



Mobility Clinic Pandemic Initial Telephone Outreach – Risk Identification

Version 1.3: April 2020

Patients are contacted if:

- They have a physical disability and they have been seen in the Mobility Clinic

“During this COVID-19 pandemic, we are reaching out to our Mobility Clinic patients. We want to see how you are doing and if there is anything we might be able to help with.”

GENERAL HEALTH:

1. Are you feeling well?
 - **IF NO** → Document concerns and advise to make an appointment with family physician or follow up with Mobility Clinic team (depending on concern)
2. Do you have any concerns about COVID-19 symptoms?
 - **IF YES** → administer Ontario COVID-19 Self-Assessment

MENTAL HEALTH:

1. How are you coping with things right now?
2. How's your stress and anxiety?
 - **IF CONCERNS IDENTIFIED** → CFFM patients can be referred to mental health team; for those who are community patients, refer to community resources

SERVICES/SUPPORTS:

1. Are you receiving adequate supports? Such as attendant care, necessary equipment, receiving medications, nutrition healthcare
 - **IF NO** → see resources available for services/supports on page 2

SOCIAL ISOLATION:

1. Do you live alone?
2. Do you have access to a social network?
3. Do you have people you can regularly talk to during this crisis?
 - **IF CONCERNS IDENTIFIED** → refer to SCIO Peer Support

CAREGIVER STRESS:

(if the patient is dependent on care from a family caregiver):

1. Are you getting enough help during this crisis?
2. Are you feeling very stressed during this crisis?
 - **IF NO** to any of the questions above → refer to SCIO Peer Support

ADDITIONAL INFORMATION:

- Provide general information on COVID-19 (how to stay safe, physical distancing, washing hands, avoid touching face)
- Provide patient/caregiver support
- Connect to support/services/resources if appropriate
- Contact Pauline (give contact info) if patient has any concerns and needs to book appt



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MENTAL HEALTH:

1. CFFM patients can be referred to the CFFM mental health team
2. Community patients within Waterloo Region can be referred to Counselling Collaborative of Waterloo Region
 - See Counselling Collaborative handout
3. Patients outside of Waterloo Region can be directed to the SCIO Website

SERVICES/SUPPORTS:

1. Issues with attendant care – advise patient to contact company directly
2. Advise to contact SCIO Regional Coordinator
<https://sciontario.org/support-services/at-your-service/regional-services/>
3. Refer to Lissa for specific concerns

SOCIAL ISOLATION:

1. Direct patients to SCIO Peer Support
<https://sciontario.org/support-services/at-your-service/peer-support/>

CAREGIVER STRESS:

1. Direct patients and caregivers to SCIO Peer Support
<https://sciontario.org/support-services/at-your-service/peer-support/>

VIP4SCI REGISTRATION:

<https://sciontario.org/support-services/at-your-service/vip4sci-registration/>