



## Procedure for providing Virtual Services to Persons Served

### How often is contact required:

Staff should contact each person on their caseload a minimum of three times per week.

### What is my role during these calls:

You are the voice for Pace Solano so your conversation and tone should always be professional. Remember to remain calm and positive even though individuals and families may be expressing anxiety or stress. These conversations should be kept confidential so please find space in your home away from other people to make the calls.

Our goal is to contact individuals and their support people (families, care providers etc.) to check in on how they are doing and to begin to assess ways that Pace Solano can provide ongoing support. Calls should be directed to the individual but please make every effort to connect with family members and support staff as is appropriate.

### Documentation Requirements:

Each call should be documented using the *Virtual Progress Report* form and submitted to your Manager by Friday of each week.

Please be sure to fill out the entire document. Below are some tips for key areas of the report.

**Resource Needs:** Check in to make sure people have food, toilet paper and other personal care necessities, medications, and some type of family or staff support. If resources are needed, please indicate the needs on the form. If there are immediate and urgent needs, please contact your Manager immediately.

### Things to Discuss:

- **Employment/Volunteer/Internship:** Any discussion or concerns about being out of work, contacts with their employer, unemployment discussions, next steps for getting a job/volunteer experience or internship, etc.
- **Physical/Mental Health:** Any discussion related to the persons' physical or mental health including illness, anxiety related to the COVID-19 outbreak, other physical or mental health needs unrelated to the outbreak, etc.
- **Recreation/Leisure:** Ask what people are doing with their time and record any leisure activities. Make note of resources you might be able to provide such as puzzles, art supplies, magazines, reading materials, You-Tube video clips etc.
- **Academic:** Any discussion regarding classes or academic support needs. Make note of resources you might be able to provide such as math worksheets, reading materials etc.

- **Connections with others:** Ask them how they are connecting with family and friends. The goal is to assess their level of isolation. Remind them to go to the Pace Solano website or Facebook page to connect with their peers and stay informed.
- **Other:** note any other item discussed that doesn't fit into the above categories.

**Summary of Supports:** Write a brief summary of the conversation in the box titled "Daily Notes".

**Follow Up:** Use this section to document any follow up you or others take to address issues that arise during the call. For example, if the person is out of a resource, document what you did to assist them to obtain that resource.

**What if significant Health and Safety issues come up during the call:**

If individuals or families express any significant health and safety concerns, contact your Manager, Doniese Roberts, or Kelley Hanson immediately so that a plan can be developed to support the person. Examples may include, but are not limited to, isolation (no staff showing up for support), illness, lack of food, medications or other necessary resources, and/or significant anxiety or other mental health issues.