

# The Smart Community Management Manual

mlcon

## Chapter 6 - 1.1f) Contagion Control



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## Introduction

eTownz has partnered with a number of highly respected research organisations in Ireland and the EU on research projects in the community development and health spaces over the past eight years. The Smart & Engaged Community Management framework was formed based on this research and the guidance of Dr. Maura Farrell of NUIG and Dr. Maura Adshead of UL.

The framework is designed so that it can be applied to any community and under any thematic area of community development. This manual is created using the dynamic “eTownz Knowledge Hub” database which is continually updated with new project ideas and other useful information. If you would like to contribute new ideas please contact us on [info@etownz.com](mailto:info@etownz.com). This manual can be used as a standalone document or used along with eTownz Community Management Portal.

# Who is involved and what is the structure?

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## Coordination Team

The Coordination Team facilitates coordination and knowledge sharing between different Town Teams. Highly committed Stakeholders experienced in community development are strongly encouraged to join the Coordination Team. Town Teams should retain independence and responsibility for their own areas.



## Town Teams

Town Teams are inclusive smart local teams focused on specific aspects of local development. Town Teams link like minded people together to develop and implement solutions to community problems.



## Stakeholders

A stakeholder can be a business, club, public service provider or interested local people. A stakeholder may represent one or more of these interests. All the stakeholders are invited to join a community council.

## Core Town Teams x4

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Members are invited to form Town Teams related to each of the four main community development Pillars. These are:



Every participating community should aim to have, at minimum 3 to 6 people on each of the four, top-level Town teams.

## Town Teams

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Specialist Town Teams are invited to form teams related to specific areas under the four main Pillars. Members of the council are invited to join the Town teams that are relevant to them.

Members of the action team follow the structured format of the smart community framework. They decide their work schedule as a team, creating and implementing local action plans together.

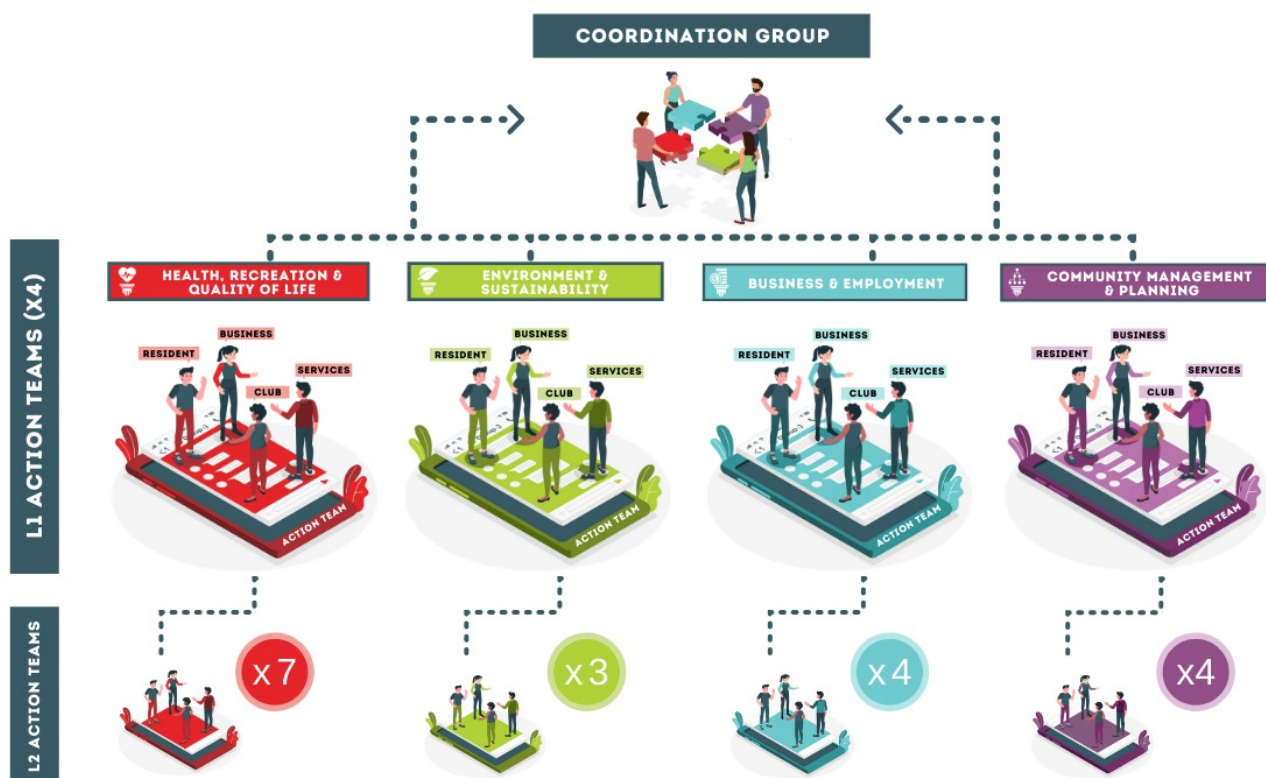
## How to use this manual to build a local action team?

