



Apei des 2 Vallées

Sud de l'Aisne

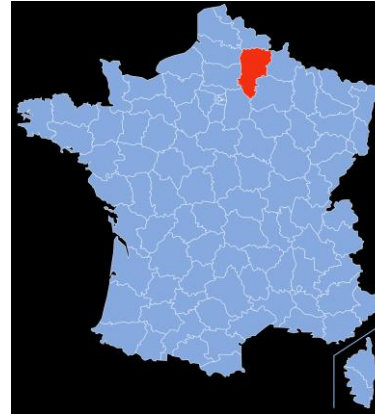
COVID-19 outbreak

🌸 Managing 25 services in Aisne

🌸 4 poles :

- Childhood,
- Autonomy,
- Social life ,
- Professional life
- and **1 head office**

🌸 6 new services created 2019

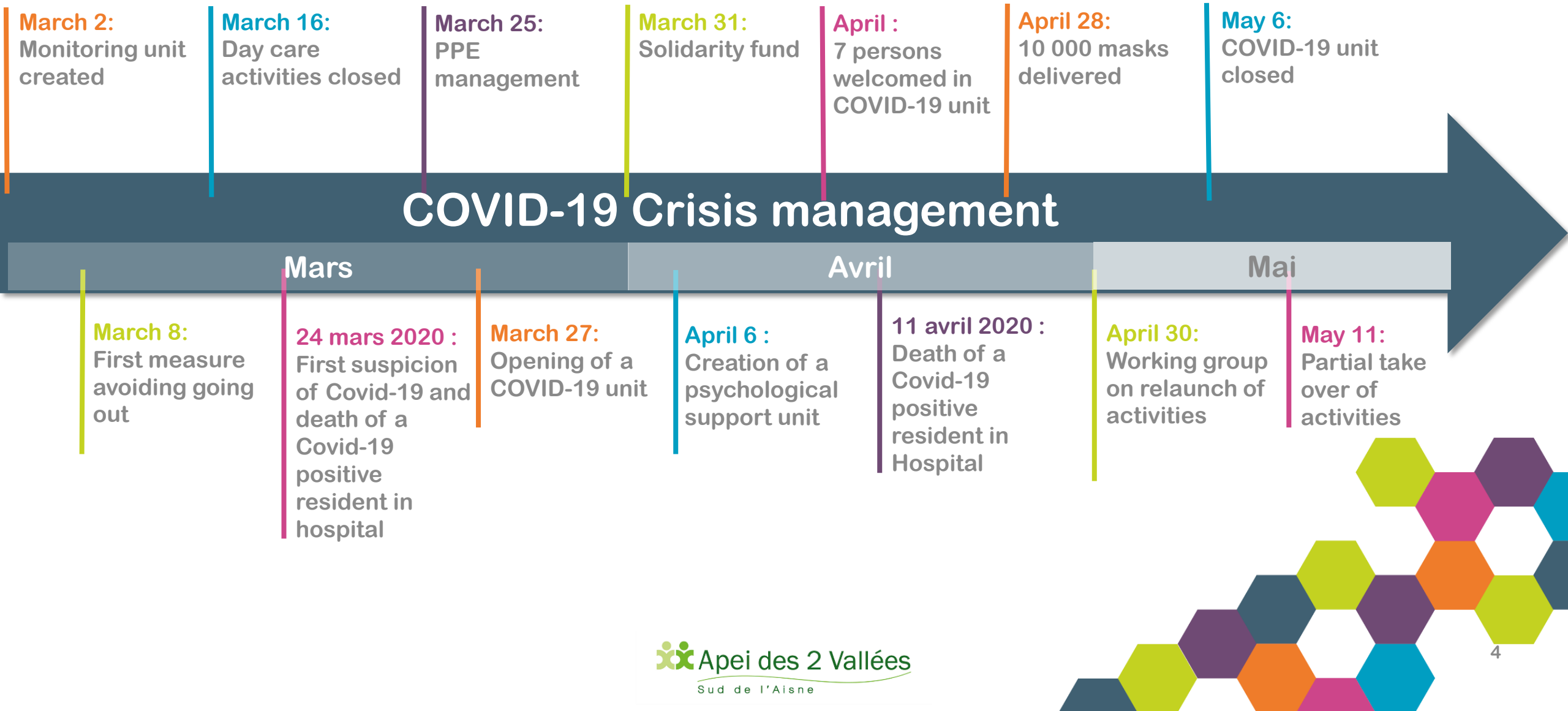


Shortage of equipments and face masks

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, 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



Crisis Communication : Transparency and responsiveness

- ✿ The association 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

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 : interview of a care assistant on her initiative to produce a video clip.

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

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





Association de parents et d'amis de personnes en situation de handicap mental

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