

RESILIENCY ACTIONS FOR LEADERS

LEADER'S PLAYBOOK



Leaders should role-model good health prevention measures and self-care.

PREPARATION

- Know which of your members are most vulnerable: those who might need extra assistance while in isolation; those who have personal hardships
- Identify community leaders who can endorse and model protective behaviors (Key Spouses, A&FRC, etc.)
- Anticipate tipping points: death of vulnerable individuals, new risk factors, shortages of treatments & protective measures
- Be mindful of additional time/effort involved with doing proper sanitary procedures
- Understand the physical and psychological strain when normal personal and professional routines and workflows are disrupted
- Anticipate losing member availability to work if they or family members become ill
- Some vendors may be erratic, staff may accrue unbudgeted overtime
- Think through response to members becoming ill at work site
- At the height, there may be 20-50% absenteeism for workers

ACTIONS

- **Ensure contact with all members is made at least daily, ideally with video if teleworking**
- Use virtual meetings to allow teams to connect, ideally with video
- Regularly and supportively monitor your members' wellbeing
- Foster an environment that promotes members speaking with you if their mental wellbeing worsens
- Consider a brief, regular forum to allow members to express concerns, ask questions, provide peer support
- Facilitate access to support and resources
- Providing education on preparing the home and workplace can reduce fears
- Encourage families and communities to work together to plan and prepare i.e. checking on vulnerable neighbors/people who might need extra assistance
- Observe normal community rituals (speeches, memorials etc.) at tipping points (while observing public health measures)
- Regular and full information updates help mitigate worry and enhances team trust
- Consider rotating workers from higher to lower stress functions
- Consider flexible schedule for workers directly impacted by illness
- Partner inexperienced workers with more experienced
- Enact a buddy system to provide support, monitor stress, reinforce safety procedures
- Encourage regular work breaks
- Recommend that members and families moderate media exposure, ideally only once daily to obtain summary information updates
- All leaders can promote principles of Psychological First Aid: fostering safety, hope, connectedness, self-efficacy, and calming