

**AFP Greater Detroit Chapters COVID-19 Discussion: Communications in Times of Crisis  
April 7, 2020**

- 10:01:25 From Sarah Dysinger : Welcome to the AFP Greater Detroit Chapters COVID-19 Discussion: Communications in Times of Crisis. Please take a moment to visit [www.covid19.afpdet.org](http://www.covid19.afpdet.org) to register as participating in todays discussion.
- 10:02:50 From Debbie : please add me to the list. [Debbie.mitre-smith@ascension.org](mailto:Debbie.mitre-smith@ascension.org). thank you! :)
- 10:03:14 From DMacedonia : [dmacedonia@trionworks.com](mailto:dmacedonia@trionworks.com) thanks!
- 10:03:24 From ngandelot : [ngandelot@nihdetroit.org](mailto:ngandelot@nihdetroit.org)
- 10:03:56 From Amy Maple to Sarah Dysinger(Privately) : [amaple@covenanthouse.org](mailto:amaple@covenanthouse.org)
- 10:04:41 From Sarah Dysinger : I will pass the emails along to my partner who does the emails. If you can still visit [www.covid19.afpdet.org](http://www.covid19.afpdet.org) to register it would be much appreciated. Feel free to keep putting your emails in the chat as well though and I will pass them along. Thank you all!
- 10:05:15 From Amy Maple to Sarah Dysinger(Privately) : got it
- 10:05:20 From lmsair13 : [development@lakeviewmontessori.ca](mailto:development@lakeviewmontessori.ca)
- 10:06:04 From Angela : FYI - I could only get to the website without the www. When I used [covid19.afpdet.org](http://covid19.afpdet.org) - it worked to register.
- 10:06:19 From Sarah Dysinger : There will also be 1 CE Credit awarded towards your CFRE for participating in this webinar. That will be emailed out within 48 hours to all!
- 10:06:35 From deborahvigliarolo to Sarah Dysinger(Privately) : Hello Sarah, not sure why the link is not working when I click on it to register.
- 10:07:22 From Sarah Dysinger to deborahvigliarolo(Privately) : someone said the www. part doesn't work? The link has been acting up, grr. I was able to access by just typing [covid19.afpdet.org](http://covid19.afpdet.org) sorry about that
- 10:08:54 From deborahvigliarolo to Sarah Dysinger(Privately) : Hello Sarah, Thank you.....for some reason it worked this time. Who know.
- 10:11:23 From Steve : Please be sure to send questions via chat and we will try to get to all of them as the webinar proceeds
- 10:19:42 From Steve : John is right, people are still trying to sort out the CARES act and we can be a resource.
- 10:20:24 From Beth Korczynski : Yes, I agree. We are planning to include some high level information about the CARES Act in a donor communication planned for later this month.

10:22:48 From Debbie : can you provide a list of technology and post on your website?

10:22:50 From Miriam Imerman : We use Microsoft Teams. It works as well as anything else.

10:23:32 From Debbie : do you use communication apps too?

10:24:01 From Steve : Wired has a great review and comparison of all video conference services, their pros and cons

10:24:03 From Lisa Schwartz : A 2nd for Microsoft Teams - given Zoom security issues, not perfect solution for calls containing proprietary/more private information

10:24:08 From carley : I believe TechSoup has some discounts available for Zoom and maybe some others.

10:24:39 From cliddy : We use Blue Jeans at U of M

10:24:58 From cliddy : It's more secure than Zoom

10:25:18 From Miriam Imerman : I wonder, and worry about, one impact of the coronavirus quarantine being an increase in "distancing." Not just social distancing, but substituting Zoom meetings for in-person, but FaceTime instead of in-person donor meetings, etc. I don't see this as necessarily a good thing.

10:25:21 From Christina Ayar : We use Microsoft Teams internally at Macomb Community College, but we are also using Zoom.

10:26:48 From Mark Lezotte : Excellent point from Lisa Schwartz re security/privacy issues. Nonprofits that deal in some regulated areas (e.g., education, healthcare) may also have to be a little more attentive to privacy/security issues. May have to remind/train people about communicating private info.

10:28:00 From Steve : Good point, Mark. We often remind staff at the beginning of these virtual meetings.

10:28:25 From ngandelot : we're using Teams internally but Zoom and Doxy.com for Telehealth.

10:28:43 From Maureen.Rovas : Thank you! I had another meeting at 10:30 to attend but I really appreciate the meeting and our guest speakers coming together! Hope everyone stays healthy and safe!

10:29:20 From Dawn Magretta : Good morning! Do you have any tips to keep our teams and boards motivated? During these times, it's hard to keep upbeat. Suggestions?

