An Update from Cleveland Sight Center

The security and safety of staff, clients, students, friends and volunteers at Cleveland Sight Center continues to be our highest priority. Following the recommendations and protocols from the Centers for Disease Control and Prevention, the State of Ohio, Governor Mike DeWine and Ohio Health Director Dr. Amy Acton’s Stay at Home Order effective March 24th, Cleveland Sight Center’s main office remains closed through Friday, April 3, 2020.

While our main offices are currently closed to the public, Cleveland Sight Center is committed to serving our clients through remote and alternative service deliveries when possible. If you need CSC services, please contact us at 216-791-8118 or info@clevelandsightcenter.org so we can assist you.

Best regards,

Larry Benders
President and Chief Executive Officer
An Update on Upcoming Events

-The Lunch and Learn presentation by Dr. Lidija Balcianas and CSC’s Low Vision Clinic scheduled for April 7th has been postponed. The Diabetes Wellness Series, Senior Fair (April 28th) and Volunteer Appreciation Week Activities and Dinner (April 30th) have also been postponed. Information about these events being re-scheduled, if possible, will be announced as future plans are solidified.

What’s Happening?

-Bright Futures Preschool continues classroom instruction and interaction in unique and different ways. Teachers Dorota Tomaszewska and Melissa Kraus have started a Facebook group for students and their families which incorporates live morning circle, afternoon story time and afternoon music! Families are responding by posting photos and commenting regularly as they stay engaged in learning.

-Braille instruction continued again this week through teleconference calls! Clients remain very eager and engaged and attendance has been fantastic (an all-time high!) through the classes.

-The Leisure and Lifestyle Services Department has been working hard to stay connected! In addition to preparing for an exciting summer at Highbrook Lodge by registering campers and hiring staff, the team has been making calls to many clients to say hello and check in. While clients certainly miss being at the agency, they are in good spirits! The Recreation Line (x4600) has been updated to provide some activities via telephone. Clients and staff are encouraged to call 216-658-4600 to hear a “guided meditation”, some “good news”, “fun facts” and more! The Recreation Line will be updated periodically with new content – so check it out and be sure to share the number with clients!

-While the Eyedea Shop inside Cleveland Sight Center is closed to the public, the store is continuing to do business at www.eyedeadshop.com or by calling 216-658-4666. Staff members are able to take orders online and over the phone and will mail the products to customers or bag up equipment for delivery by the Rehabilitation staff. The Low Vision Clinic has been returning calls, sending out glasses orders and testing the new version of EyeCare, which is the medical records system in use by the Clinic.

-The Community Rehabilitation team has been delivering equipment to client homes the last couple weeks and leaving products by the front door. The client is then called and asked to carry it the item(s) into his or her home. An appointment is then made for training over the telephone. This is going very well with clients learning to tell time, use their iPhone, read and so much more!
- CSC Volunteer Services is staying connected to our volunteer community. Weekly content and updates are being sent to volunteers to remind them how much we care for them and miss their presence at CSC. This week’s content included a personal video message from Manager of Volunteer Services Melissa Mauk.

- Volunteer Services is going digital for National Volunteer Month in April! In an effort to thank our volunteers and celebrate the wonderful impact they have on our community, Volunteer Services is collecting pictures of handwritten notes to show appreciation of our volunteers on social media. Take a moment to write a note to reflect on the impact volunteers have, share what you feel they bring to our community or to express what volunteers mean to you. Snap a photo of your note and send the image to Melissa Mauk.

**Kudos to the Call Center**

- The following feedback was received by CSC’s Call Center this week. Keep up the great service and work, team!

From TourismOhio: “You and your staff have been nothing but outstanding and we appreciate what you do. Thank you for the update, and please stay well. We will get through this together!”

From the Ohio Department of Taxation: “You all are doing an outstanding job! Please share Taxation’s thanks for a job well done.”

**Items of Note**

- The “Resources” page on CSC’s website has community resource links that may be helpful during COVID-19. Click here for more information: clevelandsightcenter.org/resources.

- Did you know the average household would need roughly 7.5 years to use the amount of water that flows over Niagara Falls every second.