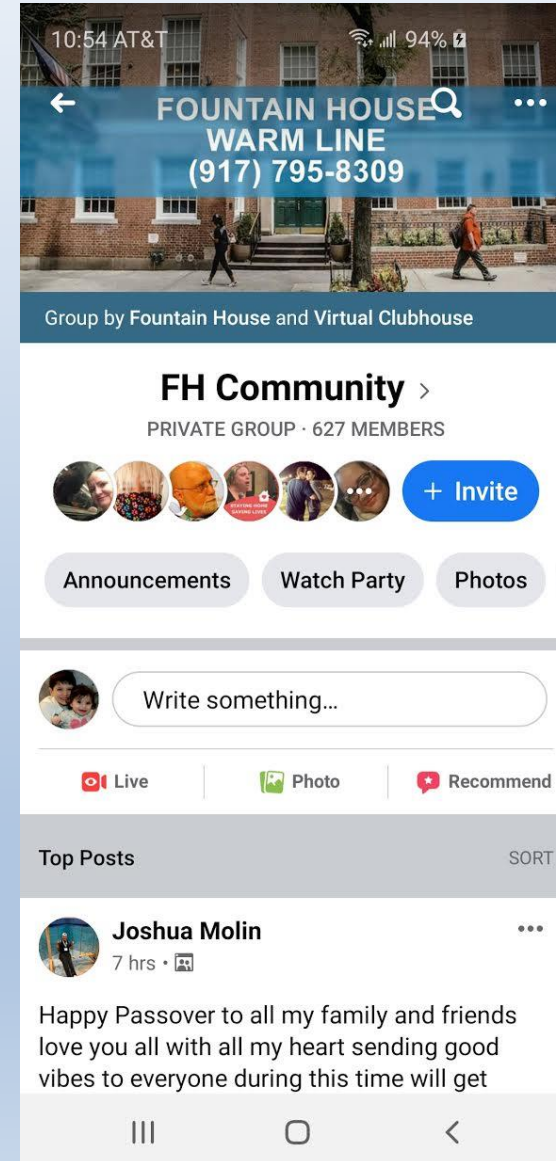
Art work by Rachel Goldberg (courtesy of Facebook)

Three Steps Towards Establishing Virtual Community

- Assess the safety and needs of entire membership
- Assess technology needs and supply resources where needed
 - Internet access
 - Cell phone availability
 - Telephonic capability
- Establish Community and integrate Social Practice
 - Examples: Create working groups, provide social media support, live stream meetings and events, schedule daily reach out calls, arrange for meal and medication delivery, help desk and warm line hours

The Fountain House Approach to Virtual Community

- Facebook – The Living Room
- Slack – Work Ordered Day
- Zoom – Participatory Meetings (ex: unit and working group meetings)
- Telephonic Infrastructure



WELCOME TO **Virtual Clubhouse**

Clubhouses are about breaking social isolation. For more than 70 years our model has been associated with a physical space, but thanks to technology, in 2020, social connection can be experienced without physical connection.

Watch the Video



Data Collection

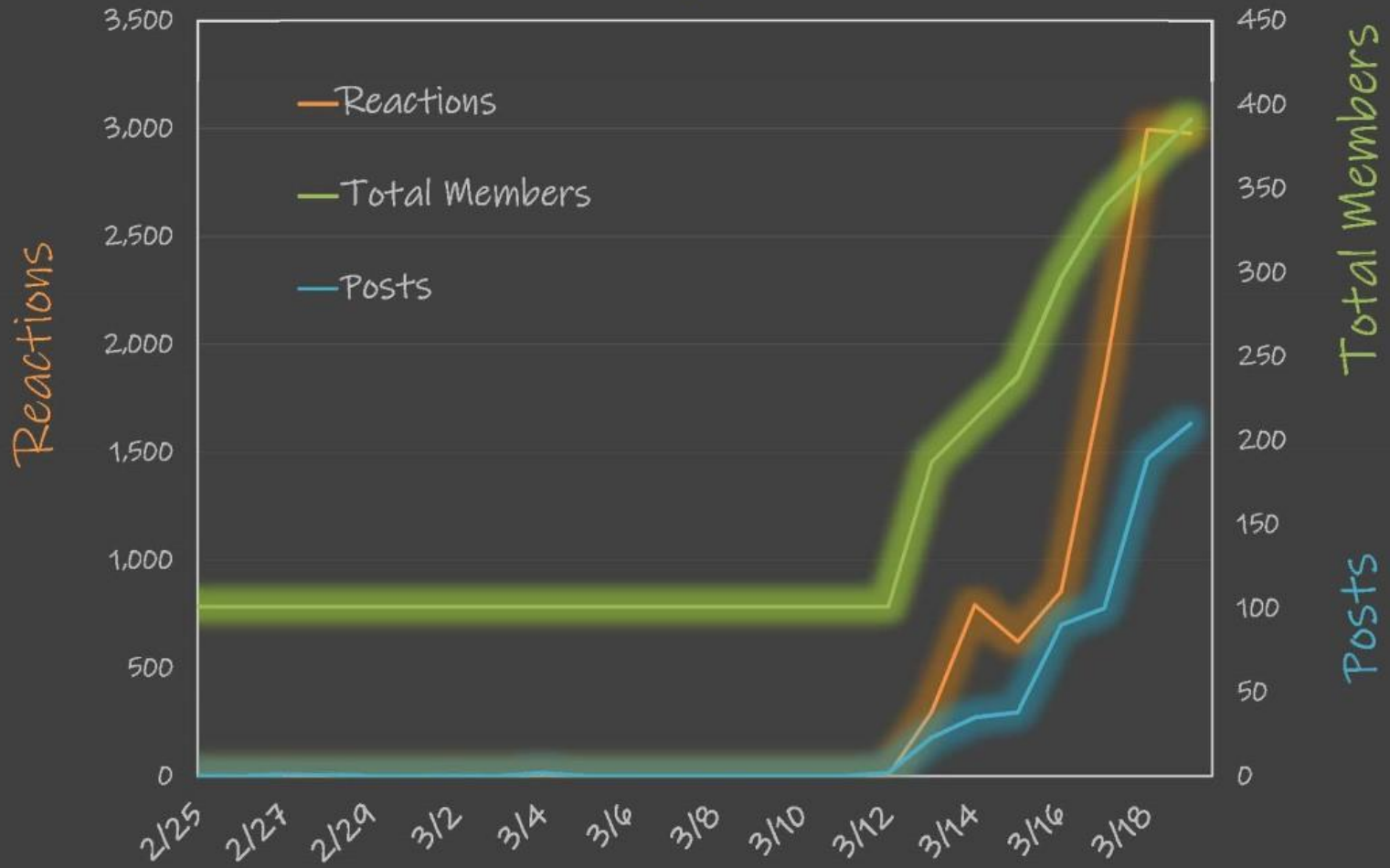
The importance of tracking activities to maintain funding and prove efficacy

- Social media engagement
- Virtual and telephonic meeting attendance
- Reach out documentation
- Food, medicine, phone and banking deliveries
- Help desk engagement
- Announcement of upcoming surveys



Power App designed to track all communications

FB Community Awesomeness!!!



Virtual Help Desk Support

- Custom Web portal
- Direct email to portal
- Dedicated phone line (limited hours)
- Additional information on creating your own help desk support center will be available shortly.

Q&A



Conclusion

- Please reach out to us at wanawebinar@fountainhouse.org for any additional questions that you have related to the Virtual Clubhouse or the WANA Webinar Series
- Next Webinar Announcement

Stay Safe and Healthy!