REALTIME FILE

APRIL

A RURAL CONVERSATION COMMUNITY SUPPORTING OUR COMMUNITIES THROUGH COVID--(ZOOM)

APR 15, 2020

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>> Great, so for those of you, the captioning is going so if you click the CC button I will put that in the chat to, you can get captions as well. And we will get going here in about minutes or so. Hello.

>> Hello Mary, it's Karen.

>> Oh, hi Karen, welcome back.

>> Yes it's good to be back. I'm trying

[ambient noise]

>>... See what happens, maybe it will work better.

>> Oh, great. We have got some folks joining in here and we've got captioning going if you need it

[several people speaking]

[ambient noise]

>> As folks are joining, feel free to practice muting and unmuting and all that fun stuff. I was telling folks earlier that changes all the time. So...

>> Yes, so I'm trying from a smart phone and I'm going to see how it works. I just found the mute and the unmute so thank you for prompting me to find that.

>> Wonderful.

>> Do you guys still have snow on the ground?

[ambient noise]

>> We did. We got some more snow last night. So... There we go.

>> Yes there were some parts of Virginia that were expecting like up to inches. I can't remember whether it is last night or tonight. But anyway we still have a patchy freeze warning and stuff like that. Thank goodness we haven't planted anything yet.

>> My daffodils and my rosebush I think are done for I think. [Indiscernible] snow last night but that's okay. Oh, yay. Well for folks that are just joining we are just getting set up. Folks are practicing

[indiscernible background voice]

>> folks are practicing muting and unmuting from home and it's about PM so we will get going in about seven minutes and I also have a little helper until the top of the hour. It looks like we are in the backyard because mommy put up --- I'm getting some feedback and I'm trying to figure out where it is coming from.

>> Yeah I'm getting the same thing, Mary, I didn't know, could it be from the captioning maybe?

>> No. She is on mute. Somebody just muted

>> I'm still getting it. I'm going to hang up and try calling back in.

>> That sounds good. I keep practicing. Sorry folks I am muting and unmuting some of you. I'm just trying to figure out if I can locate the feedback noise. It seems like it went away so maybe it was Karen. Well as folks are joining us, go ahead and practice muting and unmuting. We are just getting going here. Captioning is up and running if you need that and we will get going at the top of the hour. Sorry. One moment.

[Indiscernible background voices]

>> As folks are just joining, I know a lot of you heard me say this a few times go ahead and practice muting and unmuting from home. If you are able to mute yourself when you are not talking it just really helps with the speaker feedback. But I want you to be able to participate and share as well. So go ahead. This is a great time to practice giving a hello, muting and unmuting yourself if you want to.

>> Hello.

>> Hello I'm going to stay muted because I'm in an apartment and my neighbor children are really super loud. So I'm here from Springfield Missouri from mPower abilities.

>> Oh, welcome. And that's okay. We are used to loud neighbors. It is our new normal. I have a small human who loves zoom calls. Oh. Where is that... Go ahead

>> I'm sorry I wanted to let you know I'm back and I didn't hear any feedback at first. But then I just heard what you heard. So I don't think it is me.

>> No it's not. Thank you. I do think I have located it and I will just, that's fine. That's one of the beauties of this system, why I like... The meetings is that I can mute and unmute folks.

[Indiscernible]

>> I love your background, Mary. [Laughter]

>> This is Deb with Northern Nevada Center for Independent living. I just wanted to test my Mic.

>> Awesome. Welcome. Welcome.

>> Thank you. Muting.

>> This is Katie with disabled resource services in Fort Collins Colorado.

>> Welcome. Yeah, feel free

>> This is another Colorado person, Ari Goodman for the Center for people with disabilities from peak to peak region, just a little north of Boulder.

>> Hi, this is Donna Gillett I'm a resource center for independent living in upstate New York, serving oh my gosh, whole bunch of different counties.

>> Welcome.

[Several people speaking]

>>... With the independent living center with Kern County.

>> Welcome, thanks folks

>> Good morning this is Emily Henry calling from the big Island of Hawaii with Aloha independent living in Hawaii.

>> Hello this is Judy Brown from [indiscernible] Imperial County office satellite from San Diego in California.

>> Hello! this is so great to hear who all is on. Feel free to keep going, folks. We are waiting a couple more minutes as folks join. Feel free to introduce yourselves.

>> This is Carl from Wisconsin.

>> Karen Carney from Virginia.

[Several voices]

>> [Indiscernible]

>> Mike Grier from Pennsylvania.

>> Josh Whitmire from Birmingham Alabama.

>> Mark from Gainesville Florida. CIL.

>> Everybody I'm Martha from Durango Colorado.

>> Hi everyone Sarah Martinez from access to independence in Iowa city Iowa.

>> Hello everyone this is James from [indiscernible]

>> Could not hear that one.

>> Wonderful. Anyone else want to give a hello

>> I'm Trina Edmondson with disability advocate [indiscernible] grand rapids Michigan. We serve five counties, four of which are very rural.

>> This is Carol can you the disability rights and resource center [indiscernible] Virginia

>> and I'm going to join the Michigan crew. I'm Lucy, and I am with sale in the upper Peninsula of Michigan. We cover counties and they are all rural.

>> [Indiscernible]

[several voices]

>> How long are they like feet?