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The Coordination Team will introduce like-minded stakeholders who wish to form Town teams. The action team then follows a 5-step format illustrated below to compile a “Smart Community Action Plan” for their team. The then follows a 5-step format illustrated below to compile a “Smart Community Action Plan” for their team. The plans can be updated internally throughout the year.

Town teams are invited to submit their plan for the coming 12 months annually. This will be integrated into the overall community plan for the year, compiled before the community AGM.

The AGM helps align the various Town teams and encourage cross-community collaboration on implementation of the plan for the year.



## Step 1: Stakeholder Review

The table below can be used by your team to help identify the stakeholders related to this theme. The stakeholders should be invited to provide their ideas, opinions and to join the local action team to help collaborate on initiatives.

### Actions













- Manage a register of local assets
- Survey local opinions/ideas
- Recruit & engage local action team



### Outcomes

- Top down understanding of local stakeholders
- Bottom up understanding stakeholder perspectives
- Expand team, increase ambitions, plan succession

	Title	Type	#	Comment
	Chemists ( <a href="#">S45</a> )	Business		
	Doctors ( <a href="#">S505</a> )	Business		
	Pharmacy ( <a href="#">S173</a> )	Business		
	Mental Health Support Services ( <a href="#">S157</a> )	Public Service		

	Public Participation Network <a href="#">(S180)</a>	Public Service		
	School - Junior / Pre <a href="#">(S177)</a>	Public Service		
	School - Primary / National <a href="#">(S161)</a>	Public Service		
	School - Secondary <a href="#">(S203)</a>	Public Service		
	Social Welfare <a href="#">(S786)</a>	Public Service		
	Active Retirement Group <a href="#">(S1)</a>	Club / Group		
	Business Owner <a href="#">(S834)</a>	Individual		
	Carers <a href="#">(S838)</a>	Individual		
	Persons with: Physical Impairment <a href="#">(S836)</a>	Individual		
	Pregnant women <a href="#">(S829)</a>	Individual		
	Retired persons <a href="#">(S827)</a>	Individual		
	Unemployed <a href="#">(S831)</a>	Individual		

## Step 2: Asset Review

Use the table below to help build the record list of assets in your area. Use the eTownz portal or a spreadsheet to register your local assets, discuss conditions and how the assets can be better utilised in the community.



	Title	#	Comments
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Airport [\(A718\)](#)



Church [\(A46\)](#)



Citizens Information Centres [\(A47\)](#)



Community Health Scheme [\(A63\)](#)



Defibrillator [\(A80\)](#)



Doctor's Surgery [\(A82\)](#)



Garda Station [\(A99\)](#)



Nursing Home [\(A164\)](#)



Private Hospital [\(A787\)](#)



Public Hospital [\(A117\)](#)



Public Toilets [\(A183\)](#)



School [\(A849\)](#)

## Step 3: Goals & Metrics Review

Understanding the goal for each action team and attributing relevant metrics is a key part of the Smart Community Management Framework. Below we provide suggested goals and metrics. Please use these as a support to define goals and metrics that work for your community. In the plan, the action team should define how often the goals are to be reviewed and how often the metrics collected.

- a Agree suitable goals & metrics
- b Coordinate data collection
- c Compare & analyse performance to help plan



- a Helps focus local action teams
- b Leverage data for better decision making
- c Compare project outputs to planned goals




Title

How is this data collected

Comment



Number of confirmed cases of Covid-19 in Ireland. (M158)	Published by Department of Health		<input type="checkbox"/>
Number of confirmed cases in your communities (M159)	Audit done by health organisations		<input type="checkbox"/>
Number of confirmed cases in your county (M160)	Audit undertaken by health organisation		<input type="checkbox"/>
Number of vulnerable people in your community (M161)	Audit undertaken by health organisation		<input type="checkbox"/>
Number of businesses/organisations closing (M162)	Audit undertaken by businesses and organisations		<input type="checkbox"/>

