

CLOSURE BEGINS AT INTAKE

GENERAL SUGGESTIONS:

- Establish a relationship as a professional service provider, not as a peer or friend.
- Arrive at appointments on time; wearing your name badge.
- Avoid excessive general chit chat.
- Do not disclose personal information about yourself or your family.
- Do not give out your personal contact information (home phone or personal cell)
- Refer to each appointment as a lesson or a session. Do not use the term visit.

LESSON preparation /TRAINING SUGGESTIONS:

- Early in the training program introduce alternative calendars.
- Encourage consumer to use the calendar to keep appointments/training schedule.
- Develop a back-up plan for each skill you teach some lessons may not take as long to complete; you need to have a back-up to use time wisely.
- If the consumer is a veteran, refer them to the Veterans Administration (VA). VA services are for a lifetime.

- Encourage consumers to participate in activities outside of training that will promote blindness skills; and enhance social activities
- Sight Loss Support Groups
- Hadley Institute for the Blind
- Websites, podcasts, etc.
- Encourage consumers to attend center-based or group classes.

Provide continual Reinforcements/updates:

- At the beginning of each lesson review training goals that have been accomplished.
- List the training goals that remain.
- Encourage the consumer to record all of your scheduled lessons; and to take charge of appointments.
- Praise consumer for goals that have been accomplished.
- Brainstorm ways in which a task can be accomplished if the VRT was not around.
- Review accomplishments at the end of each lesson.
- At the end of each lesson give homework for next lesson; and confirm next appointment.
- Make sure the consumer has the appointment on the alternative calendar.

SUGGESTIONS FOR INTAKE/FULL FUNCTIONAL ASSESSMENT:

- Explained the purpose of training. Place emphasis on projected outcomes.
- Direct the conversation towards what the consumer will be able to accomplish upon successful completion of training.
- Explain the sequence of services
- When introducing the Full Functional Assessment explain that their answers to the questions will determine training needs.
- Upon completion of the Full Functional Assessment review training goals requested/identified.
- Estimate how long it will take to accomplish all training goals.
- Set the date or dates for the next appointment or appointments.
- Try to schedule the first lesson the week after the Full Functional Assessment.

SECOND MEETING, First Lesson: (SIGN INDIVIDUALIZED TEACHING PLAN)

- Review responsibilities of both Vision Rehabilitation Therapist and consumer
- Review each training goal listed on the individualized Teaching Plan

- Be sure the consumer is aware of the estimated date of completion.
- Let the consumer know that when all training goals have been successfully completed they will graduate.
- Start training.

LAST LESSON:

- Review all of the training goals that have been accomplished.
- Ask if they are satisfied with the quality and quantity of training received.
- Remind the consumer that the case can be re-opened; give some examples of situations that may require re-opening the case.
- Remind the consumer that you can always be used as a resource person.
- Give the consumer a certificate of completion.

Post Training:

In the closure letter list all of the training goals that have been accomplished.