>> Wonderful. Well, we are PM mountain time right now. We've got Jeannie comes as well from the three Rivers CIL and, is it let me go Kansas?the satellite offices on the. Band... Oh man Pottawatomie reservation in May at Kansas. And Shannon would from Ocala Florida CIL. Wonderful. I love seeing folks introducing themselves and doesn't it feel sort of nice to know that you are not the only one out there who is zooming in places these days? And I'm glad that we could all be together today. We've also got Denise Wardell from tarp in Paris Tennessee. So I will just kind of give my little welcome. Folks are still kind of joining in. We have also got Cindy from Fargo North Dakota and Sarah from GS IL New Hampshire and Renée Hernandez from Kern County. So just a quick welcome again. These are the real conversation communities. Thank you so much for joining us today. This conversation community is a service of the IL net training and technical assistance center, project of independent living research utilization and facilitated by APRIL my name is actually Mary, not APRIL, but I will answer to both. [Laughter] so again for those who are joining us for the first time maybe on zoom feel free to turn on the web camera so we can see and hear you, so we can see with the little icon that looks like a square and triangle it is a camera.And if you are using captioning, if you press the CC button on your screen you can toggle that on. I see it going right now. If you are using the computer only you can control the microphone yeah, computer and microphone with your WebCam with the icons on the top or bottom of your screen. You can mute and unmute your voice with a little microphone button. Or you can go ahead and put your comments and introduce yourself and questions in the chat as well. You know, feel free to practice with different ones. if you are using the phone only you should be able to press\*six to mute or unmute your phone. I have heard some people have trouble with that so if at any point in time you're having trouble accessing the conversation or joining in you can always email me at molson@APRIL.gmail.com. And I have that up on my phone so I can check it periodically as well. So if you need any help at all feel free to send that to us. So again, if you are mutated helps with the background feedback and noise and while we are building the community some folks were introducing themselves. That's wonderful. And if you do not mind telling us that, every time you talk and make a comment, just say your name and where you are from. Just kind of helps us get to know each other. And of course have fun,

[music]

>> And do not put us unmute... Or on hold if you can. [Laughter] and just remember that even if you have some, an old idea is new to other people. And of course I just wanted to show you the APRIL role link here resources from the last call are right on the homepage there so you can pull up glass documents that were shared, the chat and the actual recording itself and you can access that read on the website on the homepage. And that sort of just brings us to today. So for those of you who might be new to the rural conversation communities they are unique in that I don't have any presenters. None of us are really the expert [indiscernible] expert so the idea is really just to have this opportunity to connect with others across the country and share what you all are doing. You know, we are in while the times that we are living in. And the more we can learn from each other I think the better we are all going to be. So, with that today we are again talking about COVID so you can use this time to share ideas around may be telecommuting, how you are serving consumers. You can ask questions to your peers, let them know about some of the barriers you are encountering. We can workshop those together and any other resources or information that will help us all do better work. So with that... I'm going to kind of open it up, the floor and just ask if anybody has anything they want to share. Something good that is going on with your CIL right now if you are starting an online program or you have a barrier you would like to ask about let's use this time to start sharing.

>> Can I go first? thanks everyone this is Ari Goodman for the center of people with disabilities in around Boulder Colorado but I serve the mountain towns on a stretch peak highway called peak to peak up here and within the center for people center for people with disabilities we are doing pure support groups via online from all around the state and surrounding states to join us via Google hang out to talk about mental health, substance abuse, intellectual disability, physical disability and anything people need to do to combat social isolation and every day for an hour we get online and have free peer support groups so if you would like an invitation please email me later or ask and that is something we have been really loving doing from our agency. Thank you.

>> Thank you. Do you mind adding your... Oh, is that your email there?

>> No. That is a different one, but let me add mine.

>> Please throw your email in the chat. And what we do a share the chat and it saves in the recording so when it goes up on the website folks can access it. Thank you for sharing and being the brave one to go first. Along those lines, Maria says that she has a group called weekly virtual space breaking silences peer group hosted by Dr. Julian Williams from the Wright State University and Maria not sick of access Center for Independent living. And it is held every Thursday evening from to the group's intent is to offer community connectedness to individuals isolated by the impact of COVID the group welcomes participation from professionals family members allies of the disability can with people with disabilities. The group is working on ways to develop emergency resources and develop an awareness regarding individuals with significant disabilities. And our goal is to initiate social connections and offer support within the community. There is no cost associated and they put their information down there. So thank you so much for sharing.

>> Is this an okay time to ask a question about peer support groups online?

>> Sure. Ask away.

>> Okay my name is Mona from Michigan. And we are offering peer support groups online through Zoom. One interesting logistic that I have learned is that we are serving and number of older adults with disabilities who have a landline only with no long distance. --- Everyone shows the [indiscernible] as opposed to the computer due to limited computer and Wi-Fi access. I had to people on two different cell phones listening in because they did not have long distance service and they only have a landline. I don't know if anyone else has experienced that and any ideas you have to try to be as inclusive as possible.

>> This is Sarah Martinez from access to independence. There is a service called free conference call. It is free conference call.com. Have you considered may be moving the peer group over to just a call in?

>> That would be amazing. I just am not familiar with that. So I'm going to write that down and thank you so much. Can you repeat it one more time please?

>> Yeah, free conference call.com. That's actually where we are hosting our call in peer groups every day at o'clock.

>> Wonderful.

>> So it's a really nice conference call line to host that.

>> Thank you so much, Sarah.

>> No problem.

>> I have a question, this is Trina from Michigan about the free conference call. Is there a limit to how many people can be on that call?

>> I believe it is .

