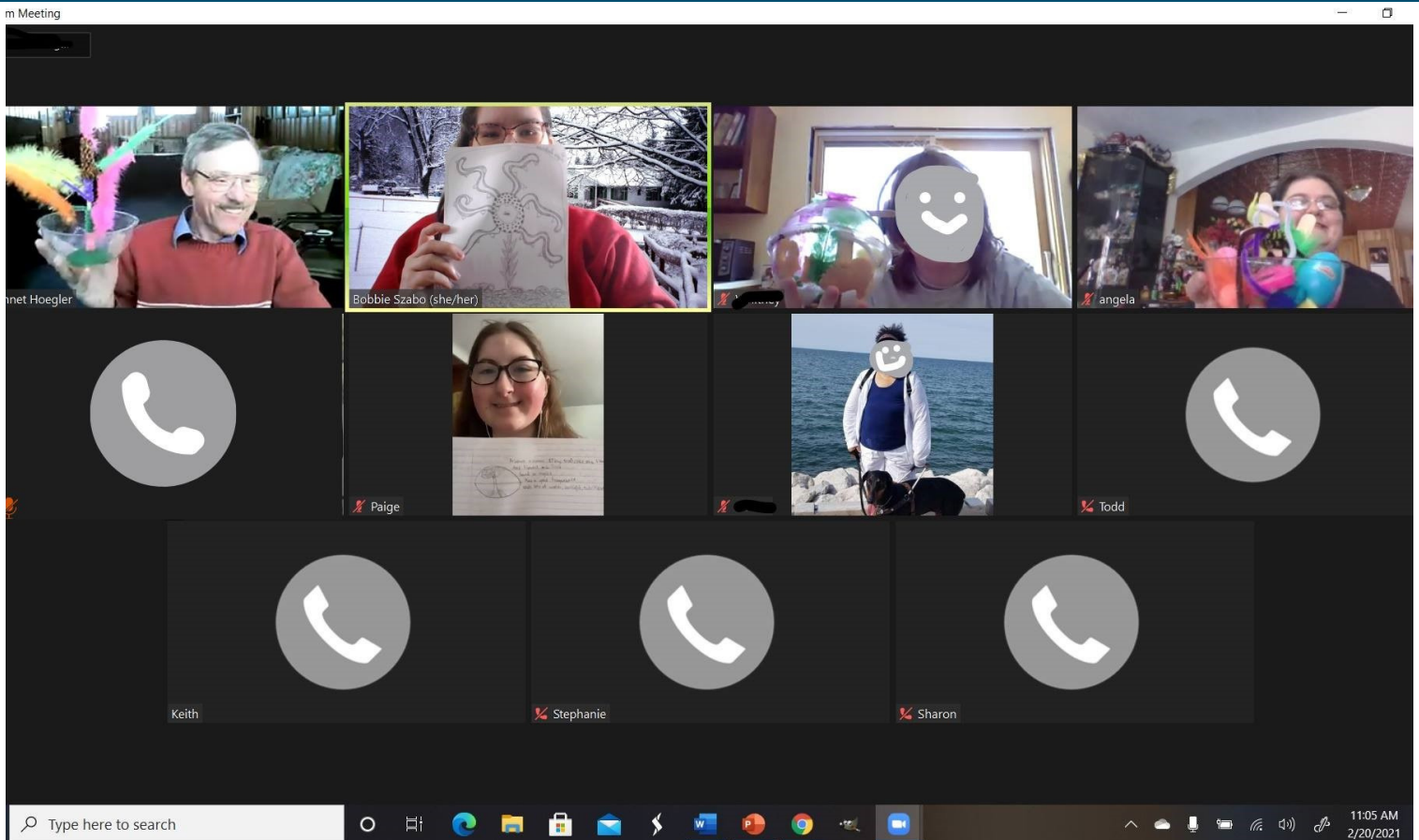


OUR REMOTE SERVICES JOURNEY



MARCH 2021

In Mid-March of 2020, Cleveland Sight Center's (CSC) main building closed due to the uncertainties of COVID-19. Similar to many other businesses, we had to quickly pivot our traditional in-person services to a remote service model. Because many services with clients require close proximity and hands-on teaching methods, initially the amount of remote services we could offer was limited. Despite this, together, our clients and staff rose to the challenge.

Below are a few highlights of our remote services:

- Bright Futures Preschool continued instruction to students and parents through interactive Facebook groups.
- Virtual instruction to Early Intervention children (0-3) and their caregivers was provided and do-it-yourself tactile projects were mailed home to families.
- Braille instruction classes were taught with students following along with their textbooks over the telephone.
- The Low Vision Clinic conducted tele-health appointments to serve clients.
- The Eyedea Shop retail store continued to process and fill orders, shipping essential tools like magnifiers and 'talking' devices to customers in Ohio and beyond.
- The Community Rehabilitation team delivered assistive tools to clients' doors and conducted training over the phone.
- Cleveland Sight Center's Radio Reading Network (CSCN) featured up-to-date community and CSC resources regarding COVID-19.
- The Recreation team created engaging and interactive activities like meditation, yoga and wellness checks that were conducted online.
- We made phone calls to more than 4,000 of our clients just to check in with them and see how they were doing.
- 60 call center agents quickly transitioned to a full work-from-home capacity while continuing to provide high quality customer service to all callers.

We are so thankful that our donors, volunteers and friends have recognized the needs our clients' have during this time and continue to support our work to empower people who are blind and visually impaired.

CSC's main building is now open to clients by appointment only Monday - Thursday and we continue to offer remote services. The Eyedea Shop is open Monday - Thursday 9:00 a.m. - 5:00 p.m. to walk-in customers (no appointment necessary). We continue to follow CDC and Responsible RestartOhio guidelines. Please call 216-791-8118 for more information or with questions.

ABOUT CLEVELAND SIGHT CENTER

Cleveland Sight Center (CSC) has served the needs of Northeast Ohio residents who are blind or have low vision for over a century. CSC offers developmental, rehabilitation and vocational services to ensure success in today's society.

Learn more online: Clevelandsightcenter.org
Clevelandsightcenter.org/resources

