MODULE 5
EDUCATE RESIDENTS

Healthy Housing
Solutions Inc.

Educate Residents

Prioritize information to be shared based on housing and health concerns.

Select audience-appropriate materials.

Practice communication strategies.

NATIONAL HEALTHY HOMES
TRAINING CENTER
& NETWORK

making homes
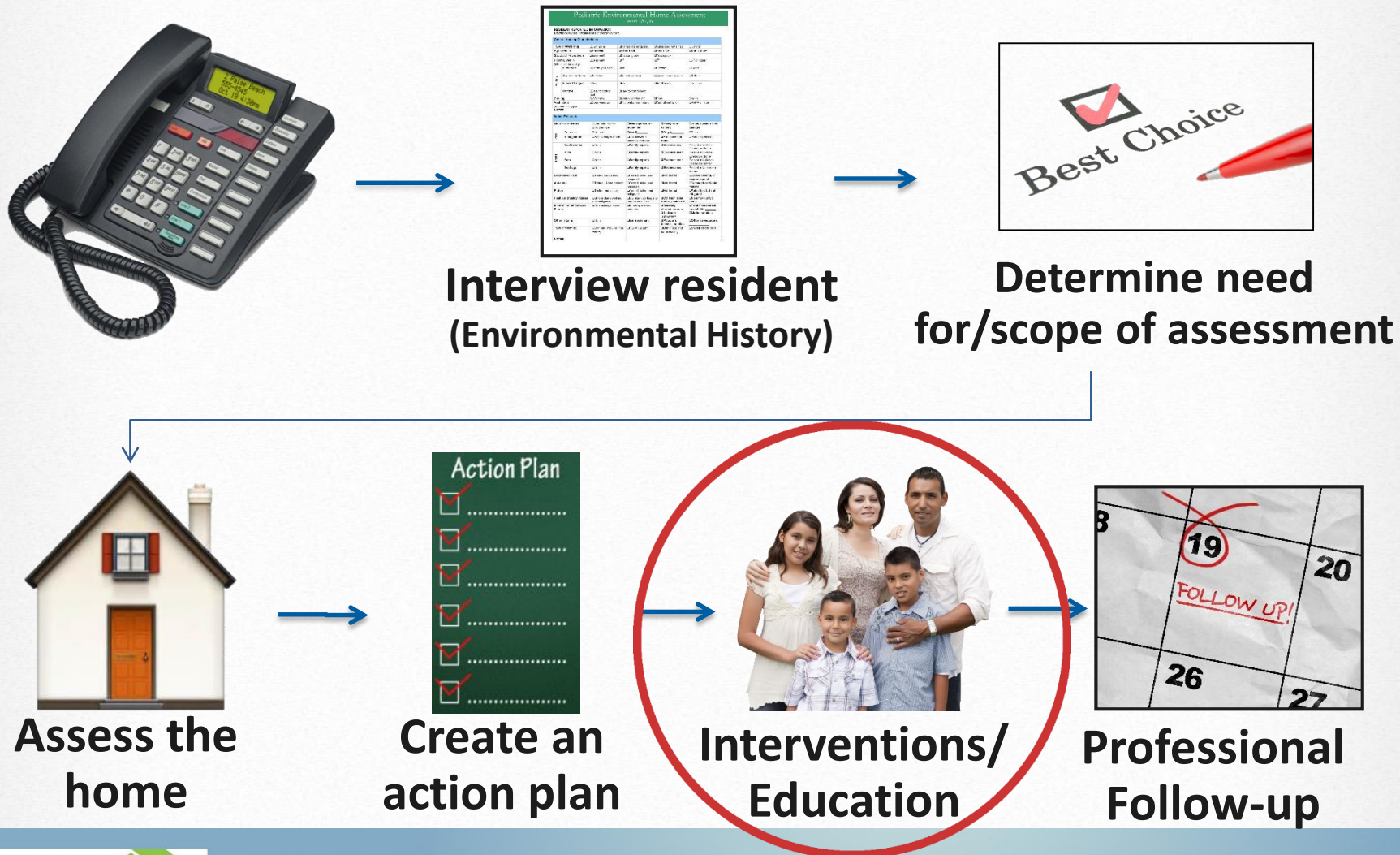*healthier*

WELL, WHAT DO YOU KNOW?
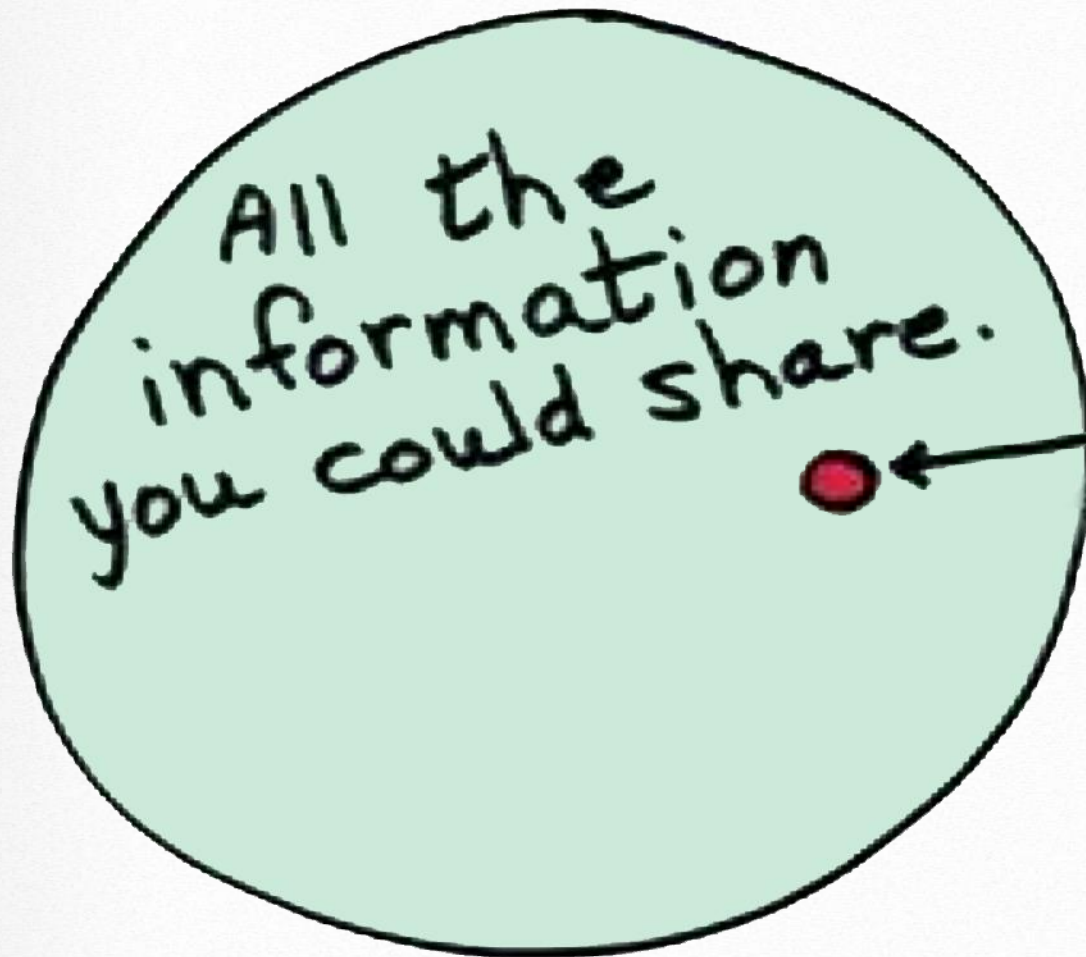## EDUCATE RESIDENTS

- Name the most important factor in inspiring trust and credibility.

