

## Resource Guide to Support COVID-19 Pandemic Recovery Planning

This guide focuses on resources that are intended to support the recovery planning phase for community agencies. The resources shared below, come out of the findings from the [COVID-19 Recovery Planning Survey](#) issued June 2020.

Please note that information and resources are constantly changing and thus, while care and effort is made to keep this resource page updated, the information can become outdated quickly. Please visit website links for the latest updates.

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### Technology

In the Region of Peel's COVID-19 Recovery Planning Survey, 85.7% of agencies reported a shift in operations to online platforms due to physical distancing policies.



Below are resources that could support technology needs.

<b>Dropbox</b> A free three months subscription	<a href="https://go.dropbox.com/en-us/covid19-donation-program">https://go.dropbox.com/en-us/covid19-donation-program</a>
<b>Google for Nonprofits</b>	<a href="https://www.techsoupcanada.ca/en/support/google/FAQ">https://www.techsoupcanada.ca/en/support/google/FAQ</a>
<b>Google Meet</b>	<a href="https://meet.google.com/">https://meet.google.com/</a>
<b>Gotomeeting</b> Three months of free access to all products, including Emergency Remote Work Kits	<a href="https://www.gotomeeting.com/en-ca/webinar/features">https://www.gotomeeting.com/en-ca/webinar/features</a> <a href="https://blog.gotomeeting.com/coronavirus-disruptions-and-support/">https://blog.gotomeeting.com/coronavirus-disruptions-and-support/</a>
<b>Microsoft Teams</b> Three months of free site-wide licensing for video conferencing	<a href="https://blog.gotomeeting.com/coronavirus-disruptions-and-support/">https://blog.gotomeeting.com/coronavirus-disruptions-and-support/</a>
<b>RingCentral Office</b>	<a href="https://www.ringcentral.com/covid19">https://www.ringcentral.com/covid19</a>
<b>Skype</b>	<a href="https://www.skype.com/en/business/">https://www.skype.com/en/business/</a>
<b>Techsoup Canada</b>	<a href="https://www.techsoupcanada.ca/en">https://www.techsoupcanada.ca/en</a>
<b>Zoom</b> Discounted access for not-for-profit organizations	<a href="https://www.techsoupcanada.ca/en/zoom/support/info">https://www.techsoupcanada.ca/en/zoom/support/info</a>

## Communication

The COVID-19 Recovery Planning Survey report identified that agencies are seeking to understand communication strategies for staff and clients.



Below are communication resources that could support:

- Effective communication;
- Remote team culture development.

**Not for profits and Charities Tip Sheet: Communications during Covid-19**

<https://theonn.ca/wp-content/uploads/2020/06/Communications-COVID-19.Tip-sheet.pdf>

**NTEN's Statement and Video About their Decision to Host their Upcoming Not for Profit Technology Conference**

<https://www.nten.org/ntc/at-the-ntc/statement-about-the-coronavirus/>

## Business Continuity and Shifting Service-Delivery Models

As a result of COVID-19 and the new physical distancing policies, many agencies reported the pandemic having an impact on the agencies mission (34.7%), services offered, and their overall service-delivery model.



Below are business continuity resources that could support with recovery planning efforts.

**NPower's Nonprofit Business Continuity Guide**

[http://www.pwhce.ca/pdf/disaster/Canada/Communications\\_NpowerNonprofitbusinesscontinuity.pdf](http://www.pwhce.ca/pdf/disaster/Canada/Communications_NpowerNonprofitbusinesscontinuity.pdf)

## Organizational Capacity

The COVID-19 Recovery Planning Survey identifies that out of the 98 agencies that completed the survey, 86.5% (77) reported that they are currently operating with modified operations. These modifications include changes in service-delivery models, shifting to remote operations (e.g. online programming, telephone, etc.) and shifting services to meet community needs (e.g. providing necessities of life).



Below are organizational resources that could support:

- Return to work (staff orientation; HR policies);
- Working remotely (remote work supports and resources; maintaining client confidentiality).

