

# Communication Plan: Positive COVID-19 Case(s)

LAST UPDATED May 12th, 2020

**Suggested Use:**

\* A proposed communication plan for the immediate short-term (e.g. 24 hours) after individuals supported or staff at your agency are presumed or have tested positive for COVID-19. These are proposed touchpoints, but can be adjusted to meet your agency's needs and to follow already established communication processes.

Suggested Waves	Audience	Suggested Message/ Rationale	Suggested Channel	Person Responsible	Contact Information	Status	Comments
Wave 1	Local MCCSS Office and other government entities	To inform MCCSS of the outbreak and to ask the Program Supervisor to connect the agency to the Community Planning Table (in addition to Serious Occurrence Reporting Requirements)	Phone call	Executive Director or Designate			
	Union Leadership	To inform them of the COVID-19 positive case and to assure them that the appropriate actions are being taken to keep staff safe, as directed by Public Health	Phone call	Executive Director or Designate			
	Health & Safety Committee and the Bargaining Agent Staff Representative	To inform them of the COVID-19 positive case and to work with them to ensure the appropriate actions are being taken, as directed by Public Health	Phone call	Executive Director or Designate			
	Staff directly impacted (e.g. working in COVID-19 positive environment and/or exposed to COVID-19)	To inform them of the COVID-19 positive case and their potential exposure (contact tracing) and/or to notify them of the positive COVID-19 work environment, to discuss necessary next steps (e.g. self-isolation, testing), and to answer any questions	Virtual one-on-one Meeting	Executive Director or Designate			
	Individuals supported who are directly impacted (e.g. exposed to COVID-19)	To inform them of the COVID-19 positive case and their potential exposure, to discuss necessary next steps (e.g. self-isolation, testing), and to answer any questions	Virtual one-on-One Meeting, embedded in regular visit	Executive Director or Designate			
	Family members of individuals supported who are directly impacted (e.g. exposed to COVID-19)	To inform them of the COVID-19 positive case and their family member's potential exposure, to discuss necessary next steps (e.g. self-isolation, testing), and to answer any questions	Virtual one-on-One Meeting / Phone call	Executive Director or Designate			
	Landlords (e.g. if possible exposure of COVID-19)	To inform them of the COVID-19 positive case, and to enable them to inform their other tenants	Phone call	Executive Director or Designate			
Wave 2	Work Team Leaders	To inform them of the COVID-19 positive case, to discuss team meetings after the virtual all staff meeting, and to provide resources that can be given to staff (e.g. stress management)	Virtual one-on-One Meeting	Executive Director or Designate			
	Staff (all)	To inform them of the COVID-19 positive case, to assure them that the appropriate actions are being taken to keep staff safe and individuals supported, as directed by Public Health, to clarify next steps, to answer questions as they arise	Virtual Staff Meeting	Executive Director or Designate			
	Staff (department/team level)	To discuss the news with staff in a smaller setting, to answer any questions that staff may have, to provide resources, as necessary	Virtual Meeting	Work Team Leaders			
	Staff (all)	To re-iterate the messages from the virtual staff meeting and to provide resources to help staff navigate the next steps (e.g. where to ask questions, stress management resources)	E-Mail	Executive Director or Designate			
Wave 3	Individuals supported who are indirectly impacted (e.g. living in an impacted facility)	To inform them of the COVID-19 positive case and to explain in plain language next steps necessary to keep them safe	Virtual one-on-One Talk	Direct Support Workers			
	Family members of individuals supported who are indirectly impacted (e.g. living in an impacted facility)	To inform them of the COVID-19 positive case, to assure them that the appropriate actions are being taken to keep their family member safe, as directed by Public Health, to clarify next steps, to answer questions as they arise	Phone call	Executive Director or Designate			
Wave 4	Board of Directors	To inform the Board of Directors of a positive COVID-19 case, to clarify the role of the Board of Directors in the situation, and to determine next steps (as appropriate based on the reporting relationship between agency and the Board)	Meeting	Executive Director or Designate			
	Community Planning Tables	To determine cross-contamination across agencies in a close geographic area, to discuss how to collaborate as an agency (e.g. PPE sharing, staff re-deployment), and to determine next steps	Virtual meeting	Executive Director and MCCSS Program Supervisor			
	Media	To inform them of the COVID-19 positive case, to assure them that the appropriate actions are being taken to keep staff safe and individuals supported, as directed by Public Health, and to ask for donations/help from the community, as appropriate (e.g. PPE)	Press Release via E-Mail	Executive Director or Designate			