

## WELL CHECK

### A Wellness Check Resource Tool

Supported by the Kent County Church Task Force and Kent County Health Department



The purpose of this phone call is to check in on the health and well-being of the congregation member. Your inquiry should focus on their mental health, spiritual health, overall well-being, and ensure that they currently have access to necessities such as food, medicine, household supplies, personal safety, and companionship.

Developing your call list should emphasize **vulnerable populations** within your faith community. Here are some suggestions:

- Persons with disabilities or underlying health conditions
- Older Adults (particularly those who live alone)
- People who have a history of depression, anxiety, or a substance use disorder
- Adolescents (e.g., experiencing depression due to limited interaction with peers)
- Persons experiencing housing instability or homelessness

It is suggested that each caller enter contact information into a log sheet which can be forwarded to the person who is coordinating calls.

#### Scenario 1: No Answer—Leave a Message

“Hello, my name is \_\_\_\_\_ and I am calling on behalf of \_\_\_\_\_. I am calling to check on the health and well-being of members of our congregation during the coronavirus pandemic. This call is only intended to inquire if you need help in your home, to refer to community resources, including housing, financial, and food assistance, and if there is anything we can do to support your needs during this time. You may also want to call ‘Michigan 211’, which can connect you to necessary community resources. Thank you.”

#### Scenario 2: Conversation with Congregation Member

“Hello, my name is \_\_\_\_\_ and I am calling on behalf of \_\_\_\_\_. I am calling to check on the health and well-being of members of our congregation during the coronavirus pandemic. I’d like to ask you a few questions. Is that okay?”

1. Do you have someone who is helping you in the home or close by who is getting you what you need in terms of food, medication, or supplies?
2. Do you need any additional support in the home or with delivering things that you may need, like food, medication, or supplies?
3. Are you or anyone in your household experiencing any physical illness or discomfort including, falls, headaches, sore throat, fever, body aches, or other symptoms?
4. Are you or anyone in your household experiencing symptoms of depression, extreme anxiety, or substance use disorders?
5. Do you (or members of your household) have any personal concerns for health and safety?
6. Do you have the available funds to pay for necessities like food, rent/mortgage, and utilities?

# WELL CHECK

## A Wellness Check Resource Tool

Supported by the Kent County Church Task Force and Kent County Health Department



Based on the needs articulated by the respondent, please provide them with one or more of the appropriate community resources.

Transportation	COVID-19 & Physical Health
<ul style="list-style-type: none"><li>▪ <b>Senior Neighbors</b> (616) 233-0281</li><li>▪ <b>Kent County Community Action</b> (616) 632-7950</li><li>▪ <b>Hope Network</b> (616) 301-8000</li><li>▪ <b>The Rapid (Go Bus)</b> (616) 456-6141</li></ul>	<ul style="list-style-type: none"><li>▪ <b>Spectrum Health COVID-19 Hotline</b> (616) 391-2380</li><li>▪ <b>Mercy Health</b> (833) 247-1258</li><li>▪ <b><a href="#">Metro Health Coronavirus Screening</a></b> (616) 252-7200</li><li>▪ <b><a href="#">Kent County Health Department</a></b> (888) 535-6136</li><li>▪ <b><a href="#">Cherry Health COVID-19 Hotline</a></b> (616) 965-8347</li></ul>
Mental Health & Substance Use	Food & Supplies
<ul style="list-style-type: none"><li>▪ <b><a href="#">Network180</a></b> (616) 336-3909</li><li>▪ <b><a href="#">Pine Rest Christian Mental Health Services</a></b> (616) 455-9200</li><li>▪ <b><a href="#">Forest View Psychiatric Hospital</a></b> (800) 949-8439</li><li>▪ <b><a href="#">Spectrum Health – Behavioral Health</a></b> (616) 447-5820</li></ul>	<ul style="list-style-type: none"><li>▪ <b><a href="#">Access of West Michigan</a></b> (links to food pantries)</li><li>▪ <b><a href="#">Meals on Wheels – Western Michigan</a></b> (616) 459-3111</li><li>▪ <b><a href="#">Baxter Community Center</a></b> (616) 456-8593</li><li>▪ <b><a href="#">Northwest Food Pantry</a></b> (616) 451-4036</li><li>▪ <b>The Salvation Army</b> (616) 459-9468</li></ul>
Personal Safety	Housing, Finance & Utilities
<ul style="list-style-type: none"><li>▪ <b><a href="#">National Suicide Prevention Hotline</a></b> (800) 273-8255 Text “TALK” to 741741 En Español – (888) 628-9454</li><li>▪ <b>National Domestic Violence Hotline</b> (800) 799-7233</li><li>▪ <b>Local 24/7 Hotline Support</b><ul style="list-style-type: none"><li>▪ <b>Safe Haven Ministries</b> (616) 452-6664</li><li>▪ <b>YWCA</b> (616) 459-4681</li></ul></li><li>▪ <b><a href="#">Domestic Violence Community Resources</a></b></li></ul>	<ul style="list-style-type: none"><li>▪ <b>Senior Neighbors</b> (616) 233-0281</li><li>▪ <b>Kent County Community Action</b> (616) 632-7950</li><li>▪ <b>Kent County Veterans Services</b> (616) 632-5258</li><li>▪ <b>Mich. State Housing Development Authority</b> (616) 946-7432</li></ul>
General Assistance	
<p>For general assistance in any area of need, please call 211 or ask the congregant to visit the <b>Heart of West Michigan United Way</b> website, which has dedicated coronavirus resources. <a href="https://www.hwmu.org/211">https://www.hwmu.org/211</a></p>	