**Human Resources Professional Association**

<https://www.hrpa.ca/Pages/Resource-Centre.aspx>

### Policy Samples

**Governing Good Sample Policies**


<http://www.governinggood.ca/resources/sample-policies-dalhousie-collection/>

### Adaptive Capacity: Working Remotely

**How to Cope with Social Distancing and Working from Home**

<http://www.myworkplacehealth.com/covid-19-how-to-cope-with-social-distancing-and-working-from-home/>

<b>Remote Work Policy, Region of Peel</b>	To request a copy of the policy, please reach out through the Region's Covid-19 Community Response Table mailbox - <a href="mailto:covid19commresponse@peelregion.ca">covid19commresponse@peelregion.ca</a>
<b>Remote Working: Setting Yourself and Your Teams up for Success</b>	<a href="https://www.linkedin.com/learning/paths/remote-working-setting-yourself-and-your-teams-up-for-success?u=104">https://www.linkedin.com/learning/paths/remote-working-setting-yourself-and-your-teams-up-for-success?u=104</a>
<b>Tamarack Institute: Guidelines for Working Remotely</b>	<a href="https://www.tamarackcommunity.ca/hubfs/3%20Tamarack%20Remote%20Guide.pdf">https://www.tamarackcommunity.ca/hubfs/3%20Tamarack%20Remote%20Guide.pdf</a>
<b>Tips and Resources for Maintaining Remote Teams and Productivity during COVID-19</b>	<a href="http://opengovhub.org/blog/6/2020/tips-and-resources-for-maintaining-remote-teams-amp-productivity-during-covid-19">http://opengovhub.org/blog/6/2020/tips-and-resources-for-maintaining-remote-teams-amp-productivity-during-covid-19</a>
<b>Working from Home During COVID, With and Without Children</b>	<a href="https://cpa.ca/docs/File/Publications/FactSheets/PW_COVID-19_Working%20from%20Home.pdf">https://cpa.ca/docs/File/Publications/FactSheets/PW_COVID-19_Working%20from%20Home.pdf</a>
<b>Working Remotely Tips and Tricks to Stay Focused, Techsoup Canada</b>	<a href="https://blog.techsoup.org/posts/nonprofit-resources-for-remote-work-during-the-covid-19-outbreak?mc_cid=f98cd142a6&amp;mc_eid=b12b74f78e">https://blog.techsoup.org/posts/nonprofit-resources-for-remote-work-during-the-covid-19-outbreak?mc_cid=f98cd142a6&amp;mc_eid=b12b74f78e</a>

<b>Events, Meetings, Webinars and Conferences</b>	
<p>Additional findings from the COVID-19 Recovery Planning Survey report include virtual fundraising, amongst other supports.</p> <p>Below are resources that could support:</p> <ul style="list-style-type: none"> <li>• Meeting/event planning (hosting events using online virtual platforms; facilitating effective meetings and events online);</li> <li>• Marketing and promotion online.</li> </ul>	
	
