

CONTINUITY OF OPERATIONS ESSENTIALS – FAQs from VIRTUAL TOWN HALL

- 1) Will the coronavirus stimulus bill provide assistance to nonprofits?

The bill's contents are still becoming clear; LANO and GNOF are adding resources to their websites. Here is an [initial analysis by the National Council of Nonprofits](#). Also, GNOF will be hosting a webinar Tuesday, March 31 at 1pm on the federal, state, and local policy response. [Register here.](#)

- 2) For a small organization, what are the three most important aspects of a virtual disaster box to work on now?

From the LANO COOP Disaster Preparedness Handbook: 1) board and volunteer contact info; 2) your pre-evacuation report; use it as a post-evacuation report; 3) on-line progress and website applications tool.

- 3) For a larger organization?

From the LANO COOP Disaster Preparedness Handbook: jump right in to Disaster Toolbox Checklist.

- 4) Do you recommend a daily call/meeting with staff; if so what should be on the agenda?

Good remote management and leadership does not necessarily require a daily meeting, but staying connected is important. In any event, make employees' work is traceable/accessible; keep employees engaged; create an atmosphere of trust. Using Zoom or another platform so you can see each other when meeting is helpful.

- 5) Can you recommend a good data collection tool?

Two options here are Survey Monkey and Google Forms.

- 6) Can you recommend places to seek funding in this time of pandemic?

Go to your loyal donors, even those who have not given five or even seven years back. Make your case specifically and clearly: for what do you need it, and how much do you need. If you have a story to share, share it. Offer the possibility of branding the gift. For a more detailed set of considerations regarding fundraising, see our Nonprofit Essentials: [Short Term Financial Responsiveness](#).

- 7) How can we keep staff and volunteers engaged?

The communication piece is the most important. Stay connected - google chat, text; a phone call can provide even more of a boost. Provide them with tasks they can do at home. For a more detailed set of considerations regarding communication, see our Nonprofit Essentials: [Communications](#).

- 8) What is the best way to continue operations now?

Do not aim for perfection. Even if you don't have a COOP plan, continue your work as you can. If you can, work on your COOP plan. And do not neglect to take care of yourself.

9) How do we manage the stress of this new situation?

Consider appointing someone to coordinate mental health for staff and volunteers.

10) Where can we find all the virtual town hall materials on the website?

<https://www.gnof.org/covid19-nonprofits/>