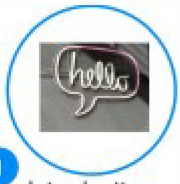
ATTACHMENT 1

An Interactive Map to

Tenant Wellness Checks



1 Introductions

Let the tenant know your name and allow for a personal connection.
"Good Morning, My name is _____ from York Region Housing Services. How are you doing today"

2 Ask If your timing is OK

Check in with the tenant to see if they are okay to talk currently. If they say no; ask if there is another time you can call back.
"I just wanted to do a brief check in, is right now an okay time for you to talk"

3 Provide Reasoning for the Call

Understand that the tenant does not know who you are or why you are calling; let them know why you have been tasked with this phone call
"The reason for this call is in partnership with your Housing Provider and the Region of York to complete a brief wellness check to see how you are doing during these times."

4 Seek Consent

You want to gain some knowledge about the tenant's current situation. In order to do that, you will need to ask some questions. Ask the tenant if they are okay if you ask some questions about their well-being and to see if there are any additional supports we have the possibility to offer them.

5 How Are They?

Just simply ask how the individual is doing. Are there any coping mechanisms they are using?

6 Are Needs Being Sufficiently Met

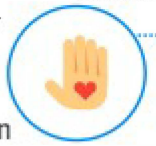
What we want to know:
Food Security: Is the tenant receiving regular food & accessing food okay?
Mobility: Is the tenant getting around okay or are they finding difficulty getting to various places for essential needs (doctor, etc).
Shelter: Does the tenant feel safe where they are? What could help them to feel safer if they do not already?

7 Appropriate Resources

Ask the tenant if they would like you to tell them of some resources that may be helpful for them. *Use the resource guide* to find the most suitable resource for the tenant should they require additional supports. *Offer your honesty* if you do not know of a resource that can support them and ask if you can check back with them regarding further support information.

8 Email Inquiry

As a team; we are hoping to set up a designated telephone number and email for tenants to reach out and receive updates, activities, resources from.
Ask the tenant if they would be interested in adding their name to our email list as we are hoping to begin weekly activities, etc. Explain that the email platform will offer a place of support.



9 Further Communication

Understand if the tenant may be a good candidate to receive further wellness check-ins. Some tenants may already have adequate supports or be pleased with the referrals available. *Ask if they could benefit from future phone calls for check-ins.*