

## Guide to support individuals with Special Needs

1. Read the HOW TO USE instructions (Supplementary materials to the Special Care Kit)
2. Prepare the sign at the registration counter.
3. Have the visual materials readily available to the caregiver/individual who requested for them.
4. It will be helpful to have a sticker to identify the individual with Special Needs as they move through the different stations at the centre. This is so that staff may be more aware and provide support as necessary.
5. Encourage the caregiver to scan QR code and complete feedback form.



The Special Care Kit is available to provide support for individuals with Special Needs.

Please inform staff to request for the materials.

You may also download the materials from:

<https://www.moh.gov.sg/covid-19/resources>

<https://www.imh.com.sg/page.aspx?id=2742>

## ACKNOWLEDGEMENTS

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



Sign to be placed at registration counter

## HOW TO USE

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

**Consider:**

1. Accommodate individuals by giving them priority in the queue as long periods of waiting can increase their anxiety.
2. Kindly explain and inform others at the front of the queue for their understanding

**Prepare the individual for vaccination by:**

1. Allowing the caregiver to be in close to the individual at all times.
2. Check in with the caregiver about the level of understanding of the individual with special needs.
3. Select and use the social board/ story according to the understanding ability of the individual.
4. Introduce yourself and the procedures using the visual cards in the following manner. This can help the individual reduce their anxiety.
  - a. Speak slowly and calmly
  - b. Use simple words
  - c. Allow time for the individual to respond
  - d. Enlist the help of the caregiver to assure the individuals

**Note:**

- Some individuals may need to hold on to a preferred object to stay calm.
- Reassurance such as praises can help the individual complete the procedure(s).