

Here's a new suite of COVID-19 recovery solutions aimed at helping NSOs to resume activity as we move forward into the new normal.

RECOVERY TIPS FOR THE NEW NORMAL

1. Ensuring Membership Safety



- o Ensuring the safety and wellbeing of our members is essential.
- o Establish policies for physical distancing and sanitizing.
- o Provide safe operating environments.
- o Seek advice from respective local governments.

2. Continuous engagement and support

- o Balance virtual activities, flexible activity arrangements and infection protection measures.
- o Align with current government and health authorities' policies.
- o Continuous innovation in organizing and engaging members.
- o Consider actions to help and support the mental health of our members and adult volunteers.
- o Understand that the new normal doesn't mean the same thing for each of our diverse members.
- o Consider the increased divisions and inequalities.



3. Adapting your NSO Strategy / Operations



- o Identify your core products and services.
- o Be prepared to change your business practices.
- o Plan and evaluate short-term operation goals and see how they meet the new normal.
- o Assess financial and operational risks and respond quickly.
- o Consider alternative funding sources.
- o Retention and recruitment. The pandemic be an opportunity to for us to grow and establish better connection with our members.

4. Communicate with members and relevant stakeholders

- o Stay informed. Seek information from your health officials, government, and other trusted sources.
- o Develop Crisis Communication plans to support the information flow.
- o Send out a clear message as early as possible to allow members to plan ahead.
- o Communications plans should try to find the balance between caution and maintaining a business-as-usual mindset.
- o Inform of the NSO's decisions on how to move forward.
- o Exchange ideas and practices with other partners, NGOs, youth organisations in your community.
- o Ask guidance from Government regulators, but also to provide them with inputs and suggestions.



5. Use the government/institutions and agencies' support policies



- o Monitor the nation-wide government and organisational opportunities for support
- o Act in an organised manner with your local groups and the partner organisations in your country.
- o Track the funding opportunities created for supporting the combat with COVID 19.

6. Build resilience in preparation for the new normal

- o Review and renew your operation continuity plans
- o Put new internal guidelines in place based on lessons learned
- o Contingency plans to build resilience and better respond to future crises.



Plan for recovery now!



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