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

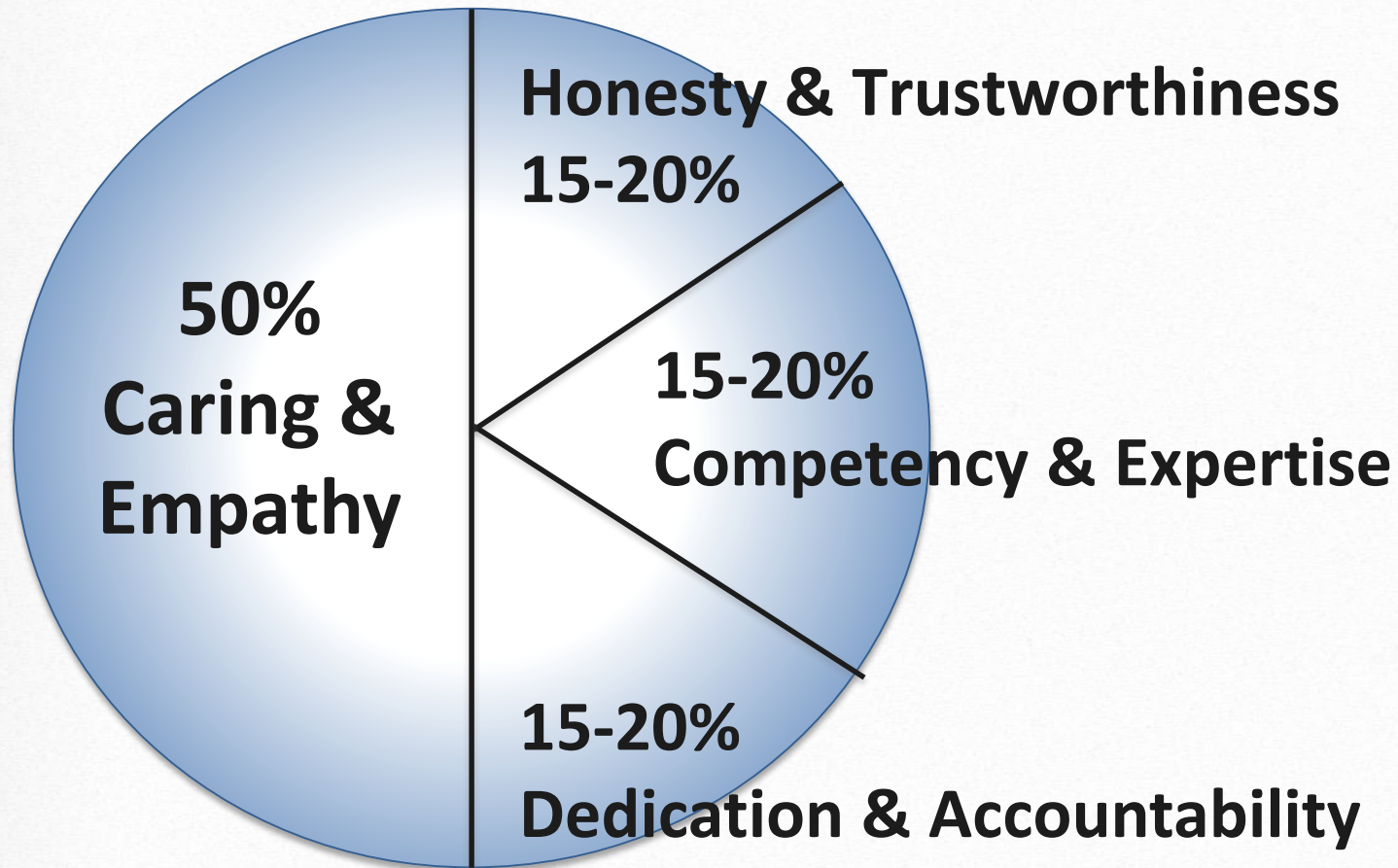# THE HOME ASSESSMENT PROCESS

Interview resident
(Environmental History)

**Determine need
for/scope of assessment**

**Assess the
home**

**Create an
action plan**

**Interventions/
Education**

**Professional
Follow-up**

AUDIENCE APPROPRIATE

FACTORS THAT INSPIRE TRUST AND CREDIBILITY

50%
Caring & Empathy

Honesty & Trustworthiness 15-20%

15-20% Competency & Expertise

15-20% Dedication & Accountability

WHAT IS EMPATHY?

