

SPECIAL CARE KIT

RESOURCES TO SUPPORT INDIVIDUALS WITH SPECIAL NEEDS FOR COVID-19

INTRODUCTION

In this current pandemic situation, there are vulnerable populations who may be suspected of or diagnosed with COVID-19. Given that it can be an anxiety-inducing experience for individuals with special needs as well as their caregivers, they may require additional support to understand what is happening or is going to happen to them. This will help the individuals cooperate and cope better with the procedures of testing, diagnosis and treatment. On the other hand, frontline healthcare workers may not have the experience and know-how in managing these individuals. This can also increase their stress in an already demanding work environment for the healthcare workers.

This set of materials aim to provide support for the individuals with special needs who have to go through COVID-19 procedures. Clinical staff will also be able to use the materials to better communicate with and manage individuals with special needs presenting in their care, from the PHPCs, to ambulance staff, emergency rooms, and admission in the isolation wards. The materials are visually-enhanced, which can be used for individuals with special needs, intellectual disabilities, or any person who have limited communication and language ability to interact with the clinical staff.

We hope these materials can not only support the vulnerable populations during the COVID-19 pandemic, but also become a resource for the different agencies/organisations beyond the current situation, as we strive to build an inclusive society.

ACKNOWLEDGEMENTS

These resources are put together with support from the Ministry of Health (MOH) in collaboration with the following organisations:



HOW TO USE

Individuals with special needs may require additional support to understand what is happening around them.

For clinical staff

Provide support to the individual suspected with COVID-19 by:

1. Checking in with the caregiver about the level of understanding of the individual with special needs.
2. Using one of the social boards/stories to explain what is happening. Choose the relevant material based on the individual's ability to understand. Make copies for the individual to refer to if necessary.
3. Helping the individual reduce anxiety by using the visual cards.

Do:

- a. Speak slowly and calmly
- b. Use simple words
- c. Allow time for the individual to respond
- d. Enlist the help of the caregiver when necessary
- e. Note: Some individuals may need to hold on to a preferred object to calm down.

For caregiver

1. Support your child by completing the "About Me" form and pass a copy of the form to the doctor/nurse. You may want to prepare a few copies to pass to the different people who may be supporting your child such as the PHPC staff, ambulance staff, emergency staff and the ward staff.
2. Inform the clinic/ambulance staff that your child has special needs.
3. Use the social story/board to explain to your child what is happening
4. Use any visuals that your child is familiar with in addition to the suggested visuals provided.

SPECIAL CARE KIT

Resources to support individuals with special needs for COVID-19

Helping the individual understand the daily routines when staying in the hospital

VISUAL SCHEDULE

Helping the individual with lower communication skills express his/her needs

MY COMMUNICATION BOARD



Daily Management in the Ward

VISUAL SCHEDULE FOR DAILY ROUTINE WHEN STAYING IN THE HOSPITAL

	Morning
	Breakfast
	Doctor check
	Rest
	Lunch
	Rest
	Doctor check
	Tea
	Rest
	Dinner
	Rest
	Wash up
	Bedtime

MY COMMUNICATION BOARD

<p>Food</p> 	<p>Milk/Drink</p> 	<p>Toilet</p> 	<p>Blanket</p> 
<p>Mummy/Daddy</p> 	<p>Phone</p> 	<p>Toy</p> 	<p>Pain</p> 



The information provided in this publication is meant purely for educational purposes and may not be used as a substitute for medical diagnosis or treatment. You should seek the advice of your doctor or a qualified healthcare provider before starting any treatment or if you have any questions related to your health, physical fitness or medical condition.

Information is correct at the time of printing (May 2020) and subject to revision without prior notice.