	Title	Summary	<input checked="" type="checkbox"/>	Comment
	Team Building, Management & Metrics - (G16)	<b>Team Building, Planning, Management &amp; Metrics</b> * Bring together & organise local stakeholders to drive action * Plan and coordinate projects and volunteers * Collect key information, feedback and monitor progress	<input type="checkbox"/>	
	Awareness, Understanding & Skills - (G17)	<b>Awareness, Training and Upskilling</b> * Create awareness among local stakeholders * Educate local stakeholders to encourage better practise * Organise relevant training	<input type="checkbox"/>	
	Preserve, Support & Develop - (G18)	<b>Protect existing &amp; develop new assets/stakeholders/services</b> * Protect, conserve & develop existing local assets and stakeholders * Support the creation of relevant new assets, stakeholders & services * Develop new ways of extending and improving local capacity	<input type="checkbox"/>	

## Step 4: Project Register & Planning

The action team should begin this section by taking consideration of the projects undertaken in the past 2 years, the currently active projects as well as project ideas for the future. Use the eTownz portal to conduct an



- a Add new & update existing projects in project register
- b Review completed projects, document learnings & celebrate successes
- c Discuss, agree, prioritise and schedule projects for the coming year



- a Continual cycle of new idea generation & team building
- b Teams learn from experience & pass on best practise to others
- c Agree, realistic actions plans to better coordinate



## Goal: Team Building, Management & Metrics - (G16)

### Team Building, Planning, Management & Metrics

- \* Bring together & organise local stakeholders to drive action
- \* Plan and coordinate projects and volunteers
- \* Collect key information, feedback and monitor progress

Related Project Ideas	Rate	Comments
<p><b>Create Action Team (P787):</b> Create an action team that focuses on emergency planning. This management should be formed of community leaders and stakeholders that helps ensure the completeness and representativeness of your local government's emergency operations plan.</p> <p><a href="#">(Case Study: 511)</a> Clarecastle Covid Support Network (CCSN)</p>		
<p><b>Metrics System (P788):</b> Set up a system to capture and analyse related metrics regarding Covid 19 and how it is affecting your community</p>		
<p><b>Local Communications Planning (P789):</b> Bring together key local stakeholders related to internal communications such as organisations / individuals who manage social media pages, newsletters, whats app groups. Agree that a calm, informed and coordinated approach will be needed and agree on a basic framework regarding the information resources which are to be trusted. Agree on how key information is regularly and calming distributed among the community</p>		
<p><b>Crisis Communications Training (P790):</b> Provide key local stakeholder who manage local communications channels e.g. social media profiles with training on how to manage communications in difficult times. e.g. a) How to manage people who</p>		

comment online and try underplay the actions we need to take b) How to manage people who comment online & overplay the actions required c) How to manage a communications channels in times of crisis		
<b>Map Essential Services (P801):</b> Undertake a review of essential local services and identify the measures that may need to be taken to deliver services such as food, medicine etc at various levels of the virus  <a href="#">(Case Study: 512)</a> Leitrim Mapping of Community Responses to Covid 19		
<b>Encourage Fundraising (P802):</b> There are a wide variety of local charities and groups which support the more vulnerable people in the community such as the elderly, people with disabilities and the poor. Encourage those who can, to donate readily to relevant local groups to support them in their activities.  <a href="#">(Case Study: 514)</a> Tipperary Volunteer Centre pledges extra support to organisations		
<b>Encourage Volunteer Support (P803):</b> During a contagion event, there are many people and groups within the community who may require support in a variety of ways. Encourage local people to volunteer their time to assist where there is need. Volunteering maybe done online or with the correct procedures in place physical, in community activities.  <a href="#">(Case Study: 507)</a> East Clare Covid-19 Community Response Group		
<b>Create An Emergency Contact List (P795):</b> Ensure your household has a current list of emergency contacts for family, friends, neighbors, carpool drivers, health care providers, teachers, employers, the local public health department, and other community resources.		



## Goal: Awareness, Understanding & Skills - (G17)

### Awareness, Training and Upskilling

- \* Create awareness among local stakeholders
- \* Educate local stakeholders to encourage better practise
- \* Organise relevant training

Related Project Ideas	Rate	Comments
<b>Organisation Contingency Planning (P799):</b> Train and assist businesses/other organisation prepare for contingency plans for different phases of		



an outbreak in your community

### Identify Aid Organizations in your Community

[\(P794\):](#)

Create a list of local organizations that you and your household can contact in the event you need access to information, health care services, support, and resources. Consider including organizations that provide mental health or counseling services, food, and other supplies.

