

COVID-19 outbreak



Apei des 2 Vallées

In a few words...

Managing 25 services in Aisne



 **4 poles** : Childhood, Autonomy, Social life , Professional life and **1 head office**

 **6 new services created 2019** :

Pole of Competencies and Outsourced Services,
Mobile Team,
Care in the Ordinary Environment,
Life Unit for the Disabled and Elderly,
Sheltered Employment,
Support Service for Adults with disabilities.

Sanitary context COVID-19



- 🌸 Several services situated in the first identified contagion zone in France
- 🌸 March 2, strict lockdown measures taken by the local authorities



Shortage of equipments and face masks

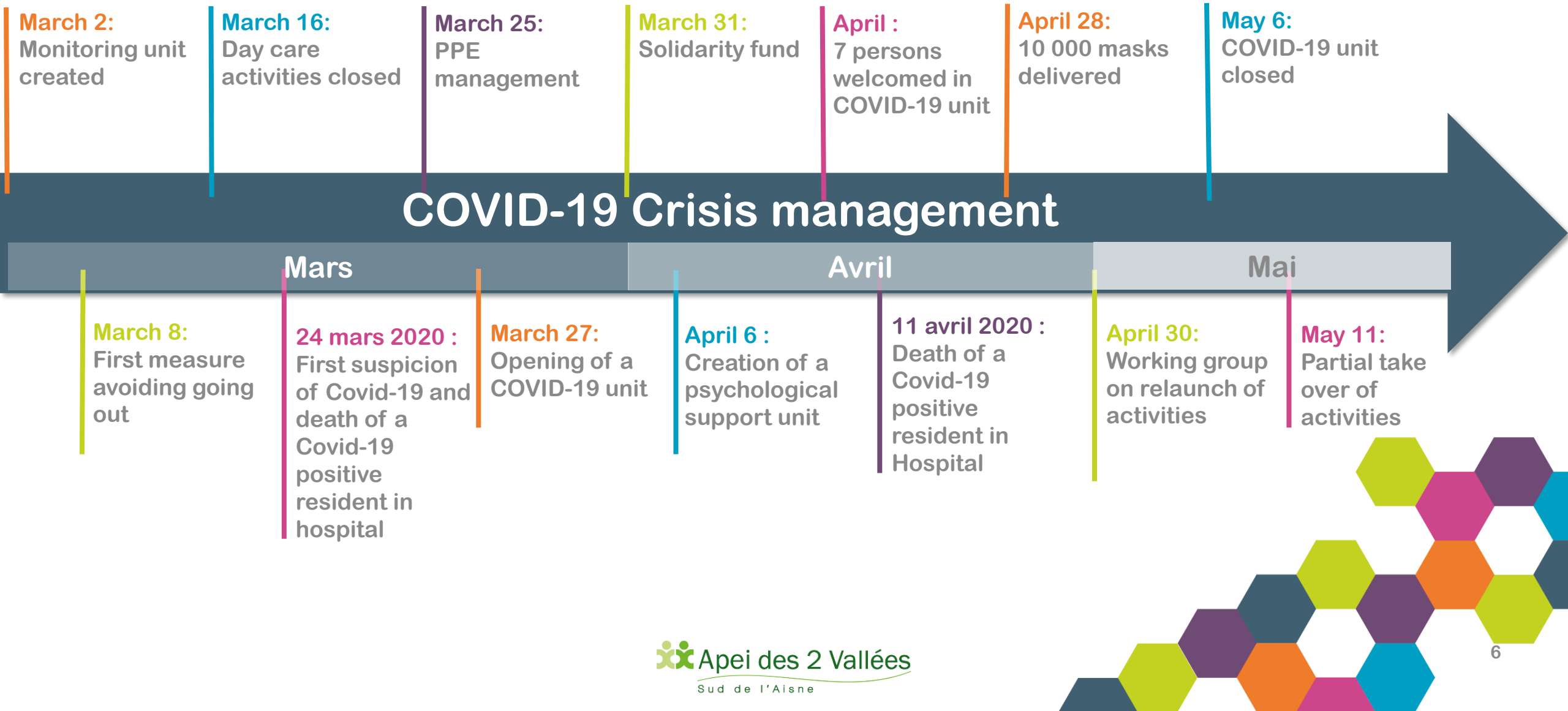
March 2, Apei notes a lack of equipments

- In the Activity Continuity Plan stocks are present but cannot withstand the magnitude of the coming epidemic.
- Request to Public Authorities a supply of masks. At the same time, an appeal for donations is launched to companies and partners.
- Professionals are worried and are asking for masks to support users.