>> Wow

>> Do not quote me on that. If you do go to the website you can set up an account and get all the information on there.

>> Great, thank you.

>> What about a link [indiscernible] I was asking about the conference call. Is there a cut off as far as time that you can call?

>> I apologize, I didn't catch that. No. There is no cut off. You don't need like a professional account that I know of to be able to have a time frame.

>> Cool. All right.

>> Wonderful, thanks Sarah. Do you mind repeating what that was for me and I can pull up the link and put it in the chat? you got it, free conference call.com. Wonderful.

>> . Giving unlimited data to people who qualify..

>> Was that, can people qualify for unlimited data, was that the... Question? I'm sorry. Do you mind repeating the question? that is all right. Oh, I see. Michael is saying that TracFone has unlimited data to those who qualify. And he went ahead and dropped to the link right in the chat box. It is www.TracFone.com/Covid so that's a really great resource. So I have heard, one of our partners that we are working with, this is definitely not ideal , but what they did was, the consumer did not have long distance but the person facilitating the group did have free minutes and long distance on their cell phone. So what they did was they called the consumer and then they call into the conference line themselves and merged the two calls. So that the consumer didn't have to be the one to take in the long distance. So that is not ideal. It is I think a rural life hack that they figured out on the fly but it worked for them. Wonderful. There is one other thing in the chat box. Carl says society assets has created an online guide on community resources and information during the coronavirus pandemic. And they drop the link right in there and it has information on economics to list payments, food sources, utilities, health information, mental health and they serve southeastern Wisconsin. So that is a really neat one that you might be able to help re-create in your area. What else? anybody else have thoughts on reaching those consumers without long distance or another idea you want to share?

>> Would it be possible for you to provide the link for those of us that are on the telephone?

>> Yes. So, what actually I think might be the easiest and what we will do is I saved this chat, and it is kind of like a text file and I will just put it right on the APRIL homepage will that work for you?

>> Yes that will be great thank you.

>> Perfect. Any other thoughts? anybody else want to share question that they are facing? a barrier or something great that they want to share?

>> Mary this is Sarah at access to independence. I don't know if this was shared during the last rollcall but I saw that APRIL is on their homepage posting a healthy community living link for the free guide. I downloaded that for my stuff and got all of us on that. So if anyone else is looking for remote programming information, the healthy community living curriculum is free right now for the next year, which is amazing.

>> Wow

>> Thank you Sarah for that shout out. We actually were going to mention, yes. So you can pull it up on the APRIL homepage or you can just go to the healthy community living.com website. And they are putting away, they are giving away one year subscriptions until May . So they have a code in there that you can use called build community I believe. And it is all on the APRIL website which I will type... Or actually it is right up on your screen, www.APRIL- rural.org. And as Sarah said it's a really pretty easy if you are using zoom all you have to do is share your screen, and it's all there for you along with community living skills they have the old LivingWell with a disability curriculum but now it's LivingWell in the community and it is also all right there. So yes please take advantage of that. We are really grateful for the folks at the RTC rural University of Montana for putting all those free codes. And we are happy at APRIL to help do any technical assistance you might need. In trying to run that group online. And Lucy, Lucius from the upper Peninsula. They say our operations manager has started a virtual water cooler meeting, peer support staff can phone into for checking in and touching base. Thanks for sharing that, Lucy. I think it is really important for us to remember that we are not just trying to keep consumers connected. But we have an extra I think responsibility to make sure staff are continually checking in on our staff and keep them connected as well. And Beth says they have received a lot of requests for cloth masks and have gotten volunteers to make them and start handing them out to both. Thanks, Beth that's also a great way I think centers can help give back to your consumers. Who else would like to share or have any questions?

>> This is Carl with society's assets. I have a question. Does anybody do home mods assessments remotely?you do it from the convenience of your office and not go out to the site?

>> No. But I would be really curious as to how you can make that happen.

>> I know, we are debating that in Wisconsin and we are not doing it, but some people have said that I'm curious across the country if anyone else is doing that.

>> I am an ADA coordinator. This is Lucy. And I, we have people spread over hundreds of miles. And I will ask people to take photographs. I will ask them to describe what they are trying to do you know, what the problem is. What they are needing. And then be able to study some photographs and then can recommend to them different websites that might be useful. Different people who might get involved. Different ideas about how, even trying to find some funding. So you can really do a lot if that person has either a phone with a camera or a camera and they can shoot the photo to you. It works really well. They can give you measurements.

>> Especially this time during the stay-at-home orders that we have around here, you are just, no one is asking, but if it goes on we are curious what is the next step to not delay the improvements that people need in their homes.

>> Right. Right now people are kind of at a standstill and we were doing a lot of different projects. That there are a lot of people who are ready to [indiscernible]

>> Okay thanks.

>> So, Mary, this is Karen in Roanoke Virginia. I'm just curious as to whether anybody has heard anything about how the additional funding, the federal funding for CILs is going to be able to be used. I don't know about other CILs but we have other programs that we have had to put on hold and therefore our budget is really going to take a hit. And I don't want to furlough or lay staff off. For the paycheck protection loans but we don't know when we are going to hear about that either. Do you kno

w if APRIL is doing anything about urging ACL to get some guidance about how the funds can be used?

>> Thanks, Karen. Go ahead

>> This is Billy, Karen, I know that in conversations with ACL that Karina Stiles is expecting to have some epic [indiscernible] out any moment so that's not a very good answer, but that's the only thing I have at the moment that they are working rapidly. To get these answers out to folks.

