**The Ability Center of Greater Toledo Consumer Survey Assessing Wellness and Technology Needs**

The IL-NET National Training and Technical Assistance (T&TA) Center at ILRU is providing support to centers for independent living and statewide independent living councils as we all navigate the unprecedented times of the Coronavirus (COVID-19) pandemic. We are sharing these resource below in support of the communities you serve. Please email us at [**ilru@ilru.org**](mailto:ilru@ilru.org) with examples of how you are communicating with consumers in your communities and the resources you have found helpful. Visit the [ILRU Resources on COVID-19](https://urldefense.proofpoint.com/v2/url?u=http-3A__r20.rs6.net_tn.jsp-3Ff-3D00158-5F8yv47u7itI97Bv26g6oWGlOZ01fpWlXqVsjpFQwiaGZrsoesveb8FZUAjDsrG9ZkR2Y6Hrs57s7ToZQj02-5F1-2DU6w3HkJgJc6pJYMf5gK-5F5r3AA3oo59W2Ye-5F3AgizDOlAhHIwlQ7t2vXuDMwNYEuFVGiMBja6ptomLtcEgCo-3D-26c-3DW3T1b4p95S7i-5FewVJ5lXRtdilG4NKvKbWF2DQ-5FXC59j-2DmsyoXfPmFQ-3D-3D-26ch-3DVJDyhDUlZU5azo2BGYy0S-5Fgg-2Dy7LTndG3VpQZK0pJiSmQQCwRHlNjw-3D-3D&d=DwMFaQ&c=ZQs-KZ8oxEw0p81sqgiaRA&r=uGn_Vkl_JR-YWpk6ktqEcA&m=3YxXI4PRCPocrlfKh95eLqxydM9jVgK7gDJ-x8JpDZQ&s=fvAvbl7SLxgu4FIYywdP4yv90tzMMt7d_eA_Opf_D-Q&e=) webpage for daily updates.

We intend to post this and all examples with the understanding that these are only examples of how one CIL or SILC has addressed important emergency-related matters in their organizational policies and procedures and that other organizations should adopt only those of the examples that fit their organization's circumstances. Each organization is responsible for ensuring compliance with federal, state, and local laws and directives. These materials have not been reviewed by ACL; therefore, no assumptions should be made regarding compliance or cost allowability.

Ash Lemons, Director of Housing and Advocacy at The Ability Center of Greater Toledo, is sharing the following resources and updates with the CIL’s consumers.

On April 2nd, The Ability Center of Greater Toledo began reaching out to all individuals served in the previous two years. Nearly 20 staff members have been dedicated to making personal phone calls to each and every individual on our list. Our goal is to discover what technology works best for each individual in order to stay connected and provide that method moving forward. We also want to assist individuals in maintain and/or receiving access to programs, services and activities that will maintain their independent living. Most importantly, we want to ensure personal connectivity, including health and safety are provided during these difficult times.

Below you’ll find a survey created by Ability Center staff for adult consumers. We will be looking at the data received and making any needed adjustments as the information is reviewed. We have also been using Zoom and other media platforms to connect with our multiple partners.