<b>COVID-19 Response Toolkit: Event Management and Fundraising Resources</b>	<a href="https://www.blackbaud.com/docs/default-source/default-document-library/covid-19-response-guide.pdf?sfvrsn=d1cd9e9f_2">https://www.blackbaud.com/docs/default-source/default-document-library/covid-19-response-guide.pdf?sfvrsn=d1cd9e9f_2</a>
<b>Facilitating Effective Meetings and Events Online Guide</b>	<a href="https://learn.marsdd.com/article/facilitating-effective-meetings-and-events-online-guide/">https://learn.marsdd.com/article/facilitating-effective-meetings-and-events-online-guide/</a>
<b>From In-Person Fundraisers to Virtual Events: Where to Start</b>	<a href="https://charityvillage.com/from-in-person-fundraisers-to-virtual-events-where-to-start/">https://charityvillage.com/from-in-person-fundraisers-to-virtual-events-where-to-start/</a>
<b>Fundraisers are Influencers with a Cause: How to Stay Relevant in the Time of COVID-19</b>	<a href="https://charityvillage.com/fundraisers-are-influencers-with-a-cause/">https://charityvillage.com/fundraisers-are-influencers-with-a-cause/</a>
<b>How to Smoothly Run a Professional Webinar</b>	<a href="https://charityvillage.com/how-to-smoothly-run-a-professional-webinar/">https://charityvillage.com/how-to-smoothly-run-a-professional-webinar/</a>
<b>Risk-informed Decision Making for Mass Gatherings during COVID-19 Pandemic</b>	<a href="https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/mass-gatherings-risk-assesment.html">https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/mass-gatherings-risk-assesment.html</a>
<b>Virtual AGM Facilitation Guide, Ontario Nonprofit Network (ONN)</b>	<a href="https://theonnc.ca/wp-content/uploads/2020/04/Final-Virtual-AGM-Facilitation-Guide.pdf">https://theonnc.ca/wp-content/uploads/2020/04/Final-Virtual-AGM-Facilitation-Guide.pdf</a>
<b>Virtual AGM Template Critical Path, ONN</b>	<a href="https://theonnc.ca/wp-content/uploads/2020/04/Template-AGM-Critical-Path-2019-AGM-Critical-Path.pdf">https://theonnc.ca/wp-content/uploads/2020/04/Template-AGM-Critical-Path-2019-AGM-Critical-Path.pdf</a>
<b>Virtual AGM Template Script, ONN</b>	<a href="https://theonnc.ca/wp-content/uploads/2020/04/Final_-AGM-Template-Script.pdf">https://theonnc.ca/wp-content/uploads/2020/04/Final_-AGM-Template-Script.pdf</a>
<b>What is Involved with Changing a Physical Event to a Virtual Conference</b>	<a href="https://www.virtualtradeshowhosting.com/how-to-change-a-physical-event-to-a-virtual-conference/">https://www.virtualtradeshowhosting.com/how-to-change-a-physical-event-to-a-virtual-conference/</a>

## Applying an Equity Lens

According to the responses from the COVID-19 Recovery Planning Survey, agencies reported serving one or more of the vulnerable populations and/or equity seeking groups.



Below are resources that could support:

- Applying an equity lens to recovery planning;
- Using equity approaches to inform decision making;
- Starting critical conversations;
- Developing policy and procedures;
- Implementing training and workshops.

<b>Adapt Your D&amp;I Efforts to the Reality of the Crisis</b>	<a href="https://hbr.org/2020/05/adapt-your-di-efforts-to-the-reality-of-the-crisis">https://hbr.org/2020/05/adapt-your-di-efforts-to-the-reality-of-the-crisis</a>
<b>Anti-black Racism Analysis Tool for a Radically Equitable COVID-19 Response</b>	<a href="https://settlementatwork.org/sites/settlementatwork.org/files/ABR%20COVID-19%20Analysis%20Toolkit_Final.pdf">https://settlementatwork.org/sites/settlementatwork.org/files/ABR%20COVID-19%20Analysis%20Toolkit_Final.pdf</a>
<b>Applying a Gender Lens to COVID-19 Response and Recovery</b>	<a href="https://medium.com/@Katja_Iversen/applying-a-gender-lens-to-covid-19-response-and-recovery-2fe19255746f">https://medium.com/@Katja_Iversen/applying-a-gender-lens-to-covid-19-response-and-recovery-2fe19255746f</a>
<b>Community Resilience and Racial Equity – Nonprofits Responding to COVID-19</b>	<a href="https://www.claconnect.com/resources/articles/2020/community-resilience-and-racial-equity-nonprofits-responding-to-covid19">https://www.claconnect.com/resources/articles/2020/community-resilience-and-racial-equity-nonprofits-responding-to-covid19</a>
<b>COVID-19 Gender Lens</b>	<a href="https://www.unfpa.org/sites/default/files/resource-pdf/COVID-19_A_Gender_Lens_Guidance_Note.pdf">https://www.unfpa.org/sites/default/files/resource-pdf/COVID-19_A_Gender_Lens_Guidance_Note.pdf</a>
<b>COVID-19 Racial Equity and Social Justice List, Racial Equity Tools</b>	<a href="https://www.racialequitytools.org/fundamentals/resource-lists/resources-addressing-covid-19-with-racial-equity-lens">https://www.racialequitytools.org/fundamentals/resource-lists/resources-addressing-covid-19-with-racial-equity-lens</a>
<b>COVID-19: Using a Racial Justice Lens Now to Transform Our Future</b>	<a href="https://nonprofitquarterly.org/covid-19-using-a-racial-justice-lens-now-to-transform-our-future/">https://nonprofitquarterly.org/covid-19-using-a-racial-justice-lens-now-to-transform-our-future/</a>
<b>Resetting Normal: Funding a Thriving Women’s Sector</b>	<a href="https://canadianwomen.org/wp-content/uploads/2020/05/Resetting-Normal-Report-Womens-Sector.pdf">https://canadianwomen.org/wp-content/uploads/2020/05/Resetting-Normal-Report-Womens-Sector.pdf</a>
<b>Resources for Ending Anti-Black Racism</b>	<a href="https://canadianwomen.org/blog/ending-anti-black-racism/">https://canadianwomen.org/blog/ending-anti-black-racism/</a>
<b>The Regional Diversity Roundtable</b>	<a href="https://rdrpeel.org/">https://rdrpeel.org/</a>