>> Alright thanks Billy.

>> And then Todd says that the funding for CILs will be directed to focus on core services. And along with that you know you mentioned one of the relief grants. I do know that nickel and sand teen put on a webinar last week and it is now archived on the website and it talks about how CILs can apply for some of the grants so that might be something of interest for folks as well.

>> Thank you.

>> Yeah. Great questions guys. Anything else that you guys want to talk about with your peers?

>> Aloha, this is Lonnie from aloha independent living Hawaii and Maui.

>> Hello.

>> Hi, so I have a consumer a client that has dementia and I have been in contact with her, but it is very challenging because sometimes she doesn't remember who I am and I have to repeat or I have to give her details as far as who I am, where we met and I have to go over how many times I came to her home and spoke with her with her and her friend and whatnot so that she can remember who I am. [Indiscernible] how are other people, or how are others connecting with those that do have dementia and trying to keep them abreast as well? given their disability also just to give you an idea she only has a flip phone. I tried to work with her as far as if she has a camera on the flip phone or not. But it's just such an old phone and when I'm asking her questions, when she is talking to me I don't want to upset her more when she's already frustrated. Does anybody have any ideas or any other way that I can communicate with her as far as...

Beyond what we have now?

>> Ari says I'm having such a similar situation and I too feel stuck. Any thoughts?

>> Hi, Lonnie, just to give you more background, my similar situation with a consumer out here is that we physically just can't get to her. And she has only a landline. And we have no idea, her well-being and there is no power of attorney. There is no family member or friends around that we know of so we are trying to figure out if anyone other than the landlord is in contact with her. But it is rather hard and I'm in a similar situation. So just piggybacking on what Lonnie is going through if anyone has more information it will be wonderful thank you.

>> And Carol says maybe a caregiver or friend or church member could assist. That's a great idea of community building, engaging in your communities. I also, you know, I think, and Denise says the police can do a wellness check for Ari, for your thought.

>> This is Sarah with assisted independence. Is there a local area agency for aging that is close to you? sometimes they have specialists for dementia and Alzheimer's who you might be able to get some information about or even work with them to provide services for that person?

>> Thanks Sarah, I did look into that Avenue as far as the police. I don't want to go to the police go over there and freak out and get her upset or even more confused. I do not want to disrupt... Or make her feel any more anxious than she already is. She does have a friend that calls her as well to check up on her. I do check with a friend as well that she is very familiar with as far as the office of aging here, they too are in a situation where they are limited as to how far they can go so I'm just trying to see what other avenues or what others out there are doing or any other ideas that others are doing with their dementia consumers.

>> Wonderful. I just am reading in some of the chats and one thing that Lucy suggested was may be mailing a picture of yourself and asking her to keep it by the phone. They are going back to the center and sending mail, sending notes every few days and Mary said the same thing. I think that you guys I know it is silly, but I'm all about bringing back the letter writing campaign. I have heard also of some folks in Michigan who are doing what they call door drops and I think they are taking materials and dropping to drop it on people's doors so when they are talking they can have some things to look at while they are talking since they don't have Internet so I think these are great ideas. And then Deb mentioned as well you know, this could be an obvious resource, but maybe the Alzheimer's Association might have some other possible solutions that they have come across.

>> I think the picture is a wonderful idea, Mary, thank you for sharing that because once she remembers where I am at and once she remembers me then we can actually have a conversation. But it just takes a wild before we can get there. So, Mary I think that is a wonderful idea. Thank you.

>> Wonderful. That was Lucy. Who also we just wanted to add another nice thing is just to talk about old habits that she can still access, like favorite foods and songs. That way she can help remember, she can remember to reach out about those items of memory. So, great. I am so glad that you asked because it sounds like there were other people wondering. Any other thoughts or questions that we have got that you guys want to share about? or work out with your peers?

>> I have something to add if I can, this is James with disability access Center Northwest. I don't know if anybody, all of you know about the partnership for inclusive disaster strategies. They do have a website and they have a resource list and a vast resource list and I remember the woman I don't know her name but she was talking about funding for CILs. There is a federal resources information section in this resource that it says questions and answers for CILs at nickel and if you click on the link it does talk about how you can, what, how you can spend the funding. I don't know if it will answer all your questions because there are quite a few answers there. If that is of interest to anybody. That's all I have.

>> Great. Thank you. I was trying to pull up the website to share but my computer is being silly. Talk about being rural. My husband and I fight for bandwidth at our house. Sometimes now that we are both at home.

>> The website is disaster strategies.org.

>> Thank you.

>> You are welcome. And if you go down on the homepage there it will say breaking news. The very first link will say COVID disability wide community resources and if you click the link it will take you to the resources page and the resources covers system advocacy tools, legislation, congressional advocacy tools, federal resources information, good and promising practices, model state examples... Other resources information, webinars, media coverage, community organizing resources, global advocacy and inclusion and an acronym guide.

>> Great, thanks for sharing.

>> You are welcome.

>> Other resources happening in the chat, just for you guys, Amanda is wondering, or Gloria is wondering about captioning options and Amanda says that there are actually captioning apps for cell phones. So Amanda, do you mind dropping a few of the captioning apps that you know of in the chat so we can look at those?

>> Yeah, so I am going to, this is Amanda. I'm going to look them up. I know that when iPhone transitioned over to the -bit apps, a lot of the bit apps were not working and one of those was the Hamilton To lap. But I'm just going to go through one of my--- Sprint has I CapTel... I'm going to put the links in there.