[Launch Empathy video](#)

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

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
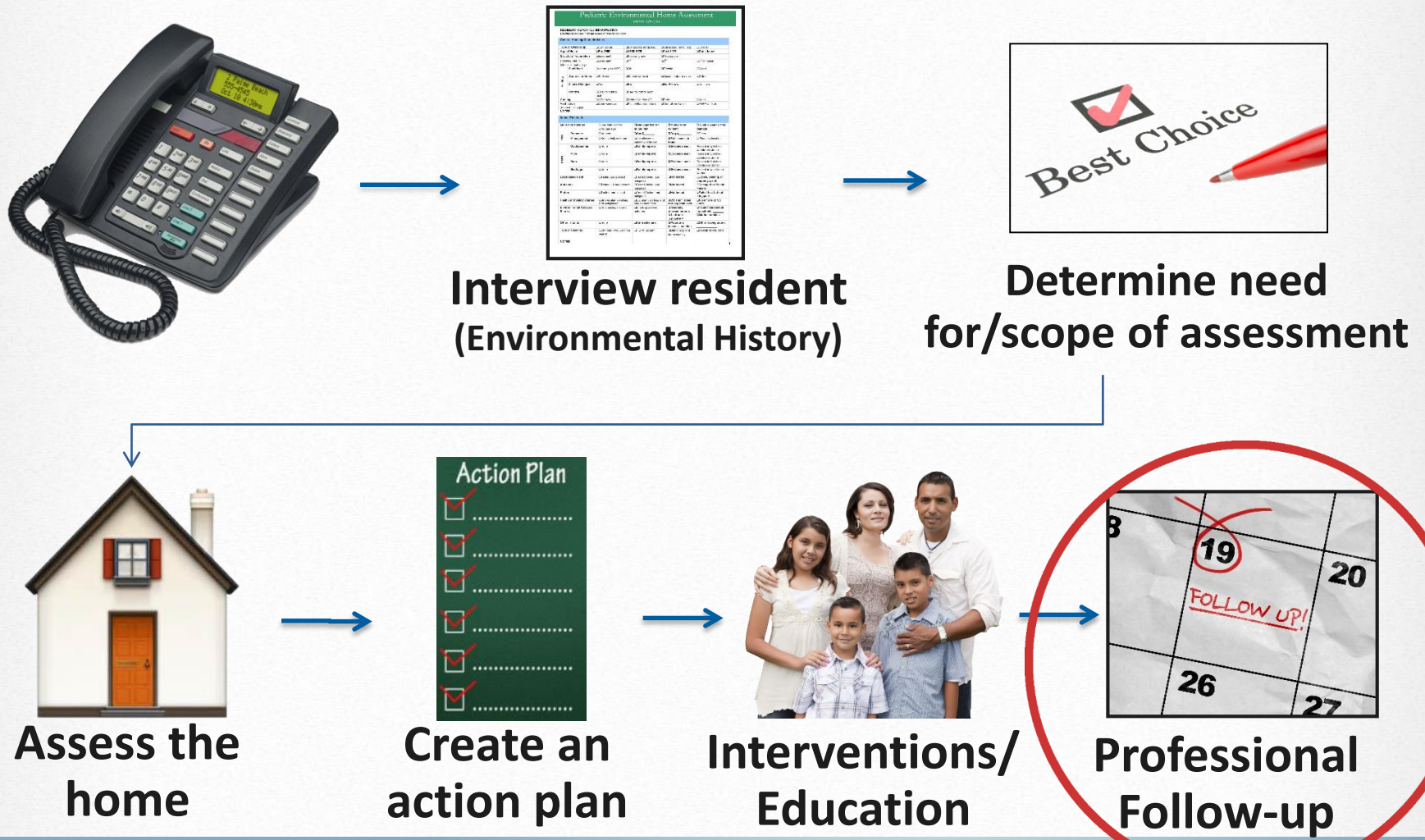- Schedule follow-up to deliver assessment results

Small Group Activity: Skills Assessment

- 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 for the trainer.