## Compassion Fatigue

The COVID-19 Recovery Planning Survey findings show that there is a mental health toll on staff, volunteers and clients/community. The survey findings all show an increase in staff burnout and need for training (i.e. stress management).



Below are resources that could support:

- Self care and resilience; and
- Managing stress.

<b>Is There a Cost to Protecting, Caring for and Saving Others? Beware of Compassion Fatigue</b>	<a href="https://www.camh.ca/en/camh-news-and-stories/is-there-a-cost-to-protecting-caring-for-and-saving-others-beware-of-compassion-fatigue">https://www.camh.ca/en/camh-news-and-stories/is-there-a-cost-to-protecting-caring-for-and-saving-others-beware-of-compassion-fatigue</a>
<b>Mental Health First Aid COVID-19 Self Care and Resilience Guide</b>	<a href="https://www.mhfa.ca/sites/default/files/mhfa_self-care-resilience-guide.pdf">https://www.mhfa.ca/sites/default/files/mhfa_self-care-resilience-guide.pdf</a>
<b>6 Tips to Respond to Employee Anxiety About COVID-19</b>	<a href="https://cmha.ca/news/6-tips-to-respond-to-employee-anxiety-about-covid-19">https://cmha.ca/news/6-tips-to-respond-to-employee-anxiety-about-covid-19</a>
<b>Zoom Exhaustion is Real. Here are Six Ways to Find Balance and Stay Calm</b>	<a href="https://www.mindful.org/zoom-exhaustion-is-real-here-are-six-ways-to-find-balance-and-stay-connected/">https://www.mindful.org/zoom-exhaustion-is-real-here-are-six-ways-to-find-balance-and-stay-connected/</a>
<b>Why Working from Home is so Exhausting and how to Reinvigorate</b>	<a href="https://www.forbes.com/sites/tracybrower/2020/03/30/why-working-from-home-is-so-exhausting-and-how-to-reinvigorate/#1a6c102e55ab">https://www.forbes.com/sites/tracybrower/2020/03/30/why-working-from-home-is-so-exhausting-and-how-to-reinvigorate/#1a6c102e55ab</a>

## Collaboration

Agencies that completed the COVID-19 Recovery Planning Survey reported that COVID-19 presented opportunities within the pandemic, including enhancing collaboration with new and existing partners.



Below are collaboration resources that could support:

- Forging opportunities and strengthening partnerships;
- Maximizing organizational effectiveness during COVID-19;
- Managing larger impact to drive social and systems change.

<b>Managing Change during the Pandemic: Thoughts for Collective Impact and Nonprofits</b>	<a href="https://www.collectiveimpactforum.org/blogs/38876/managing-change-during-pandemic-thoughts-collective-impact-and-nonprofits">https://www.collectiveimpactforum.org/blogs/38876/managing-change-during-pandemic-thoughts-collective-impact-and-nonprofits</a>
<b>Response to COVID-19: Innoveave Resources</b>	<a href="https://innoveave.ca/response-to-covid-19-innoveave-platform-adaptations/">https://innoveave.ca/response-to-covid-19-innoveave-platform-adaptations/</a>  <a href="https://innoveave.ca/covid-19-crisis-leadership-resources/">https://innoveave.ca/covid-19-crisis-leadership-resources/</a>