>> Thank you so much, I'm always amazed at how many resources IL during the minute calls just start flying around. So while we are looking for those I just wanted to ask, IPKY is asking how are folks providingSkills trainingwhen we aren't able to do face-to-face trainings right now. Many consumers also don't have access to do a video call. Anybody have thoughts I was talking earlier about the Michigan folks doing porch drops. IPKY, so that's because their consumers didn't have access to the video screens like we are using today. So they actually printed off the materials, drop them on the consumers porches and then just do phone calls with the group, with maybe one of the conference calls you know free conference lines that folks were talking about. So that might be old school. Yeah, what you are going to do. Lucy adds justcalling each consumer individually to a couple of times a week. You know, you can do that. Yeah. And Ari says that is what they do as well. So I think some of us are going to have to dust off some of our old tools [laughter] I don't know if that is helpful at all. Oh, and Amanda got back to us that the two captioning apps that should work our Sprint Captel and clear captions. Wonderful. I am just scrolling through the chat to see if I missed any questions. But while I am doing that does anybody else have any questions or resources or thoughts they would like to share about?

>> I would just really like to share [indiscernible] again from the UP at the virtual watercooler chat today, our staff who does rec programs, not as many folks who want to do [indiscernible] in a video chat to play that like a hide and seek game you know, to talk, and show and tell. It will show and tell about something at their home, whether it was their cat, whether it was the ball they like to play with. And there was a gal who participated, -year-old with down syndrome, and her mom was there. They could hear her at the end talking about oh, I got to meet all these new people and play games. So it doesn't have to be... IL CILs include recreation and having fun. There's also an app called house party. Now I have not been on it, but the staff has been playing together. Where people can play different games, Pictionary, whatever. So kind of opening up to the [maybe fun] would be really important.

>> I think that is so important. Thanks for sharing that again. You know, there are so many cool things you can do now. I actually just downloaded the house party app and it is not just an app for your phone. You can also download it on the chrome browser and you can share your screen. And do all kinds of fun stuff. I was thinking about seeing if I can get some of the younger consumers to mess around with it with me. And then I also wanted to share really quick on my screen, this is the community living skills workshop that the HCL folks are giving away and I just wanted to show you some of the stuff. It is disability identity, peer support, self advocacy, and you can just pull those workshops right up and you can also print the slides if you're going old school. There's a little print button. So they are kind of nice and all put together. You can make them bigger. So just an option if you don't have curriculums or things already. They are giving those away until May . Let's see if I can stop share again. And then Josh, so Josh is wondering what are different ways to work on nursing home transition since they are all basically shut down. That's a great question, Josh. So what are folks doing, or are you doing nursing home transition work right now?

>> Mary this is Karen again. We are doing as much as we can with out doing face-to-face meetings and it's really been tough, but whatever we can do you know, the a male if we have to put down deposits or applications or any of that stuff we are doing as much of that as we can, but really until the nursing homes allow us to get back in there if has got some strategies I would love to hear them.

>> This is Mike from Pennsylvania. One of the things we are trying to do right now is we are trying to request to the nursing homes to allow tablets to be given to the residence in the nursing homes so we can actually communicate with them if there's any interest about moving out of the nursing home. I wish I could tell you great results, but the nursing homes aren't really open to allowing that to happen so it is kind of a tug-of-war each and every day. But that's actually what we are considering doing.

>> Thanks for sharing. I think it is definitely I mean we are all having to get real creative and I think that's a great option for those of you who have not heard him he was cutting in and out he said they are offering tablets to folks in the nursing homes. So they can communicate.

[Several background voices]

>>... If they are interested in learning about getting out.

[Background voices]

>> Maria says they are actually not permitted to actually transition anyone but they can keep in contact by phone. And I'm going to share the house party app and Denise the community living website again. Great I apologize you guys. I know you can hear my daughter in the background. [Laughter.] Another obstacle we are all facing is all these other coworkers we are not used to. But great. Anybody else have thoughts or questions that they want to talk about?

if you like this has been such a useful call already.

>> This is Karen again. And I lived in a very rural area of Virginia and we have extremely limited access to high-speed Internet, which is an understatement. And I was just wondering, we have line of sight issues. Cable can't be brought down to where we are because we have about one third of a mile of a private drive and we are using Verizon MiFi. I would be interested to know if anybody in you know, my same situation has any words of wisdom for high-speed Internet, because part of the issue is I was going to do a zoom meeting with my staff and figuring it would be really fun to see everybody, and you know, but then it dawned on me that I don't have the bandwidth that I need to pull something like that off. Anybody have any thoughts please?

>> Yeah, this is Mona from Michigan. And one of our staff is doing advocacy and community [indiscernible] workshops online the agency is paying for her to have a hotspot with yourself on so she has a good connection when she's delivering a training. That is just one idea. [Her cell phone]

>> I was going to say getting a hotspot is a good old-fashioned to work and if they will compensate you that might be the best.

>> Is that helpful at all Karen? I think hotspots are a nice, if you have got cell service for sure man. I don't know. So I guess I would also say can you keep connecting by phone? you know,

>> Yeah, well I mean basically that is what we did. We did a conference call last week and we've got another one scheduled. But I really would like to be able to see everybody, not just hear them. But one of the, laughingly say I would not live anywhere else but in a rural area but when it comes to Internet, I mean oh my God. You just want to pull your hair out. Anyway thank you for the thoughts and we will see if there's anything we can do with that thank you.

