

Senior Wellness Assessment

If caller don't pick up, please leave the following voicemail:

Hello, my name is _____. I'm calling from the Korean Community Center of the East Bay (KCCEB). Due to the recent Coronavirus situation (Omicron) and the concern of the anti-Asian sentiments in the Asian community, we are working with (community organization) to do wellness calls with senior residents to see how their health, wellness, and safety are. Please call me back at (insert your work google number) when you have a chance. Thank you.

When caller picks up:

Hello, my name is _____. I'm calling from the Korean Community Center of the East Bay (KCCEB). Due to the recent Coronavirus situation (Omicron) and the concern of the anti-Asian sentiments in the Asian community, we are working with (community organization) to do wellness calls with senior residents to see how their health, wellness, and safety are. Is this a good time to ask you a few questions? It should take about 10 minutes.

- If NO, ask "When would be a better time for me to call you back?"
- If resistant, "Can I give you my phone number so if you have questions, you can call and leave a message?" (Provide your google work number to them).

Assessment start:

First I want to ask you about your meals.

How many meals are you eating per day? Are you eating less frequently? If no, explain.

Are you able to go grocery shopping without support during the current Coronavirus situation? If no, explain.

Are you able to cook your meals without support during this time? If no, explain.

Next I want to ask you about your health.

Do you have any urgent health issues that need your immediate medical attention? (Note, if the situation is a crisis, please consult with Supervisor/Program Managers.)

Are there urgent medications you need that you are not able to get? If so, what is it and what support do you need?

Lastly, I want to ask about your wellness.

During the past two weeks, have you felt anxious, sad, irritable or angry? If yes, explain. - if high anxiety/depression - complete PHQ8 or 9 forms (is it ok if I ask you a list of questions to check your mood?)

Do you feel safe where you are living right now? If no, explain.

- a. With on-going Anti-Asian incidents happening, do you feel safe being out in the community? If no, explain:
- b. Have you experienced any discrimination or others' behavior towards you that made you feel uncomfortable or not safe? (please take notes if they share an incident)
- c. KCCEB is trying to address this at a larger community-level - working with local government and other organizations to find solutions. Can we reach out to you in the future to gather more information?

Do you have support right now to help you with your basic needs? (In-home support worker, family member, friend, senior housing staff, etc.)

Closing message:

Thank you for your time to check in with me. I will let the KCCEB Team know about the concerns you shared with us and they will get back to you on how you can get help. Please understand that it may take some time, as many services are currently delayed due to COVID-19. If there's an emergency, please let your apartment manager know.

Please stay safe and healthy.

**If seniors have questions or concerns about how we will process or use the information we receive, we will answer:

“The information you gave me today is used only to provide help or service, and we will never share your personal information with other organizations.”

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如果没人接电话，留言如下：

您好，我叫_____。我从韩裔社区服务中心打给您。因新冠疫情居家令，我们与坎特花园住户服务部门（李姑娘）合作打电话问候您的身心健康以及安全状况。请您有空时拨打我的电话_____。感谢。

如果接电话：

您好，我叫_____。我从韩裔社区服务中心打给您。因新冠疫情，我们与坎特花园住户服务部门（李姑娘）合作打电话问候您的身心健康以及安全状况。您有时间我可以问您几个问题吗？大约10分钟就可以了。

- 如果说“不”，问“何时方便再打给您？”
- 如果抗拒，说：我可以留下我的电话给您吗，如果您有任何问题，可以打电话给我或留言。

Assessment start:

首先，问一下您的饮食状况：

- 您每天吃几餐？你比以前吃的少吗？（如果不是？），请解释。
- 疫情期间，您可以自己去买菜吗？如果不可以，请解释。
- 疫情期间，您可以自己煮饭吗？如果不能，请解释。

再问一下您的健康状况。

- 您有紧急的健康状况需要马上就医吗？(Note, if the situation is a crisis, please consult with Supervisor, Program Managers.
- 有没有您急需的药物，但现在拿不到的，是什么药，如何帮到您？

最后，问您的心情如何.

- 在最近的两周，您有没有感觉到烦躁，伤心，易发脾气？如果有，为什莫？- if high anxiety/depression - complete PHQ9 forms (is it ok if I ask you a list of questions to check your mood?)
- 您觉得你住的地方安全吗？如果不是，请解释。
 - 最近，唐人时常被打骂，您觉得外出安全吗？
 - 您最近有没有遇到歧视事件或别人的行为而令您不安的？(please take notes if they share an incident)
 - 我的团队正在努力联合社区及政府帮华人解决歧视犯罪的问题，如果需要，我们能在联络您吗？
- 您现在基本的生活所需够吗？（家居护理员，亲友，公寓员工，等）。

Closing message:

感谢您与我交谈，我会与我的团队商量如何能帮到您。请您理解应为疫情，我们可能无法很快的提供服务。如果是紧急状况，请告知管理部门和公寓社工（李姑娘）。祝您平安健康。

****If seniors have questions or concerns about how we will process or use the information we receive, we will answer:**

您今天给我的信息我们只作参考以便将来的服务。我们决不会对外人透露你的回答（信息）。。”