THE HOME ASSESSMENT PROCESS
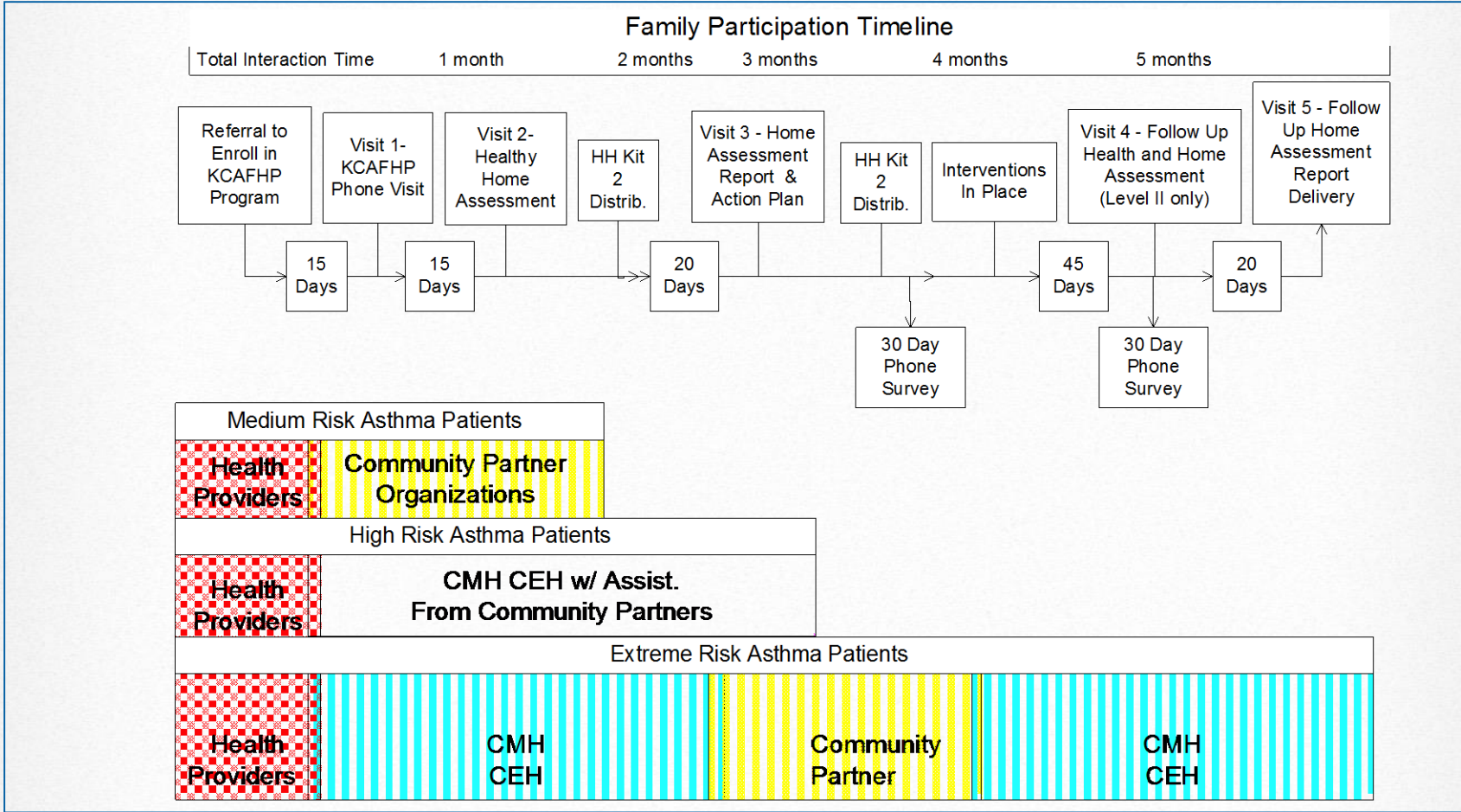

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To Follow Up, Or Not to Follow Up?
(Is that the question?)

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

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FOLLOW-UP

Family Participation Timeline

Total Interaction Time | 1 month | 2 months | 3 months | 4 months | 5 months

REVIEW: CAN YOU...
name the most important factor in inspiring trust and credibility?

Caring and Empathy

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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