>> Wonderful Karen. I want to throw out there that she said she lives in a town of and has similar issues. What she mentioned was, try to use off-hours and have fewer people on the call. So Lucy that is such a great idea. I always forget that. So we actually like my husband and I for example we take turns running meetings. And we have found that anytime from like PM to PM for some reason in our neighborhood the Internet is terrible. So if we try to do everything before then, or after them it really helps. And Lucy that's a great idea. Having fewer people on the call if you can break into smaller teams that would be helpful.

>> Thank you.

>> There is another question in the chat. We are noticing that consumers are really focused on the basics right now. Medication, access, food supplies,--- the skills they usually look for so we are doing a lot of INR in coordination to help where we can and a lot of check-in calls general support and listening. I think that is a great point to make. We definitely always want to meet the consumer where we are and for those folks who are just trying to get comfortable with the new normal I think

what you're doing with the check-in calls. I have heard of a lot of CILs doing that. I think it is a great way to stay connected and help them get what they need.

>> This is Karen again. We are actually seeing the same thing. I know when I have asked my staff what they are hearing from consumers, asking them what their needs are, everybody is just kind of hunkered down and they are maintaining and that is kind of where they are. So fortunately we haven't had a lot of people that have expressed a lot of problems but we are doing the same thing, INR, check in calls and letting people know that we are there in the event that they do need us.

>> Great, thanks Karen. Anybody else want to talk about what they are doing with consumers right now?

>> I have a question. This is Emily from the big Island on Hawaii. I have a question. Do you folks know how to get a hold of the IRS to get an interpreter for a deaf person. When it comes up it says that the IRS is not taking any calls at this time, which a person would have to do in order to get an interpreter so they can talk about their, if they have a question on their taxes. Any ideas out there?

>> I'm wondering if Stacy Nichols is still on the call. She emailed me earlier with some resources for the deaf. But I'm not sure. Does anybody have any thoughts... She might be able to get her

>> You could check on Google to like interpreting services on Hawaii and that is a starting place to find a list of available services.

>> We did try that.

>> I'm sorry, hi, this is Colleen. I am from Florida.

>> Go ahead from Hawaii again, did you have a follow-up question? Go ahead

>> that was a great suggestion. I do have this person calling the mayor's office, the governor's office to see if they can get some help on that side because with the IRS they have to provide interpreters for not only the deaf, but also for languages etc.

>> I wanted to mention, so, Deb is from the Council, sorry, my chat moved again. Deb is from Nevada and she said that the deaf centers of Nevada might know of resources for you and she would like to assist you if you need help and she put her email down there. It is Deb@andinCIL.org. So she can help you out. This is what I love about peer support. And Todd also says you can try Jim house. Jim house, and Todd gave his email as well. Do you want me to, if you could send me an email, this is Mary from APRIL. I will put my email up, it is Molson.APRIL@Gmail.com. I can connect you with all of the folks leaving emails for you.

>> Awesome. I will do that in a little bit.

>> Perfect. Great. Sorry, folks I'm just trying to pull my chat back to where we were at. I saw there were a bunch of other resources being thrown down there. Sorry. My chat disappeared. I also just wanted to follow back a little bit too what Karen was talking about with Internet speed. And Martha Mason mentions you can also work for the Council of governments on high-speed connectivity and Marissa mentioned if you plug your ethernet cord directly into your laptop rather than using the Wi-Fi that also will help.

>> That is a great thought. Thank you.

>> Yeah. Look how all of this genius rolling around with everybody. I love it. Back to the question on the IRS, Sarah mentioned that maybe you could call call the reps or congressional reps to see if they may have another way to access.

>> They are doing that right now.

>> Wonderful. Great. I think we have gotten through the chat. Are there any other questions or thoughts that you guys want to share about? we have about half an hour left.

>> This is just invaluable to get these different ideas and I just really appreciate the form, so thank you everyone for these great ideas.

>> Here here.

>> Yay. Absolutely. I am so glad that we are able to get all of you guys together because like I said, I am always amazed at the amount of genius that comes out of these calls. And we will, just so you know like we did with the last call, I am recording it. We will put the recording which also has the chat and a copy of the transcript from the CART we will put that all up on the a website in the IRLU website as well so you guys can re-access all of this information. Does anybody else have thoughts or questions that they want to share about, ask your peers?

>> Are we going to have a meeting?

>> That is a great question. This is technically the last rural conversation I have in the APRIL contract with IRLU and the IR net however I think we probably will continue them. So either we will work with IRLU to continue them or if not APRIL is probably committed to continuing them so we will probably try to pull one out. We have been doing one every couple weeks and it seems to work for folks. So we will definitely send out the notices again but look for maybe a couple

weeks from now.

>> Thank you.

