

# Voice Over Script – Accessing CM Services

1. Hi, My name is Alan. If you're like me there have been a lot of changes in my life over the last couple of weeks.
2. And to be honest I've been worried about some of these changes.
3. When I'm not thinking about toothpaste and toilet paper, I'm probably thinking about the same things you are.
4. Like, when I'm going to be able to go to work or see my friends, and what's going to happen to my services.
5. Well have no fear, your DDD Case Manager is near! Your Case Manager is on the job! You ARE a priority!
6. The DDD Case Managers are out working during this time of emergency, just like the firemen, the people at the supermarket, and your providers. They are all essential.
7. Your case manager might be working in a different location other than the one you are used to.
8. Your case manager is available Monday through Friday 7:45am to 4:30pm, by phone, email or video conferencing!
9. Sometimes their phones are busy, but you can leave a message. They check their voice mail throughout the day and will call you back as soon as they can.
10. You can expect a call from your case manager about your services.
11. They will check in to see if you need any changes in where or how your services are provided.

12. For example, maybe you used your services to go to the gym to work out to help control your diabetes. Now, you and your Case Manager will talk story to figure out how you can get your workout away from the gym.
13. Because of “social distancing” your case manager has special permission to conduct your ISP meeting with you, your circle of support, and your providers either online through videoconferencing or on the phone.
14. I like video conferencing. Your case manager uses an app call Zoom. It’s easy to use from your computer or smartphone. They can help you get online and figure out how to use it.
15. The Case Managers and your providers call also email you and use other methods of communicating with you.
16. Knowing that your Case Manager is right there to support you, I’m sure is a big relief.
17. Now, we just have to figure out about the toothpaste and toilet paper.
18. Until next time! Wash your hands, be safe, and take care!
19. Alan out.