

# COVID-19 Open Discussion Opportunity with MSPA Americas Members

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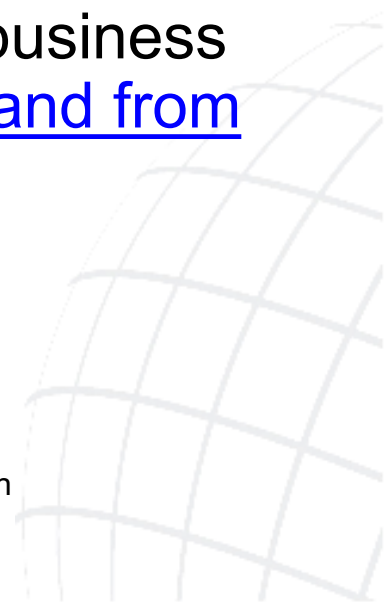


# The Five C's

- **Calm** – Stay calm and don't make rash decisions! Let's focus on the facts. Not rumors. Not speculation. Not social media hype. Facts.
- **Confidence** – Confidence in those with more knowledge of the situation that we currently possess. In our country, our resources, our ability to overcome adversity and the healthcare community. Confident in our ability to bounce back!
- **Communication** – This is a fluid situation. Stay tuned in. Be available. Ask questions. Get educated.
- **Collaboration** – Now more than ever we need each other. Support and collaborate to fill gaps.
- **Compassion** – Yes, we are a business. However without people, without clients, no business can exist. Businesses are composed of people – fellow humans-- with families, aspirations, feelings, fears and concerns. Now, more than ever, go the second mile. Lift each other up. We are stronger together.

# Planning For Your Company

- **Office cleanliness:** Implement [best practices](#) to limit the spread of any viruses.
- **Visitor policy:** Consider a campus/office policy. Our members have shared some [best practices here](#).
- **Travel policy:** CTA has limited travel to necessary business needs. Consider implementing [travel restrictions to and from affected areas](#).



# Planning For Your Company

- **HR Policies:** [Review policies](#) to ensure you have a plan if employees need to work from home.
- **Shutdown plan:** Do you have a business continuity plan? [Develop a plan](#) that addresses both short-term and long-term possibilities.
- **Tech tools:** Do you have the right tools and technologies in place to allow employees to continue communicating and working? [Leverage technology](#) to improve communication channels with employees and customers.

# Key Government Resources

- CDC: About Coronavirus Disease [2019](#)
- OSHA: Protecting Workers From Potential [Exposure](#)
- White House: The President's Coronavirus Guide for [America](#)
- SBA: COVID-19: Small Business [Guidance](#)



# Open Questions



Enter those in the Q&A Window