[\(Case Study: 513\)](#) Council setup Kilkenny Covid19 helpline

### Learn About The Emergency Operations Plan In Schools [\(P796\):](#)

During a COVID-19 outbreak in your community, local public health officials may recommend temporary school dismissals to help slow the spread of illness. School authorities also may decide to dismiss a school if too many students or staff are absent. Understand the plan for continuing education and social services (such as student meal programs) during school dismissals. If your child attends a college or university, encourage them to learn about the school's plan for a COVID-19 outbreak.

### Educate Communities [\(P797\):](#)

Educate communities about non-pharmaceutical interventions (NPIs), good general health exercise and healthy food that can help slow the spread of illness, like COVID-19.

### Provide Tailored Planning Guides for COVID-19 [\(P798\):](#)

Provide planning guides for COVID-19 that households, community- and faith-based organizations, event planners of mass gatherings, and public health communicators can use



## Goal: Preserve, Support & Develop - (G18)

Protect existing & develop new assets/stakeholders/services

- \* Protect, conserve & develop existing local assets and stakeholders

- \* Support the creation of relevant new assets, stakeholders & services

- \* Develop new ways of extending and improving local capacity

### Related Project Ideas

### Rate

### Comments

### Practice Everyday Preventive Behaviors [\(P786\):](#)

Practice everyday preventive behaviors! Stay home when sick. Cover coughs and sneezes. Frequently

wash hands with soap and water. Clean frequently touched surfaces.

[\(Case Study: 500\)](#) Guinea Ebola outbreak

**Support for Vulnerable People [\(P800\)](#):**

Create a private database for vulnerable members of the community. Arrange a voluntary program whereby someone is responsible for calling these people on a regular basis to see if they have any symptoms or if they need supports in some way

**Business Continuity [\(P804\)](#):**

Leverage an existing local business group or form a business group online to support all businesses in the area with business continuity, Advice packages to help business to help their staff work from home more efficiently Advice to retail shops on how to manage their premises, delivery drivers safety procedures

**Business Financial Support [\(P805\)](#):**

A contagion outbreak can cause significant financial pressure on businesses. The public service and financial institutions are mobilised to help so prepare a good summary of the options available to local business, who they should contact and other supports where feasible. In communities there often exists business owners who have a very thorough understanding of financial matters and supports. These business owners should make themselves available to offer advice to other businesses who may not have as much expertise in this area and possibly provide other business buddy style support.

**Get your household ready [\(P791\)](#):**

**Raise Awareness of Covid 19 [\(P792\)](#):**

Information and communication are crucial in tackling the health and economic crisis brought about by the Coronavirus pandemic. It is vital that all national authorities communicate clearly to the public about the measures needed to contain the spread of the virus.

**Identify Aid Organizations in Your Community [\(P793\)](#):**

Create a list of local organizations that you and your household can contact in the event you need access to information, health care services, support, and resources. Consider including organizations that provide mental health or counseling services, food, and other supplies.

**Mobilise Free Resources [\(P806\)](#):**

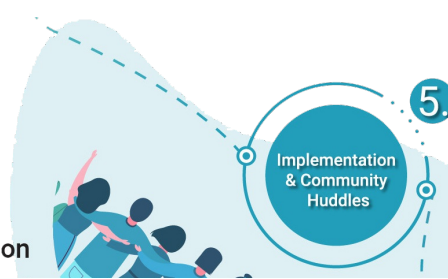
Digital companies can launch a "Digital Solidarity Program" and give access to content, tools and resources for free

<a href="#">(Case Study: 518)</a> List of free services		
<b>Delivery of Food and Medicine To Homes(P807):</b> Residents willing to help those that have been affected by Covid19 or those who are at risk and are social distancing by purchasing & delivering groceries, medicine		
<b>Deliver Meals on Wheels(P808):</b> Deliver affordable meals on wheels to community residents who have been affected by Covid19. Meals should be delivered daily and delivery volunteers should keep the 2m distance when delivering  <a href="#">(Case Study: 517)</a> Shannon Meals on Wheels		
<b>Help Caring For Pets(P809):</b> Dog walking service to the local residents who have been advised to self isolate or those at risk of covid19  <a href="#">(Case Study: 515)</a> Shannon Community Aiders		
<b>Delivery Of Other Services To Homes(P810):</b> Delivery of other services to home such as fuel, firewood and other goods  <a href="#">(Case Study: 519)</a> Ferthard community delivery service		
<b>Set Up A Helpline(P811):</b> Set up and run helpline in your community, can be email or call based that lonely people or those in need of help during covid19 can contact  <a href="#">(Case Study: 516)</a> Shannon Garda Station Contact		
<b>Directory and Mapping(P812):</b> Request for Information in relation to Directory and Mapping of Community & Voluntary Services  <a href="#">(Case Study: 520)</a> Directory and Mapping in County Longford		

## Step 5: Community Huddles & Implementation

Community Huddles cover a variety of different meetings types that take place throughout the year. This includes remote meetings, project planning or project implementation meetings. We provide a suggested one hour format for the main meeting types to help make best use of people's time.

