



Community Resilience Initiative - Continuing IL Work during Pandemic FAQ Sheet

Question 1: How can my CIL continue providing Core Services during the pandemic?

Answer 2:

- Provide services online, with socially distanced meetings at people's homes and around town
- [Atlantis Community](#) has a [mobile unit](#) that goes out to the community
- Atlantis Community has been loaning out laptops and hotspots as needed.
- [Community Connections](#) is doing the peer support zoom meetings weekly. They've tried some Zoom Deaf Socials at the very beginning of COVID and it was a little too soon for people to really engage. It would probably be more successful now..
- [The Center for People with Disabilities](#) (CPWD) engages in 2 peer support calls per day with varying topics and focuses.
- [Center for Independence](#) (CFI) has bi-monthly meetings for low vision and/or Blind folks to have virtual gatherings sometimes with guest speakers. That group also has peer group meetings. Hearing Loss Association of America also hosts monthly virtual meetings, and other stakeholder groups are meeting with CFI consumers.

Question 2: How can my CIL reach existing consumers that don't have connectivity and/or technology during the pandemic?

Answer 2:

- [Southwest Center for Independence](#) (SWCIL) is thinking about some "rural route" mailings
- [Atlantis Community](#) has a [mobile unit](#) that goes out to the community
- Atlantis Community has been loaning out laptops and hotspots as needed.



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Question 3: How can my CIL reach new consumers with and without connectivity and/or technology?

Answer 3:

- Atlantis Community has been loaning out laptops and hotspots as needed.
- Atlantis Community has been able to use COVID/Cares act dollars to partner with a local organization to provide internet access and laptops.
- CFI is in the process of securing some potential IT trainers from SCORE and the local IT college students to help, which is currently in progress.
- CFI gives out iPads and ways to connect to ISPs. But struggling with providing ample IT training to specific individuals.

Question 4: According to Google there are 574 tribes in the US. What are we doing for outreach?

Answer 4:

- Consider reaching out to consumers who may live in tribal communities and/or identify as indigenous and ask them what best ways to conduct outreach.
- Southwest Center for Independence works with the Colorado Tribes on a daily basis.

Question 5: How can my CIL continue Nursing Home Transition if/when nursing facilities and other institutional settings don't allow visitation or the consumer doesn't have access to a phone?

Answer 5:

- Consider partnering with local Protection and Advocacy Agency and/or other legal services.
- Offer to help consumers trapped in facilities to file complaints.
- Adapting Nursing Home Transition to a Relocation Program for temporary transition during the public health emergency while locating long-term housing and services in the community. Atlantis Community has been leading the way in showing how this can be done.



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Question 6: How can my CIL continue helping consumers reach their Independent Living goals and/or work on Individual Service Plans (ISPs)?

Answer 6:

- Communicate with your consumers about different goals they might have now that we're over a year in the pandemic.
- Communicate with your consumers about new or additional food access goals.
- Communicate with your consumers about how to track their Economic Impact Payments and other financial literacy goals.
- Communicate with your consumers about their personal assistance services/direct support provider needs and/or changes during the pandemic.

Question 7: How can my CIL support staff who have zoom fatigue?

Answer 7:

- SWCIL does virtual disability jeopardy, scavenger hunts, and trivia contests with staff.
- Consider staff "coffee/tea" break times for staff to gather and decompress together .
- Touch base with your peers and offer support where you can.

Question 8: How can my CIL support the vaccine roll-out and making sure consumers have access to get the vaccine if they want it?

Answer 8:

- Consider partnering with local Departments of Health and Emergency Management.
- Reach out to consumers and ask if they need assistance or information around the vaccine.
- SWCIL is calling people and doing "reassurance calls" to see what people need, and also helping people scheduling for vaccines.
- SWCIL also helped set up all of the local senior centers to help people get scheduled.