


MODULE 5
EDUCATE RESIDENTS




Healthy Housing Solutions™

EDUCATE RESIDENTS

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

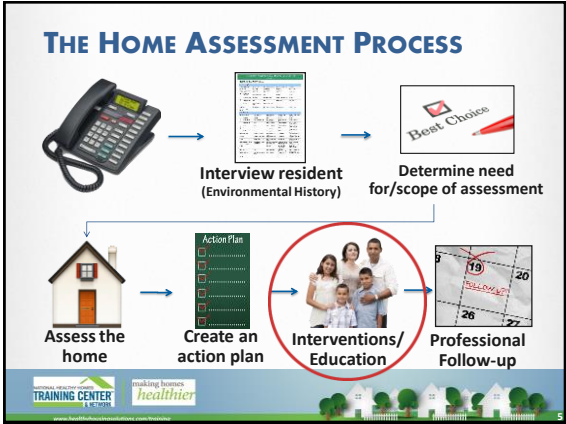


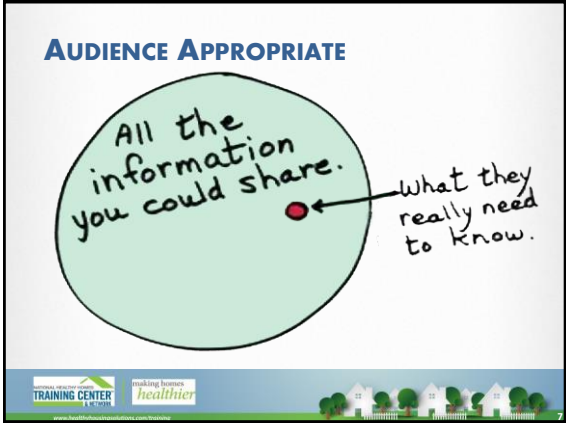
TRAINING CENTER *making homes healthier*

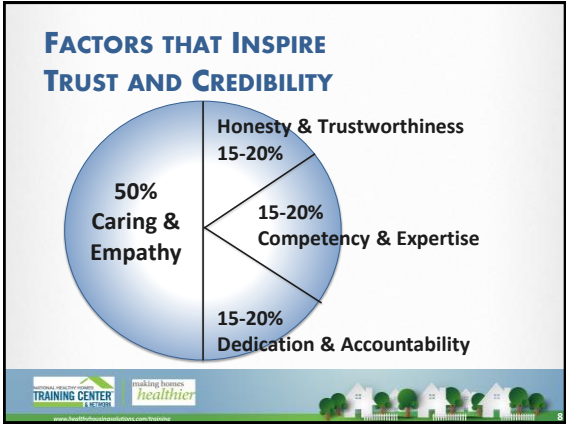
WELL, WHAT DO YOU KNOW? 
EDUCATE RESIDENTS

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

TRAINING CENTER *making homes healthier*







WHAT IS EMPATHY?

[Launch Empathy video](#)

TRAINING CENTER & NETWORK | making homes healthier

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

TRAINING CENTER & NETWORK | making homes healthier



IN-HOME EDUCATION

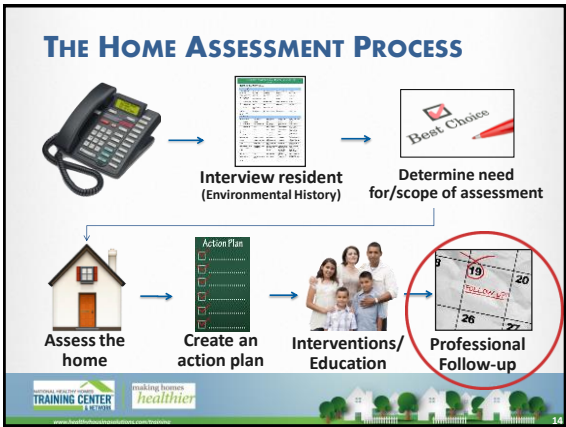
- Find teachable moments:
 - ◆ Visual walk-through of home
 - ◆ One-on-one education
- Keep information relevant and accessible
- Explain relationships between hazards and health
- Answer questions
- Schedule follow-up to deliver assessment results

TRAINING CENTER & NETWORK | making homes healthier

**SMALL GROUP ACTIVITY:
SKILLS ASSESSMENT**

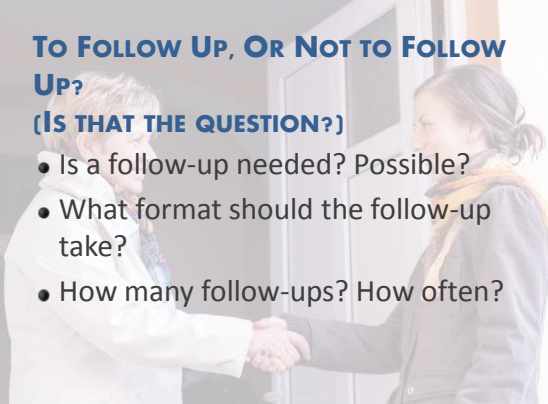
- Work with a partner.
- Select one of the 8 Principles; create a home assessment scenario related to it.
 - Describe the principle and identify actions the resident can take.
 - Answer resident questions related to the principle.
 - Answer questions about related resources.
- Role play the scenario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

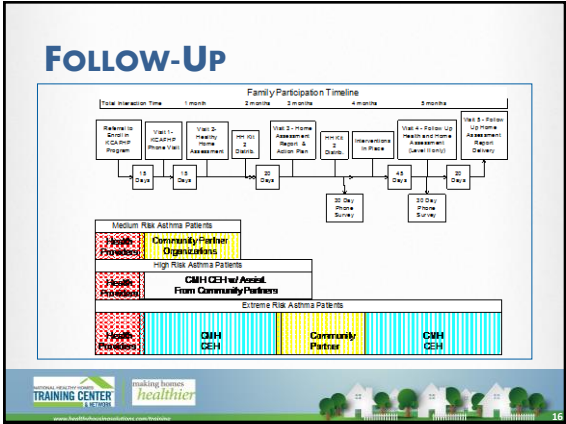





**TO FOLLOW UP, OR NOT TO FOLLOW UP?
(IS THAT THE QUESTION?)**

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





REVIEW: CAN YOU...

name the most important factor in inspiring trust and credibility?

Logos: TRAINING CENTER & NETWORK, making homes healthier

REVIEW: CAN YOU...

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

Logos: TRAINING CENTER & NETWORK, making homes healthier
