



## COVID-19 Discussion-Based Exercises

These exercises can help guide preparedness and highlight procedural gaps. They are meant to last no more than 5 minutes and can be a great way to involve all staff, not just leadership. Use them during staff huddles, meetings, or to kick off emergency planning sessions.

1. There has been a surge in COVID-19 cases in your area. What measures are in place to protect patients and staff from the virus? What information can you give to help patients remain healthy?
2. The health center is concerned about the mental health status of its patients due to fear, stress, and anxiety caused by COVID-19. People are struggling both mentally and emotionally and are losing their jobs. What can the health center do to support your patients and community? How can you support your staff?
3. On top of COVID-19, a severe rainstorm just hit your health center's community, further exacerbating mental health concerns because of extensive flood damage. What can the health center do to support your patients and community after assessing the damage? How can you support your staff?
4. A patient comes into your health center refusing to wear a mask. After asking the patient repeatedly to put on a mask, the patient does not comply and becomes aggressive. What steps do you take to alleviate the situation safely?
5. During a local peak in COVID-19 cases, flooding from a hurricane has resulted in damage to part of the building and caused localized power outages. How can you continue to provide services? What are the best methods of communication with staff and patients?
6. Recent fires have destroyed parts of the community, resulting in evacuation orders where your patients live. In a hurry to evacuate, many patients left behind masks and other proper PPE. How do you ensure that patients receive the care that they need in a safe manner? How can you prepare for the likely surge in COVID-19 cases due to the evacuation and accompanying loss of social distancing?
7. A patient without a mask has come into the health center with symptoms of COVID-19 and is not practicing social distancing. How do you respond? Who do you need to notify? Who in the health center is responsible for the notification?
8. Two weeks after a neighboring county had to evacuate to your community due to flooding, a spike in COVID-19 cases occurred. How will your health center adjust its services? How can you help prevent the virus from spreading further?
9. Heavy rain and wind have resulted in roof damage and the health center needs to be closed for at least a week while repairs are made. How can you leverage telehealth services and partnerships to continue to provide services?
10. An internet outage has left the health center unable to access patient information or offer telehealth services. How can this situation best be handled so that patients can still be seen while it is being fixed?