10:29:48 From Dennis : We are conducting our board meeting in a virtual format at the end of April. To prep for that, we are now holding our regular Leadership Team meetings on Go to Meeting so that our management staff is comfortable with virtual meetings.

10:31:47 From Steve : Dawn - I think one of the most effective things has been sharing news of dedication and service, how programs have pivoted to remote services. These good

news stories told both internally and externally have been really encouraging. Also, have exec leadership personally reach out and acknowledge these contributions.

- 10:32:35 From Adam : What are the best resources to highlight your programs during the health crisis for fundraising? Advertising? Email?
- 10:33:28 From Lisa Schwartz : We just began every other week board update calls - more of a round table discussion + a standing weekly 8am "Task Force" call open to board members, ceo, development staff and key fundraising volunteers. Seems to be keeping people more engaged.
- 10:34:41 From Christina Ayar : Many of our staff members are not working, but we decided to have a weekly Zoom meeting just to check up on each other. It has been very enjoyable
- 10:38:13 From Dawn Magretta : Larry - For the speakers - do you have any great, creative ideas to motivate teams and board members when using Zoom meetings??
- 10:40:49 From Liz Klos : I am wondering if any organization has created a task force or subcommittee of the board to focus on addressing COVID19 messaging, issues and short term /long term decisions?
- 10:42:58 From Tara Tomcsik- Troy Chamber : I would also say just because people are working from home it doesn't mean they aren't busy. Always be respectful of the ask and of their time. Make it as easy as possible to share
- 10:43:18 From cburtka : Thanks so much for sharing - some great information here!
- 10:46:08 From Sarah Dysinger : Just a reminder to please visit [covid19.afpdet.org](https://covid19.afpdet.org) to register as participating in todays discussion. 1 CE point towards your CFRFE will be awarded within the next 48 hours via email to all who register.
- 10:46:59 From Lisa Schwartz : We have established a sub-committee of the board as a Task Force weekly call/round table. Both COVID related changes to our programming and general fundraising challenges. Very happy to share the positives and challenges involved with this. Lisa Schwartz Board Chair, North Star Reach.  
[lschwartz@northstarreach.org](mailto:lschwartz@northstarreach.org)
- 10:49:42 From Dennis : Is this being recorded so we can share with some of our staff who would benefit from this discussion?
- 10:49:58 From Sarah Dysinger : Yes this will be recorded and on the AFP Website within the next few days!
- 10:50:15 From ngandelot : Have an agenda. Allow a few minutes to catch up with colleagues.
- 10:51:14 From Liz Klos : Thanks Lisa, will reach out via email!
- 10:52:43 From Miriam Imerman : I'd love to figure out how to insert different backgrounds on Zoom. Right now, my choices are: my own face, (mostly sans makeup these days), or a black box with my name printed in the middle.

10:52:52 From tcchaney : what can communities colleges do as far as communicating with its student population? what is to much what is not enough?

10:53:16 From Amy Maple : I have to jump off soon, so thank you for a great meeting! Looking forward to sharing with my team all the wonderful suggestions and feedback. Bye!

10:54:15 From Sarah Dysinger to Miriam Imerman(Privately) : To change background, go to the start video button and if you click on the arrow you can pick "choose virtual background" :)

10:55:02 From ngandelot : ngandelot@nihdetroit.org and 313-510-1723 (cell). Thank you!

10:55:07 From Sarah Dysinger to Miriam Imerman(Privately) : It doesn't work with my computer because I don't have a plain background, but that is how its done!

10:56:38 From Miriam Imerman to Sarah Dysinger(Privately) : I just went to the start video button, picked "choose virtual background," and nothing happened. Still just shows my face, and the room where I'm sitting in the background.

10:56:57 From Steve : please mute if not speaking

10:57:22 From Armstrong : Thank you for the great information. Stay safe and take care.

10:57:36 From Dawn Barrack, Alternatives For Girls : please mute your phones -someones clock is chiming!

10:58:12 From Sarah Dysinger to Miriam Imerman(Privately) : Hmm. I would think it is because you don't have a solid color behind you then. I've personally never used it. Maybe try being in front of a solid color wall? But I don't know for sure. Google would probably give you better answers!

11:01:02 From PaulaD : Thank you!

11:01:17 From cliddy : Thank you!

11:01:41 From Lisa Schwartz : great conversation & input.

11:02:00 From ngandelot : Thank you. Stay safe and be well. Hope to see you all soon.

11:02:01 From Crystal Smith : Good information - thank you for this session!

11:02:03 From Sarah Dysinger : Thank you all for joining!

11:02:12 From Lisa Schwartz : Thank you! Please, be well everyone.

11:02:18 From Sarah Dysinger : If you need anything please email info@afpdet.org as well as register at covid19.afpdet.org