

## **Engagement Guide**

This Engagement Guide is a tool that can be used by consumers, families, service providers and regional centers to discuss the consumer's interests and needs for Alternative Services and other regional center services and supports. This guide is intended to help explore the consumer's current priorities and opportunities, as well as the consumer's ideas for future services, and may be used partially or in its entirety in whatever method will be most interactive and meaningful to the consumer.

### **Current Goals, Activities and Services**

1. What services and supports are working well?
2. What services and supports are not working well or not being provided?
3. What are some current goals?
4. Are there changes to services, or new services wanted or needed?
  - a. Where services are provided, or how they are delivered
  - b. How often and how long services last
  - c. Who provides them
  - d. Any specific individuals to connect with during services, including but not limited to, preferred staff, community members or other service recipients
5. Are there new interests to be continued or explored?

### **Changes in Health Status, Changes in Family Member Work Status**

1. Have there been any changes in health? If so, is additional support needed to address them?
2. Has there been serious illness related to COVID-19, including family members or others in the home?
3. Have there been any new or increased behavioral challenges? If so, is additional support needed to address them?
4. Has there been any stress, isolation, absence or death of a family member, caregiver, or friend? Is additional support needed to work through this?
5. Have there been any changes in employment or source of income? If so, does this impact the support for services needed?

### **Safety Equipment and Safety Protocols**

1. How easily are universal precautions followed, like washing hands, covering mouth when coughing or sneezing, etc.?
2. Is there an understanding of the current public health guidance and the practices of service providers, places of employment and other settings to be entered?
3. Can physical distancing from others be maintained? What assistance may be needed and when?
4. When necessary, can a mask be worn? Is assistance needed to put it on or remove it?
5. Is there any other personal protective equipment that has been helpful?

6. If vaccinated, are there others in the household who continue to be vulnerable to COVID-19?
  - a. If yes, what protective measures can be used and when?
7. If not vaccinated, what protective measures can be used when:
  - a. At home when visitors are present
  - b. Outside the home
  - c. Entering others' homes or other social settings
  - d. Participating in regional center services and supports
  - e. Using transportation services or public transportation
  - f. Other
8. What is the level of comfort with using regional center transportation services or public transportation? Are services available and accessible when needed?

### **Training and Technology**

1. Is technology being used for any services and supports?
2. Is technology equipment available and is phone/internet connectivity sufficient?
3. Are there any problems using technology to communicate with service providers or regional center staff?
4. Is training or other assistance needed to use technology?
5. Is there an interest in training about different types of services, the different ways that services can be provided, and any changes that can be made when services resume?