

Protecting children during COVID-19

Tips for social workers and social welfare practitioners

#2 - Assessing children and families at risk

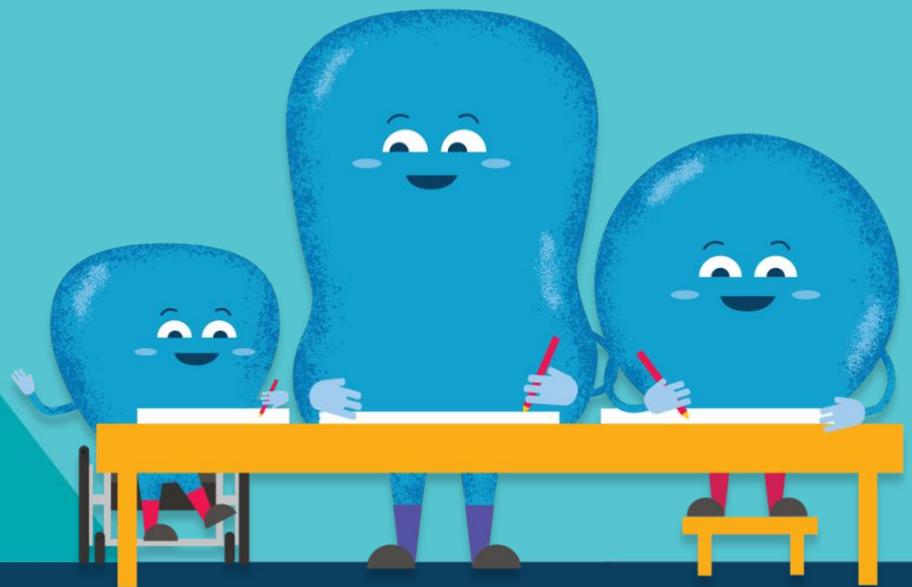
In the context of COVID-19 containment, it is challenging to assess the situation of children and families at risk as social distancing measures make home visits difficult to accomplish.

These TIPS offer suggestions for how to gather information about the child and family's situation while limiting physical contact.

Process for assessing the child and family's situation via phone call, WhatsApp or other online platform

1. Assess the general physical and mental health of all household members
2. Assess how household members and children are spending their time during COVID-19 confinement
3. Share tips for staying healthy and managing stress
 - see TIPS #3 Providing PSS, and TIPS #4 Managing Stress and Mental Health
4. Provide the Hotline number and, if available, explain the CODE number or word (see TIP #5 for more info) to say to the Hotline operator in case safety is a concern and there is danger
 - WAO Hotline: 03 7956 3488
 - TINA WhatsApp: 018 988 8058
 - Talian Kasih: 15999 or WhatsApp 019 261 5999
 - Befrienders KL: 03 7956 8144 or 03 7956 8145

Next: Questions to assess the status of the child and family



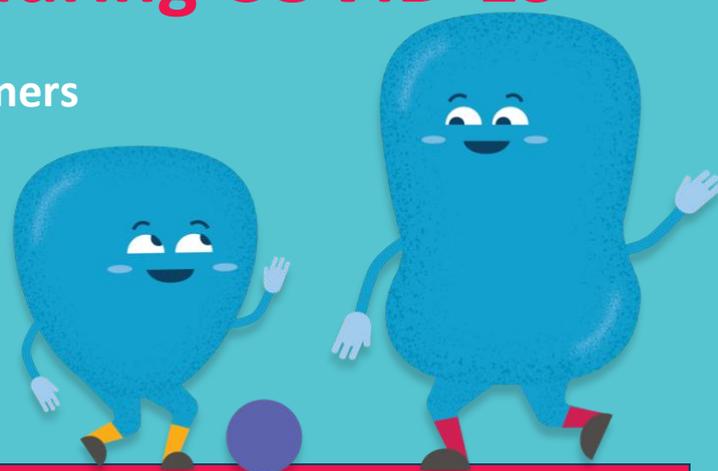
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Tips for social workers and practitioners

#2 - Assessing children and families at risk

Social workers and practitioners, you deserve praise!

Thank you for continuing to support children and families in need, even in these difficult times. You are heroes.



Assess the general physical and mental health of everyone in the family

Is everyone ok? How are they feeling? How are they dealing with the confinement?

- Probe for signs of mental wellbeing: Supportive, Cool, Calm
- Or stress: Irritable, Focused on problems, Anxious, Uncontrolled crying, Negative thoughts, Mood swings, Hopelessness

How are you eating? How are you sleeping?...

- Probe for: ability to sleep (cannot sleep/insomnia or sleeps all the time/hypersomnia), increased or decreased appetite

Assess how household members are spending their time

What do you and the children do all day?

- Probe for: interest in doing things, ability to concentrate

Do you have any concerns or questions regarding your children during this time of COVID-19?

Do you ever go out? What for? How do you protect yourself and others from COVID-19 infection?

Assess COVID-19 preparedness

What would you do if someone gets sick?

- Have you made plans for someone to care for the children should something happen to you?

Do you have any support?

- Yes, from Can you easily reach this person?
- Do you need any support? Is there anything we can help you with?
- What do you do if you need some time off ('Me time'/Respite time)?

Provide Hotline number and own number (social worker/ social welfare practitioner to contact if need support)

Questions to children

How do you spend the day? What do you do?

How do you feel about staying home all day?

What are the things you like to do that make you feel happy?

Who can you go to if you are feeling sad or worry?

If you ever have 'bad feelings', what do you do to make those "bad feelings" go away?

Is there anything you'd like to tell me about what it is like during this time of COVID-19?

Do you have any questions for me?