**Consumer Wellness Check — Adult**

* FILLED OUT BY STAFF: Consumer zip code
* FILLED OUT BY STAFF: Full Name
* Do you currently have access to food, housing, and health care?
* Notes about access
* Are you currently using public transportation? Do you understand the current public transit limitations?
* Yes, I am using public transportation
* No, I am not using due to the pandemic
* No, I do not use public transportation
* Do you have concerns about your employment?
* I am working right now
* I have been laid off
* I do not work
  + Ohioans can apply for unemployment online 24 hours a day, seven days a week, at unemployment.ohio.gov. It also is possible to file by phone at (877) OHIO-JOB (1-877-644- 6562) or TTY at (888) 642-8203, Monday through Friday 8 a.m. to 5 p.m.
* Do you feel safe in your home/living environment or with the care you’re receiving?
* Yes
* No
* Looking for another option
* I need assistance looking for other options
* Notes about housing
* What access do you have in your home for the purposes of connecting with others?
* Select All
* Wi-Fi
* Laptop/Chromebook
* iPad/Tablet
* iPhone
* None
* Notes about isolation
* How do you prefer to receive communication during this time?
* Phone call
* Text
* Email
* Ability Center website
* Ability Center Facebook
* No contact
* Notes about communication
* Are you registered to vote?
* Yes I have voted
* Yes I plan to vote
* No I choose not to vote
* No I need assistance
* Please note Ohioans can vote by mail until April 28 with the exception of individuals who will require assistance in casting their vote. You must apply for an absentee ballot.
* Would you like a wellness check (call) once a week from one of our staff until the stay at home is lifted?
* Yes
* No
* Notes on wellness call
* OPTIONAL QUESTION: Would you like a wellness check (call) once a week from one of our staff until the stay at home is lifted?
  + Please note this will be shared at a later date as we recap how our consumers were impacted by the pandemic. Quotes will be shared on social media page and Ability Center website. You may also remain anonymous.

**RESOURCES**

[United Way](https://www.unitedwaytoledo.org/) - www.unitedwaytoledo.org  
Call 211  
Text your zip code to 898-211

* [Area Office on Aging](http://www.areaofficeonaging.com/)- www.areaofficeonaging.com  
  419-382-0624

**Housing**   
[Emergency Housing Assistance](https://development.force.com/OCDKnowledgeArticles/s/article/Guidance-on-the-Emergency-Housing-Assistance-Activity)

**Access/Communication**  
[Facetime with using Apple products](https://support.apple.com/en-us/HT204380)   
[Zoom web conferencing](https://zoom.us/)

**Bill Payments**  
[Buckeye Cable](https://www.buckeyebroadband.com/covid19statement?fbclid=IwAR1MAu6HcclN1aaMEz2D66g_HLiIE_PVZYQOZcSUYJXHeptClH9A7kgtzLs) - payments delayed  
[City of Toledo](https://myemail.constantcontact.com/COVID-19-Update-from-the-City-of-Toledo.html?soid=1126728129006&aid=ybWn4Veuui8) - water and city tax payment deadlines delayed

**Unemployment Benefits**  
Ohioans can apply for unemployment online 24 hours a day, seven days a week,  
at unemployment.ohio.gov. It also is possible to file by phone at (877) OHIO-JOB (1-877-644-6562) or TTY at (888) 642-8203, Monday through Friday 8 a.m. to 5 p.m.

**Voting**  
[Absentee Voting in Ohio](https://www.ohiosos.gov/elections/voters/absentee-ballot/) - www.ohiosos.gov/elections  
If you do not have access to a printer, call Lucas County Board of Elections (419) 213-4001

**General Resources**  
[A Resource Guide for Ohioans with Disabilities: How To Stay Healthy and Safe During the Coronavirus](https://www.adultadvocacycenters.org/news/a-resource-guide-for-ohioans-with-disabilities-how-to-stay-healthy-and-safe-during-the-coronavirus/)  
[Local Grocery Store Hours](https://www.facebook.com/abilitycenter/photos/a.425056109047/10158518264424048/?type=3&theater)   
Follow the [CDC](https://www.cdc.gov/)'s website for updated COVID-19 information

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[Abilitycenter.org](https://urldefense.proofpoint.com/v2/url?u=http-3A__abilitycenter.org_&d=DwMFAg&c=ZQs-KZ8oxEw0p81sqgiaRA&r=kh5pJ9kTmkzQw4A0097vZg&m=p8w_Od5vx7dQlKIBn1w6zQoDSOBpl_jDtDJYWT4pPuI&s=-YX8DszfLLjLMGfCOGzdGa88QkX5JqDy3gCZclOiXEM&e=) live chat available

Facebook - The Ability Center of Greater Toledo  
[Ability Center Coronavirus Disease page](https://www.abilitycenter.org/2020/03/our-plan-coronavirus-disease-2020/)