

# How Bang the Table Can Support Your COVID-19 Outreach



In times of crisis, it is more critical than ever that communities have a trusted source for factual, up to date information. Below are suggestions to help you keep residents informed, meet misinformation with facts, and facilitate discussions over distance using Bang the Table's [EngagementHQ platform](#).

## CREATE A DEDICATED COVID-19 ENGAGEMENT PAGE

Create a single source of truth for your community to access. Upload important documents and information to keep them informed. You can [live stream meetings directly from EngagementHQ](#) or upload videos to make your communication more engaging.

A few great examples include:



Kamloop, BC



Innisfil, ON



Parksville, BC

## USE THE Q&A TOOL FOR FACT CHECKING

This tool offers two advantages 1) it gives your community an easy way to ask questions and 2) you can compile those questions into an FAQ section on your dedicated engagement page. Give your businesses and residents a place to fact check what they're hearing. By providing correct answers and making those answers available to everyone, you are taking steps to curb misinformation.

## USE THE PLACES TOOL TO TAP THE POWER OF THE CROWD

Help your community understand what is open, where they can get supplies, what testing or medical facilities are close by, or what charities are offering help if they need more support. Use categories so your community can find what they need fast. You can also layer on short survey questions about each of these places if you are looking for community input on resource and supply availability.

## USE THE IDEAS TOOL TO GET YOUR COMMUNITY TALKING

Ask residents to share ideas around what they're doing to keep their families well. Create an ideas board for small business owners. How are they managing through the crisis? What support do they need from City leaders? Give them a place to come together and talk about their challenges, how they're managing their workforce, keeping everyone well, and keeping their business a float.

## KEEP CLOSING THE LOOP WITH THE NEWSFEED

For each level of engagement you do, keep your community up-to-date with the Newsfeed tool. When your community relies on you to keep informed, consistent updates go a long way in building trust that will carry through this crisis.

The key to good engagement and encouraging open dialogue online is in how you ask the question. If you need help framing your questions for digital engagement, check out our ebook [how to ask engaging questions](#).

## EngagementHQ Tools



### FORUMS

Multi-threaded discussions enable deeper discussions, dialogue and open debate.



### IDEAS

Individuals can share ideas and media around a specific topic that others can like or comment on.



### PLACES

Gather feedback, photos or conduct surveys directly on a map for more interactive engagement.



### STORIES

Help communities understand and relate to others and a project with media rich stories.



### GUESTBOOK

Simple, streamlined, and moderated space for community members to upload comments.



### Q&A

Receive questions in a managed space that accommodates to public or private responses.



### POLLS

Ask a single question and get immediate insight with this quick and targeted tool.



### SURVEYS

Use images to make questions more engaging and tag responses for deeper survey analysis.