**Coronavirus Crisis Plan for Easterseals Affiliates**

As information about the Coronavirus (COVID-19) — some accurate and valuable, some not — floods media outlets, social media, and conversations, it is important for each Easterseals Affiliate to examine the potential impact of COVID-19 on the organization and the community it serves.

As with any emergent situation that might threaten business operations, affiliates are urged to examine and reflect on important questions like:

* What should your Affiliate be doing to prepare for a potential Coronavirus outbreak?
* Does your affiliate have the right processes and team in place to get the situational awareness you need to make decisions?
* Do you have an existing emergency-preparedness plan in place for events that could impact your staff, operations, services and mission?
* How could the community you serve be impacted?

The purpose of this document is to support Easterseals Affiliates as you think about your own internal continuity of operations, as well as the external services you provide and how needs may evolve, increase or decrease (in the case of a closing) as a result of an outbreak.

**Facts about the Coronavirus (or COVID-19)**

In a study of 72,000+ cases of COVID-19 in Mainland China, researchers at China's Centers for Disease Control (CDC) found:

* Overall 2.3 percent case fatality rate (CFR) (among the 72,000+ cases). The World Health Organization (WHO) now says 3.4 percent CFR.
* Most cases are mild but among the critically ill, the CFR was 49.0 percent.
* 87 percent of patients were aged 30 to 79 years, only 1 percent were under 10 or 10-19.
* This virus hits the elderly the hardest – the CFR was 14.8 percent in patients 80 and older and 8.0 percent in patients ages 70 to 79.
* More transmissible than SARS or MERS but less deadly.
* SARS had a CFR of 9.6 percent; MERS has a CFR of 34.4 percent. The flu usually has a CFR of 0.1 percent.

**How many cases are there currently in the U.S.?**

As of Friday afternoon, March 13, at least 1,875 people in 47 states and Washington, D.C. have tested positive for coronavirus, according to a New York Times database, and at least 41 patients with the virus have died.

**Readiness and preparedness**

* **Stay informed about the local COVID-19 situation.** Know where to turn for reliable, up-to-date information in your local community. Monitor the U.S. Centers for Disease Control (CDC) [COVID-19 website](https://www.cdc.gov/coronavirus/2019-ncov/index.html) and your state and local health department [websites](https://www.naccho.org/membership/lhd-directory).
* **Review COVID19 resources for Affiliates on the** [[**Easterseals brand microsite**](https://www.eastersealsbrand.com/)](https://www.eastersealsbrand.com/)**, updated regularly.**
* **Develop, or review, your affiliate emergency plan.** A COVID-19 outbreak in your community could lead to staff absenteeism, or your affiliate choosing to close. Prepare alternative staffing plans to ensure as many of your facility’s staff are available as possible.
* **Establish relationships with key healthcare and public health partners in your community.** Make sure you know about healthcare and public health emergency planning and response activities in your community. Learn about plans to manage patients and/or accept transfers. Or partners who can provide support or assistance during a potential emergency.
* **Create an emergency contact list.** Develop and continuously update emergency contact lists for key community partners and Easterseals corporate contacts. For example, know how to reach your local or state health department in an emergency.
* **Produce a staff phone tree and designated activator.**
	+ Designated activator: Notifies key affiliate staff, board, volunteers and clients. Issues press release (if applicable). Ensures smooth transition into continuity.

**Implementation and activation**Leverage statements developed by the National Office for use by Affiliates (featured on the brand microsite) in response to potential inquiries from the following groups:

* **Media**
	+ In response to potential media inquiries about the following scenarios:
		- General inquiry as key community stakeholder
		- Affiliate closing
		- Coronavirus infection at or adjacent to affiliate
* **Internal**
	+ Communication with internal stakeholders, including employees and volunteers.
		- Affiliate closing
		- Coronavirus infection at or adjacent to affiliate
		- Continuity of services
* **External**
	+ Communication with those who receive services and support and their families
		- Affiliate closing
		- Coronavirus infection at or adjacent to affiliate
		- Continuity of services
	+ Communication with partners, supporters and other key stakeholders
		- Affiliate closing
		- Coronavirus infection at or adjacent to affiliate
		- Continuity of services

**Continuity operations**

* What if your affiliate office chooses or is made to close?
	+ Where are staff working? Remote from home?
	+ What services need to be modified?
	+ How are costs being managed?
* Leverage recommended plans featured on the [Easterseals brand microsite](https://www.eastersealsbrand.com/).

**Recovery, review, revision**

* After the event – hold an After Action Report (AAR)
	+ AARs are useful to determine what worked, what didn’t work and what needs to be changed.
	+ Seek input from all stakeholders. It may have worked from a staff perspective but not for clients.