>> Yeah, the other question I just wanted to throw out there from the chat is Sarah says I'm noticing a lot of staff anxiety and personal worries. So we are making sure to talk frequently, not only about resources and work related topics but just to connect personally. Sarah, I think that is a really great point to make. One thing that we really try to just remind folks of his we are all doing the best we can with what we have right now and that is consumers and staff and your executive directors, and I just think as much as we can connect personally with people absolutely. We actually got some great resources from the ability center and I will put them on the website just talking about little things that you can do to feel better. So, for example still getting up every morning and getting ready. Setting a time for eating and working and remembering to recreate. I also sent a bunch of online recreation resources so I will make sure to put those up when we put up the resources for this call. And Amanda says what they did was they made our staff Facebook page. So they made a Facebook page that you can do a closed group just for the staff so that people wanting to connect that were tired of getting an email, that is a great idea. I think also the house party app could be really great for that purpose. You know, there's... Also I don't know if anybody has ever used flak before, but slack is you can use the free version as well and it is kind of like a chat platform but there's also a video call option built into it. So those are some ways to maybe connect with folks at your work. And IPQY says Sarah I agree we have called three times a week to talk about whatever and one of the calls, no work talk is allowed. Sometimes the conversation is light and sometimes it is a little bit more heavy. We text each other about if we are doing our self-care and we really try to encourage each other.Karen just wanted to throw out there that the disability rights education and defense fund pulled together a clear disability resource and advocacy page for folks, so you can Google that. And Josh also mentioned slack. And Sierra says that discord could be a good way to connect with staff. Annetta uses Microsoft teams and they set up a chat just for connecting separate from the work stuff and it can get pretty entertaining. [Laughter] so those are some great options. Folks mentioned discord, slack, Microsoft teams and Facebook groups. Jeannie also said that there is a great website called virus anxiety.com that has a lot of good info on it. Oh and Carl says their stuff and posted selfies of their office mates in the new home office like their pets, and W mentioned that group me is also useful. Lucy says that they share good books and it is a great recreational activity. You can drop books off at peoples porches in a brown paper bag. And Amanda says they did the best and worst coworkers competition with people's pets. That's awesome. Wonderful. Does anybody else have questions or thoughts? just around anything right now keeping the connection going? Wonderful. While folks are thinking about other questions that they might have or resources they might want to share, I want to also let you know that the RTC rural folks asked me to mention that they are also working on a project right now so they are the folks that promote healthy community living curriculum and they are trying to build right now resource for engaging in communities. Rural communities specifically so they are trying to pull together some teams of CILs staff that might be able to hold together resources on ways that you can engage in your communities, identify resources you know, kind of community building and making the communities better for people with disabilities. So if you are interested in helping out with that, they are going to be doing resources, trying to pull together something that could be used for other CILs and Reina Sage is running the project and I will put her email in the chat box if you are interested in learning more. It is Reina.Sage@MSO .UT.edu. And Judy is wondering if the APRIL conference will be canceled. And I know, so my boss Billy is on the call. I will say, I might let him answer that, but we are just watching is everything progresses as much as we can. I don't know Billy do you have more you want to say about that? you are still on?

>> Hello yes I am on. I was trying to find the mute button. That covers it. It's mostly playing by ear at the moment. I would love to have a definite answer. But there's just no way to make a definitive statement. Right at the moment. We will definitely keep folks posted.

>> Wonderful. Well we are here. We do have captioning available for the next half an hour. Does anybody have any other questions or resources or thoughts that they would like to share?

>>--- A little bit of input if anyone else can help me out to the extent that I'm feeling, well the community is definitely feeling a bit overwhelmed that our food bank. We had an increase in the past week by %. It has anyone else been having really rise up numbers for their local resources that are being utilized way more than usual?

>> This is Martha in Durango. We actually were able to get funding through the AAA to deliver food bank packages. So if we happen to drop off a few that are for people under , that's okay.

>> Sure, we have been doing that as well especially in Gilpin too I am in Nederland. So which is by Gilpin County Blackhawk that area.

>> Yeah, cool.

>> We do the whole peak to peak stretch, so we go other city town meal delivery programs but the food bank solely without that program, the home delivery of meals is, has increased by % on average.

>> So the AAA money that just came down to Colorado anyway can also pay for food

>> Oh, great. Okay. We do have a AAA up here. We have one person designated I will definitely be in contact. Thank you.

>> We have also got a bunch of mutual aid kind of society starting up, where people are, there are two different food groups, one is the organizations and the other is kind of the more radical group composed of farmers and other radical people that are trying to get food out people.

>> Gosh you. Do you mind sending me your info even in the chat, Martha? I would love to connect with a Durango neighbor thank you.

>> Wonderful. I love it when connections are being made. Can I just say it is one of my most favorite things ever.

>> Right. It's awesome.

>> It is. And I wanted to just mention along with that I don't know if other communities are doing this. I know in Missoula where I live in Montana our school district is actually still running the school buses and they are dropping lunches on the bus stops for any families that have children in their home. So that can also be an option for folks without kids. I know they give a pretty hefty amount of food in those bags, and Missoula anyways, I mean, they are like they are begging people to take

them because not enough people are actually using the resource. Cindy says many people are wondering how they can help and in my neighborhood in Fargo North Dakota we put food out on our driveways in bags and a family drove by together everything off the same day at one of our food pantries. That's really cool. [Laughter] Carl just said a little fun fact for you guys that stressed spells desserts backwards. So when you are stressed, enjoy some desserts. Great. Anybody else have anything they want to ask or share? there is no question too small or too big. We have such a great group of folks. No? oh, thank you. E Sander says this is the most fruitful webinar with new ideas and humor. I've learned a lot and will share with my workmates. That is so great to hear that. Maria also just wanted to mention quick that they have a neighborhood page and people have been really helpful with resources. That is so important. My brother was telling me he lives in Colorado and he can't even find flour. Because everything is so picked over there. He said a lot of the local restaurants have put together pages. I'm sorry my daughter and husband are wrestling in the background. That a lot of the local restaurants have put together Facebook groups and are selling things like flour and eggs and milk from the restaurants. Since they don't want them to go bad and the community is out of them.So you know, keep a lookout for stuff like that. Lucy just wanted to mention it so rich to be in the call because of kindness and laughter thanks with tears in my eyes. So, and thank you. Thank you I don't have to apologize for my daughter. We are, I know we are all just doing what we can right now. People are going to meet her someday when she's grown up and they are going to say I've heard of you. Michael just wanted to add paper products are scarce in central Ohio. I think that is a theme everywhere. Amanda wanted to know are you a partner with convoy of hope Amanda are you asking if APRIL is a convoy of Hope partner, or...? Oh, she says they have been able to order supplies from convoy of hope. I had actually never heard of that before but that might be something to look into. So convoy of hope as a resource. We have just about minutes left. Does anybody have final thoughts or questions that they would like to talk about? I know while people are thinking about it I want to mention if you don't mind evaluating these calls, again the link is on the screen here. I will also have that up on the website with the archives. When you have a valuation it just makes us stronger so we appreciate that for sure. I'm sorry

