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Older Individuals who are Blind
Technical Assistance Center

WWW.OIB-TAC.ORG

Check-In Questions for Use During Social Isolation

When speaking with OIB clients, staff members should explain the state's responsibility to comply with CDC requirements for social distancing during the COVID-19 pandemic. Staff should take the time to ask questions to identify more urgent needs besides low vision, such as:

1. Was anyone visiting you to deliver services before the isolation started? i.e., home health for medical purposes, Meals on Wheels, a caretaker? Are these visits continuing, or have they ended due to the new policies on essential services and social distancing?
2. Do you have someone checking on you regularly?
3. Do you have access to medications you need, and can you organize these?
4. Do you know who to contact in case of an emergency? Are you able to dial the phone?
5. Do you have a way of getting groceries and household supplies?
6. Have you had any falls or injuries recently? If so, what happened?

Staff should document in the case file for current and new consumers.

A check-in call is recommended every two weeks for the duration of social isolation.

Calls beyond the initial check-in may be abridged and may also include follow up on instruction or devices provided. Any needs identified during these check-in calls should be researched and followed up on with information and referral.

Resources may be located by doing one or more of the following:

- Call 211, or if not available, United Way
- Contact Triple-A programs or Office of Aging
- Check with your regional manager and coworkers who cover the same region
- Send out inquiries on listservs