


# MODULE 4

## EDUCATE RESIDENTS



Healthy Housing Solutions™

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### EDUCATE RESIDENTS

-  Prioritize information to be shared based on housing and health concerns.
-  Select audience-appropriate materials.
-  Practice communication strategies.




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### WELL, WHAT DO YOU KNOW ?

#### EDUCATE RESIDENTS

- Name the most important factor in inspiring trust and credibility.
- Name the final step in the assessment process, before closing out a client.



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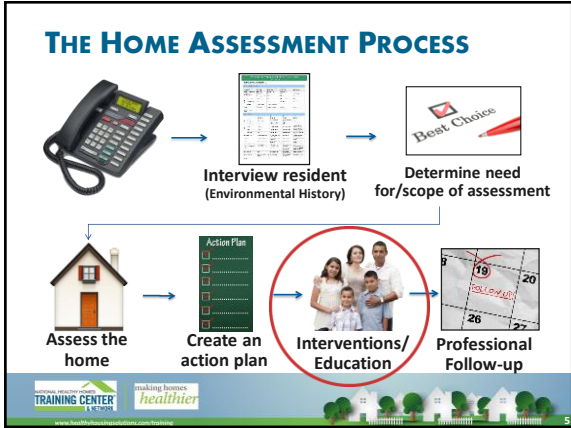
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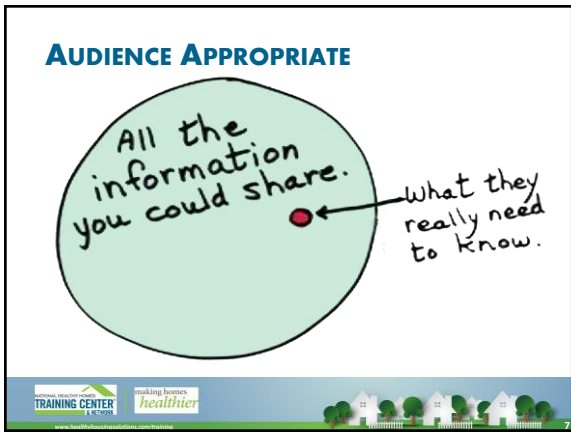
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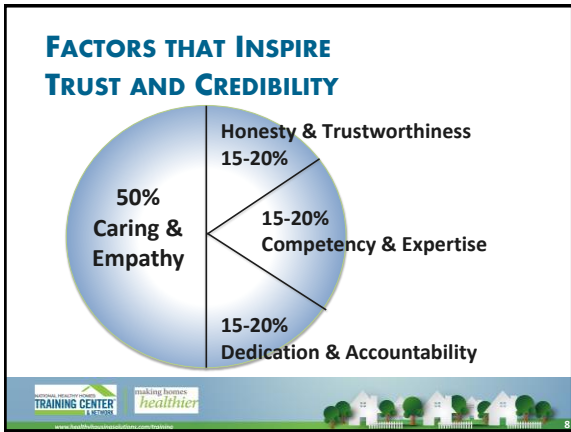
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# WHAT IS EMPATHY?

[Launch Empathy video](#)




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## EDUCATION

- Begins at the beginning and ends at the end!
- Takes many forms: verbal, written, sign-language, pantomime
- Goes hand-in-hand with communicating assessment results
- Should be aligned with agency policy on how assessment results are delivered




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## IN-HOME EDUCATION

- Find teachable moments:
  - ◆ Visual walk-through of home
  - ◆ One-on-one education
- Keep information relevant and accessible
- Explain relationships between hazards and health
- Answer questions
- Schedule follow-up to deliver assessment results




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**SMALL GROUP ACTIVITY:  
SKILLS PRACTICE**



- Work with a partner.
- Select one of the 8 Principles; create a home assessment scenario related to it.
  - ◆ Describe the principle and identify actions the resident can take.
  - ◆ Answer resident questions related to the principle.
  - ◆ Answer questions about related resources.
- Role play the scenario with your partner.




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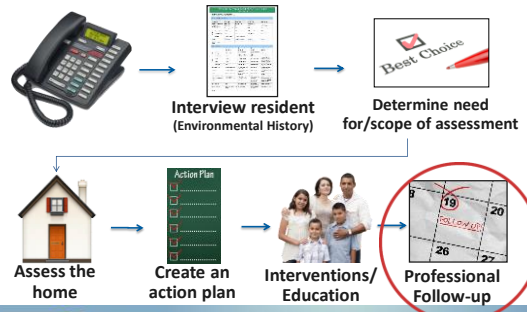
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**THE HOME ASSESSMENT PROCESS**




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**TO FOLLOW UP, OR NOT TO FOLLOW UP?  
(IS THAT THE QUESTION?)**

- Is a follow-up needed? Possible?
- What format should the follow-up take?
- How many follow-ups? How often?




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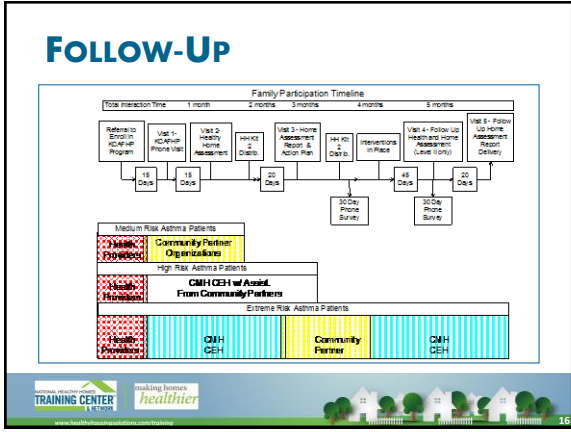
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### REVIEW: CAN YOU...

name the most important factor in inspiring trust and credibility?

**Caring and Empathy**

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### REVIEW: CAN YOU...

name the final step in the assessment process, before closing out a client.

**Conduct at least a minimum (phone call) follow-up.**

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