

Script – Counselling

(Introduce yourself, enquire about customer's knowledge and counsel using following points)

How to take care of yourself during COVID-19:

- Regularly wash your hands after using bathroom, after coming home from outside, after blowing your nose, coughing or sneezing and touching unknown objects.
- Washing your hands for 20 seconds with water and soap cleaning all parts of your hands properly.
- Maintain social distance of 2 meters from others.
- Wear face mask when outside always.
- DO not cough or sneeze openly, use your elbow or tissue when coughing or sneezing. Dispose the tissue in the dustbin immediately.
- Do not touch your eyes, mouth or nose without sanitising/washing your hands with soap and water.
- If any COVID-19 symptoms arise, immediately seek doctor's help or call 1075 – government helpline.

How to take care of your eyes:

- Regularly check for vision related problem by reading/identifying distant and near text/objects, redness, itchiness and other problems in eyes. If any problem observed, consult doctor.
- Eat green leafy vegetables, yellow vegetables, pulses and protein rich food to take care of your eyes. Reduce strain on eyes by avoiding excessive use of phones or watching television.
- Exercise for eyes: Keep finger at one arm's distance in line with centre of your eyes, move your finger to left and right. Follow the finger with your sight from one side to other.
- Do not touch or rub your eyes with unsanitised hands

How to take care of your eyeglasses:

- Clean your spectacles regularly with selvet for prevention of scratches and dirt on the lenses.
- After coming home from outside, disinfect your eyeglasses with soap and water or sanitiser if possible
- Ensure disinfection of eyeglasses, if left on a surface or unattended.
- While wearing mask, you will get fog on the glasses... please have a gap between eyeglasses and mask so that fog can escape.
- Your glasses should last for one year (or more) if you take proper care of them.
- Always pick up glasses with both hands
- Don't place them face down
- Wash with plain running water
- Keep them in the pouch/case. Don't sit on them, or leave them in back pocket

First level Counselling during examination:

Build relationship (rapport build/doctor patient relationship) with the customer. Listen and understand their visual problems. Interact with the customer to understand their problems, and in case of children probe them to understand their problems – with close ended questions. Display empathetic behaviour towards their visual problems and explain them about the diagnosis.

Counsel them about wearing the glasses for a short period before all day. And then increase hours and day accordingly. These will minimize the problem of headache and vertigo.

Ask questions and get your customer talking about their vision:

Have you noticed changes in your near vision?

Are there particular tasks that you have noticed are getting harder because of your eyesight?

Have you asked a family member to help you with needle/thread, ask to read the sign board in the road etc.?

Any problem while reading blackboard?

Any problem while driving?

Eyeglasses distribution- Counselling

Presbyopia is not a disease, it's an age-related problem that affects almost everyone. No medicine can cure it. But a simple pair of magnifying glasses fix the blurry vision. Reading glasses will help you keep working and being active at home. Your eyes will continue to get worse over time, so why not fix it now. If you like to read or your job requires that you read several hours a day.

Close up work: if you do crafts or use tools for close-up work several hours a day (artisan, weaver, stitching, embroidery, electrician etc). While doing daily household work.

Adjusting to eyeglasses glasses takes time. Give assurance.

Wearing eyeglasses might feel unusual at first. But don't worry, after a few hours or a couple of days, you will hardly notice them at all.

- Informs customer how to get accustomed to wearing glasses- Initially headache, Nausea, Vomiting, vertigo
- Counsel them about wearing the glasses for a short period before all day. And then increase hours and day accordingly. These will minimize the problem of headache and vertigo

Inform single vision or reading glasses wearers not use the glasses when walking around, riding bike etc.

Use distance vision eyeglasses for driving, while walking in a road for seeing road signs etc.

If your job requires you to look at monitors from a distance several hours a day, or you need glasses to watch TV, you should wear distance vision glasses.

Take breaks and stay rehydrated (drink sufficient water) to keep your eyes healthy.

Frequently eye blinking helps in lubrication of the eyes.

Eyeglasses distribution- Kids Counselling

Counsellor should make the child feel comfortable. Keep an open mind to their preferences in color and style. Remind them they're not alone- Some of the coolest people also wear glasses. Help the child feel confident in their new frames. Tell them about their new superpower- Explain the benefits of glasses. Continue wearing eyeglasses, even if somebody makes fun of you. Explain the kids that First time wearing eyeglasses may cause mild headache. Sensitized the teachers, so that they can play an important role to guide the children for importance and regular wear of eyeglasses. Please request the teachers to sensitize their parents on benefits and importance of regular wear of eyeglasses.