

COVID-19 Operating Principles

Suggested Use:

- The following operating principles are proposed as ‘guideposts’ for the DS sector through the COVID-19 crisis

Operating Principles:

- **Share information in a timely and practical manner** to support agency response strategies
- **Be agile** to respond to changing needs and to evolving strategies
- **Act collaboratively to manage scarce resources** e.g. ethically with PPE and flexibly with staff
- Make operating decisions that are **safe, respectful, and in the best interest of clients**
- Make workforce decisions that are **equitable, fair, and in the best interest of the staff**
- Resolve workforce issues by looking **within the organization before looking externally**
- **Optimize technology** for remote work, service delivery, and staff engagement
- **Meet health requirements**, as prescribed by local health authorities