

Pandemic Emergency Management – Challenge & Tested Solution

Challenge identified:

Managing existing staff/resources

Solution:

Outsource all auxiliary work

Steps to Implement:

1. Identify needs
2. Determine which avenue would be best to meet solution of problem (think creatively)
 - Use third party agencies for cleaning
 - i.e. 3rd party employment agency (not necessarily DSW or PSW) that had cleaning staff (willing to go into outbreak sites)
 - Ordering groceries using delivery services
 - Board Members and volunteers have asked for responsibilities in order to help
 - The local community partners (Kinsmen Club, Lions Clubs, etc.) have also offered help
3. Contact agency/organization/group best suited to help

Results

- How effective was this?
 - Very
- Was this efficient? Was it quick to implement?
 - Yes, freed up staff to focus on primary duties. Many third-party agencies come with needed onboarding requirements i.e. criminal record checks, CPR, etc.
- Would you recommend this to other agencies?
 - Yes.

Additional Considerations:

- Outbreak cleaning crew (or one person, depending on site) may cost a little more but freed up Agency staff to concentrate on their primary jobs
- Can use Covid Relief Fund to fund the fees

Lessons learned:

- Preplan! Since predict the end of this wave of the pandemic, book 2 weeks beyond when you think you should end contract and revisit contract frequently. They are in demand
- Ask to see all positions third-party agencies offer and what positions they have currently available (may not have DSW or PSW, but may have RN).

Further contact Person:

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