RECOVERY TIPS FOR THE NEW NORMAL

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

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

3. Adapting your NSO Strategy / Operations
   - Identify your core products and services.
   - Be prepared to change your business practices.
   - Plan and evaluate short-term operation goals and see how they meet the new normal.
   - Assess financial and operational risks and respond quickly.
   - Consider alternative funding sources.
   - 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
   - Stay informed. Seek information from your health officials, government, and other trusted sources.
   - Develop Crisis Communication plans to support the information flow.
   - Send out a clear message as early as possible to allow members to plan ahead.
   - Communications plans should try to find the balance between caution and maintaining a business-as-usual mindset.
   - Inform of the NSO’s decisions on how to move forward.
   - Exchange ideas and practices with other partners, NGOs, youth organisations in your community.
   - Ask guidance from Government regulators, but also to provide them with inputs and suggestions.

5. Use the government/institutions and agencies’ support policies
   - Monitor the nation-wide government and organisational opportunities for support
   - Act in an organised manner with your local groups and the partner organisations in your country.
   - Track the funding opportunities created for supporting the combat with COVID 19.

6. Build resilience in preparation for the new normal
   - Review and renew your operation continuity plans
   - Put new internal guidelines in place based on lessons learned
   - Contingency plans to build resilience and better respond to future crises.

Plan for recovery now!