➔ Instructions for the use of masks given to staff to cope with the shortage.

➔ Anticipation of the purchase of gloves, gels, gowns, masks.

Apei des 2 Vallées at the core of the epidemic



In detail

Sanitary crisis management



Details on the crisis management

March 8 – first measures:

- Designation of a crisis center coordinator (health manager)
- information for users and professionals on the gestures and behaviours to be taken to protect oneself and others.
- Suspension of the reception for day care activities of persons living in the 9 towns the most concerned.
- Limitation of return home for people accommodated in the 9 towns.
- Cancellation of all cultural and leisure outings in collective spaces for all services.
- Taking the temperature of all the people accommodated at least once a day.
- Fitting out a building to provide a place of confinement in the event of an epidemic.

 **March 13**– announcement by SMS and e-mail to families of the new measures from 16 March 2020

 **Mars 16 new measures implemented:**

- Closure of the 2 specialized schools, 2 day care activities centers and 3 rehabilitation centers;
- Maintenance of a minimum level of activity to guarantee the continuity of the operation of the services (catering, laundry, cleaning of the premises).
- Redeployment of professionals from these structures and services to all residential settings
- Setting up of a daily crisis unit at 11am in audio-conference within the Apei des 2 Vallées.

 **March 19 : Closure of one residential care setting**

- 12 residents transferred to another setting
- All workers transferred to this other setting

 **March 20:: launch of a communication for the recruitment of solidarity fixed-term contracts on website and social media to counter absenteeism.**

- A total of **42 fixed-term contracts** have been created to compensate absenteeism and the crisis.

 **March 24: First suspicions of contamination with COVID-19 :**

- 2 people have temperature in the home - isolation in room.
- A resident dies at the hospital, positive test for COVID-19.
- Distribution of PPE and implementation of protocols on the facilities

 **March 26 :**

- 24% of staff absent due to illness or childcare necessities.
- Implementation of a situation report communicated by sms to all families and staff members

 **March 27:** : opening of a COVID-19 containment unit, reception of the first confirmed cases.

- Call for volunteer professionals to work on this unit.
- 12 professionals provide service 7 days a week, 24 hours a day.

 **March 25:** implementation of a PPE stock management table in conjunction with the National agency supporting the Performance of Health and social care services .

 **March 31:** Creation of an online donation space

 **April 6:** Creation of a psychological support unit for people with disabilities, their families and professionals.

 **April 10:** The COVID-19 unit welcomes 7 contaminated persons.

 **April 11:** Second death of a COVID-19 positive resident.

 **April 28** : delivery of 10 000 masks, purchased in March.

 **April 30**: mislaunch of a working group on the partial re-opening of closed services since March 16.

 **May 6**: Closing of the Covid-19 unit

All professionals and residents tested negative for COVID-19 and can return to their usual living / working unit.

 **May 11**: Partial taker over for Rehabilitation center, specialized school and day care center.



Controlled crisis communication

Transparency and responsiveness

- 🌸 The Apei des 2 vallées has opted for transparent and reactive communication: common internal information for professionals and families
- 🌸 Setting up a daily crisis unit, then a weekly one with a record of decisions.
- 🌸 6 situation reports written by the general management addressed to the 454 families/members and 380 employees
- 🌸 Almost daily communication of news on the website and social networks, related to crisis management (interviews of confined residents, professionals...)
- 🌸 Creation of private Facebook groups to facilitate communication between institutions and families or between professionals and accompanied persons confined at home, 4 private groups have been set up

Creation of a solidarity fund on an online platform on March 31

3830€ collected to date, 32 contributors and 750€ received by check, 6 contributors for a total of 4 580€.

3 video clips created by the services

- <https://www.youtube.com/watch?v=B5WeBwbkLFE&feature=youtu.be>
- <https://www.youtube.com/watch?v=SP1eykAR3z0>
- <https://youtu.be/QJ1O2GsaZ2w>

A team manager interviewed by the national association of PwD's families ([Unapei](#))

- <https://www.youtube.com/watch?v=kdLj78Yh7zQ>

An appearance on the France 3 Picardie TV news on Monday, May 4 at noon, interview with Caroline Claux, care assistant on her initiative to produce a video clip.

2 articles in the local press "L'Union":

- An article on one of the video clips
- An article on the Laundry

Employees representatives in the core of the crisis communication

- 🌸 Continuation of statutory meetings by video or audio-conference for the months of March, April and May 2020.
- 🌸 Implementation of weekly meetings with them for information and presentation of the partial business take over plan starting May 7.

➡ Excellent feedback from them on crisis management and communication during this period.



Key learnings for the future



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