

Conversation Guide for ASC Resident Outreach in the time of COVID-19

Goals:

- 1) Proactively reach out to connect with residents, build relationships with them, hear what is on their minds /what their needs are, review key areas of potential need and see how they are doing with them, and offer support, problem-solving or resources.
(UNSPOKEN GOALS: To do this is a way that honors the relationship with them, creates safety and trust, and allows them to lead about what is on their minds/where they are at. Also, to inform us about where they may lack information and advocate/encourage where they may appear to not be taking appropriate action.)
- 2) Gather enough information also to help inform larger scale programmatic responses/actions that Commonbond might be able to take.
(UNSPOKEN GOAL: To do this in a way that is not invasive, and to explain - if more information is being asked-for, - why it might be important, and assuring them that it will be held in confidence, only used in the aggregate for program-planning purposes.)

Tips:

- Let the resident lead with what is of concern to them – use a conversational approach and tone to make a safe space for folks to share their issues.
- Let your conversation flow naturally, but also try to cover as many of the following topics as possible during the conversation
- Ask open-ended questions to elicit responses. Ask follow-up questions to get them to share more as needed – have them share their story.
- Celebrate resourcefulness of residents and abilities to meet their needs

Introduction of the Call:

1. Introduce self/remind them who you are, what your role is, and that what they share is confidential, (as in Informed Consent).
2. Let them know the purposes of the call – to check in, hear how they are doing, and to share problem-solving/resources as needed, and to listen for themes that may help CBC create useful programs or responses.

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<p style="text-align: center;">Topic (Use spaces for notes)</p>	<p style="text-align: center;">Possible Questions for Digging in Further (For each topic, support them in taking action to problem-solve or resolve the problem, provide support, resources, info, or plan to get back to them as needed.)</p>	<p style="text-align: center;">Checklist List for <u>ETO</u> entries: Unmet Needs & technology access</p>
<p>How are you doing during this time of the Coronavirus? (find out what is most on their mind; what are their concerns.)</p>	<p>Are there any things you were dealing with before that are still going on? How has CV19 changed what was already happening for you? What’s the biggest issue on your mind these days?</p>	
<p>Do you feel as though you understand what is going on with CV19 pandemic?</p>	<p>Do you understand what the biggest risks are? Do you know how to protect yourself from infection? Do you have a plan if you get sick? (who will take care of your children? Who will support you?)</p>	

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<p>How are you doing with food, medicine and other supplies?</p>	<ul style="list-style-type: none"> • Are you able to get the groceries and supplies that you need? • Able to shop safely • Need help preparing/cooking for self • Ability to get needed medicine 	<ul style="list-style-type: none"> <input type="checkbox"/> Money to buy groceries/supplies <input type="checkbox"/> Money to pay for delivery (if isolating) <input type="checkbox"/> Access to food shelves for free food <input type="checkbox"/> Can't obtain toilet paper <input type="checkbox"/> Can't obtain paper towels <input type="checkbox"/> Can't obtain soap <input type="checkbox"/> Can't obtain disinfectant
<p>How are you doing Financially?</p>	<ul style="list-style-type: none"> • Is your income continuing? Has your income been reduced or cut off due to COVID 19? • Will you have trouble paying rent in April or May? • Do you need help with getting your government stimulus check? 	<ul style="list-style-type: none"> <input type="checkbox"/> Needs help applying for unemployment <input type="checkbox"/> Needs help applying for emergency funds <input type="checkbox"/> Needs help with rent <input type="checkbox"/> Needs help applying for job openings <input type="checkbox"/> Needs Help with stimulus check

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<p>Do you have access to internet at home?</p>	<p>What kind of device do you have? Do you have an email address to share? Would you be interested in participating in programs via the internet if available? Would you like to receive information via text message?</p>	<p><input type="checkbox"/> No access to internet <input type="checkbox"/> No device</p> <p><u>Has Internet Access</u></p> <p><input type="checkbox"/> Has smart phone <input type="checkbox"/> Has computer/internet <input type="checkbox"/> Has tablet/internet <input type="checkbox"/> Wants text info <input type="checkbox"/> Wants virtual programs</p>
<p>Have you received your Census Form?</p>	<p>Do you need help filling out your Census form?</p>	<p><input type="checkbox"/> Needs help with form</p>
<p>Do you have childcare?</p>	<p>Do your school aged children need support with their schoolwork?</p>	<p><input type="checkbox"/> Needs schoolwork assistance</p>
<p>How are you FEELING about the COVID -19 situation?</p>	<p>Do you have someone to talk to about it? Are you able to stay connected to your family and friends? What kinds of things do you do to feel positive/fill you time/stay healthy?</p>	<p><input type="checkbox"/> Isolated Senior Needs support <input type="checkbox"/> Needs mental health support</p>
<p>Other Issues</p>		<p><input type="checkbox"/> Other – write in comment box</p>

** The two COVID-19 checklist questions will be found in the ETO individual services section, service coordination. After you answer the question asking you to categorize the resident interaction (and the options for this will not change) you will find the two COVID-19 Questions with the drop down lists.