

## **Transcript of video-audio clips with Kara Roat, manager of OSF OnCall community health worker program**

Roat says the pandemic has hit people hard.

**“A lot of times these individuals are not allowed to work during that 10 day, two week period (of isolation) which leaves them with financial instability. So, we align them with several community-based organizations that can help meet their needs during that gap time when they were unable to work.” (:14)**

Food is a top need among those isolating at home with COVID-19.

**“There are so many requests for food. We probably deliver food to 10 people every day all across Region 1 which is nine counties. So when you think about our Tri-County area (around Peoria) but have to do nine counties, you’re going pretty far to deliver food to somebody. The same with those COVID care kits. We deliver a ton of those each and every day but there’s a lot of value in it.” (:22)**

COVID-19 Care Kits include household supplies and hygiene products.

**“They have things like hygiene supplies, different kinds of laundry soap, hand soap, hand sanitizer, anything that somebody may leave their home during that period, we try to provide them to prevent them from going anywhere.” (:10)**

## **Transcript of video-audio clips with Pandemic Health Navigator Shania Brown**

Shania Brown is working on her social work degree and she’s learning a lot as a pandemic health navigator

**“I was really wanting to get some of that experience in social work – connecting with people on a more personal level and just being able to help them. I’ve found that it’s beyond rewarding.” (:12)**

Brown says people she’s helping are very grateful.

**“They have told us how big of a help providing those organization to them was because they can reach out to those organizations long after their isolation period and they’re able to get the help they need.” (:14)**