- a Organise an annual public "Community Huddle",
- b Team agree huddle plans, coordination and implementation







- a Creates meaningful engagement between local Teams
- b Short, actionable recurring meeting keep teams on track

## Appendices: Additional Info

### Quick Win Projects

Summary	<input checked="" type="checkbox"/>
<b>Awareness Program:</b> Organise a local awareness program based on verified advance from relevant public authorities	<input type="checkbox"/>
<b>Form Action Team:</b> For local action team to manage related activities (see projects below for detail)	<input type="checkbox"/>
<b>Pledges:</b> Create a simple list of pledges that people from the community as per HSE guidelines to help promote best practise.	<input type="checkbox"/>

## Relevant/Supporting Organisations

Title	Comment
 <b>World Health Organisation (WHO)</b> <a href="#">Click here</a> The WHO guidelines Infection prevention and control of epidemic- and pandemic-prone acute respiratory infections in health care provide recommendations, best practices and principles for non-pharmacological aspects of infection prevention and control (IPC) for acute respiratory infections (ARI) in health care, with special emphasis on ARI that can present as epidemics or pandemics. The guidelines are intended to help policy-makers, administrators and health-care workers to prioritize effective IPC measures.	
 <b>Health Protection Surveillance Centre (Hpsc)</b> <a href="#">Click here</a> The Hpsc provides guidance for healthcare professionals on contagion outbreaks	
 <b>Ireland's Health Service Executive (HSE)</b> <a href="#">Click here</a> The HSE provided information on the Coronavirus (COVID-19)	
 <b>Department of Health</b> <a href="#">Click here</a> Health information, advice and guidelines published on the Department of Health site	



## European Centre for Disease Prevention and Control (ECDC) [Click here](#)

Following the first reports of cases of acute respiratory syndrome in the Chinese Wuhan municipality at the end of December 2019, Chinese authorities have identified a novel coronavirus as the main causative agent. The outbreak has rapidly evolved affecting other parts of China and outside the country. Cases have been detected in several countries in Asia, but also in Australia, Europe, Africa and North America. Further global spread is likely.



## Centers for Disease Control & Prevention [Click here](#)

The Centers for Disease Control & Prevention is at the front-line of how communities can prepare and take action for COVID-19.

# Supporting Research

Here we provide links to related research papers which your local action team may find useful.

## Title

## Comments

### Feasibility of controlling COVID-19 outbreaks by isolation of cases and contacts [Click Here](#)

Isolation of cases and contact tracing is used to control outbreaks of infectious diseases, and has been used for coronavirus disease 2019 (COVID-19). Whether this strategy will achieve control depends on characteristics of both the pathogen and the response. Here we use a mathematical model to assess if isolation and contact tracing are able to control onwards transmission from imported cases of COVID-19.

### The psychological impact of quarantine and how to reduce it: rapid review of the evidence [Click Here](#)

The December, 2019 coronavirus disease outbreak has seen many countries ask people who have potentially come into contact with the infection to isolate themselves at home or in a dedicated quarantine facility. Decisions on how to apply quarantine should be based on the best available evidence.

### COVID-19: fighting panic with information [Click Here](#)

As governments and health officials worldwide grapple with the epidemic of severe acute respiratory syndrome coronavirus 2, new developments in the accounting of and response to cases are occurring as part of a swiftly evolving crisis. ..

### How to fight an infodemic [Click Here](#)

WHO's newly launched platform aims to combat misinformation around COVID-19. John Zarocostas reports from Geneva. WHO is leading the effort to slow the spread of the 2019 coronavirus disease (COVID-19) outbreak. But a global epidemic of misinformation—spreading rapidly through social media platforms and other outlets—poses a

through social media platforms and other outlets—poses a serious problem for public health. “We’re not just fighting an epidemic; we’re fighting an infodemic”, said WHO Director-General Tedros Adhanom Ghebreyesus at the Munich Security Conference on Feb 15.

