

Coronavirus: Guidance for Leadership, Prepare without Panic

As leaders it is expected that we guide our employees/members in making good decisions that helps the entire team be successful. The Coronavirus (COVID-19) has presented many new challenges for the workplace that will need to be overcome with good decision-making skills. Finding good information sources and avoiding poor ones may be hard when there is so much information on the virus changing daily. Share with your team the following practical steps and preparation techniques to help alleviate possible fears and panic from the effects of the Coronavirus.

Be Prepared – Explain to your staff that if there is a natural disaster and they had to stay home for several days; what would be needed; water, non-perishables, medicine, paper products, hygienic items, etc.? They may need to prepare for school and business closures or to stay home due to someone in their household having the virus. This preparation will give a sense of control and being prepared for the possibility of a home stay.

Information Overload – Inconsistent information is all over the internet, news outlets and airwaves. Have them turn to trusted sources to find the most current information on the Coronavirus such as the Center for Disease Control (cdc.gov), the World Health Organization, (who.int) and the National Institutes of Health (nih.gov)

Prevention Procedures – Share that they will need to wash their hands frequently, cough into their elbow or tissue not their hands. If they are having the symptoms of the virus, have them check in with their doctor and follow their advice. Explain that being mindful of the different ways to prevent the spread of the virus is a great way to stay prepared and prevention aware.

Prevent Panic – With all the differing opinions, changing and updated information, it can be confusing and hard at times for them not to overreact. Have them take and use the precautions instructed from trusted resources like the CDC, WHO, NIH, prepare for a stay at home if need be, put these prevention procedures in place and try to remain calm.

Reduce the Stigma – Explain that anyone can get this virus; it does not discriminate. Encourage others to be kind to everyone. Discourage discrimination toward those from another country. Remind everyone we need to help and support each other through these trying times and remember a little kindness can go a long way.

This is an emerging, rapidly evolving situation. For the latest information visit CDC.gov.

New Directions maintains a Business Continuity Plan that includes procedures for epidemic/pandemic illness for all New Directions service center areas. New Directions is monitoring the state of the Coronavirus outbreak through the CDC and WHO and will begin to implement internal procedures if the outbreak reaches a point deemed an epidemic and/or absenteeism affects more than 25% of the employee workforce. New Directions has the capability to re-distribute contact center calls within minutes using established protocols which designate backups for clinical care management activities. Current education and regular communication is available to members and partners through account management, social and web distribution channels.

New Directions is here for you.

We're available to support you 24 hours a day, 7 days a week.