>> I'm sorry to be so chatty on this but I did just check the news and I want to make sure that the Michigan people are doing alright and they are not near Lansing Michigan right now. I'm a former Michigan resident of years, just making sure you guys are safe and all love. So you guys are not near Lansing right now is that correct

>> That is correct. I'm not near Lansing.

>> Okay good there's a big protest going on at the capital right now that is not feet apart for each person, may we say, in the stay-at-home order they are protesting that.

>> That's definitely breaking news over here. Sorry --- Livingston County, our neighbor is Lansing. So just keeping ourselves distant from that.

>> Wow. One more just thought, Michael or sorry, not Michael but Amanda wanted to mention that as a part of the convoy of hope they are able to get supplies and they are giving TP, paper towels, cleaning supplies and sanitizer to consumers who request it. I think that is another really awesome way you can serve consumers. And Maria just dropped in the links the disability disasters toolkit, which could be something useful for folks to look at. So thanks Maria for doing that. Great. Oh, and Amanda said actually to correct me they started doing their own internal inventory when they were giving stuff away to their consumers. So she says she loves her CIL it's wonderful. Well I do not want to keep people too much longer. We do have about minutes left. Does anybody thoughts they want to share final parting thoughts please do so now. And while you're getting unmuted I wanted to say my final thoughts that I appreciate you all being on the call today so actually there are two more questions what are ways that folks are getting signatures on documents? that is a good question. Our youth group actually mentioned a couple of free ways, Sierra do you remember what those were?

>> Sorry, the docusign was one that was mentioned, and I have to pull up some of the other resources and I can drop them in the chat, but they were even, it slipped my mind as soon as I went to go say it so I will pull it up and tell you but I know that the document

>> I think Docusign costs money, but I know I think it is docume...no doxy is free, and some of the folks in Maui and others are saying they are snail mailing back and forth to get signatures. There was one who said oh, it is Doc hub, that's what it was Doc hub is free through Google. It is a way to get an electronic signature. And one person up here mentioned... Michael said they are actually mailing the paperwork to folks with a self-addressed stamped envelope in it. So they can sign it and send it back to folks and Josh says every center is different. But as long as we get... I just made it move. I'm sorry Josh says again, where did it go, sorry guys my chat keeps moving.

>> He said each center is different but as long as we get the signature and date on a piece of paper that will work in the meantime. I have also heard from our state that it is okay to write verbal you know, verbal approval, the signature not available because of COVID and they will let us get away with that in some cases.

>> Thank you, Martha that is great to know. And also I just wanted, I saw in the chat at somebody mentioned it says that docusign. Although it costs money you can get it on Tech soup. If some of you guys are not members of Tech soup I recommend doing that. It is a way for nonprofits to get access to all these techy things we have been talking about for way cheaper than what they actually cost. APRIL, we use it all the time.

Oh, so there was also one other question I just wanted to circle back to talking about... Let's see, Eric says has anyone encountered a person with hearing loss that utilizes lipreading having difficulty communicating with people wearing masks in the community? somebody mentioned down in the chat that they have actually seen, Amanda says that people are making masks now with clear plastic over the mouth. And that is a way to help with that. I saved so many comforter and sheet bags. I'm looking for someone to donate them to locally is what she said. Wonderful. Geneva also mentioned back to the documents that you can take a picture of it instead of scanning it, which is helpful. Amanda says if consumers are comfortable with digital they go that way but many prefer snail mail. That's great. Look at all the information you guys. And Maria wants to know the link for Tech soup. I will drop that right in there. Wonderful. Any last other questions that folks have? I will drop the Tech soup down. Thank you everybody as well for, I know you have all been patient with me as I'm navigating all of this stuff today. With rural Internet going slow. [ Laughter]

>> I put Tech soup

>> thank you so much. You beat me to it. Wonderful. Michael got it down in there. Awesome. Well thank you everybody again for meeting today. Folks are wondering if we can continue these in some fashion because they are super useful. I will, you know what I think we will do that. We will continue them. Hopefully we can get support you know we can figure something out, but if not I think we are really committed to doing these and I learned so much from all of you doing it. SoI'm just going to keep as long as you show up we will keep doing them. So again thank you everybody for joining us. Please do not forget to check the website for the archive and also to make sure to evaluate the call if you can. Awesome. And as always we will make sure to save the chat. I will do that right now as Sierra reminds me at the end. Great. Thanks everybody. Let us know if you have other questions in the meanwhile and watch your inbox for announcements of next calls.

>> Aloha