

## Coronavirus Disease 2019 (COVID-19)

### SLP-I Coordinator Monitoring Guide

**Purpose:** The purpose of this tool is to help the SLP-I Coordinator think of possible care needs that may not have been present prior to this public emergency. This tool is to be used by SLP-I Coordinators as a guide when conducting monitoring of individuals, either in the usual face to face manner or telephonically. The thought being that the Coordinator will need to monitor more often due to the challenges that the individuals face during this situation. This additional monitoring can be done via the phone. If a problem surfaces, then the coordinator must take action.

The tool is broad in scope in an effort to cover many topics and possibilities so the SLP-I Coordinators should only ask questions that are applicable to the individual and may ask questions in any order. ***Do not use this guide as a checklist*** – use it to inform your conversations with your program participants. If you have other ideas as to what you should be asking – then add them. This list is by no means comprehensive and you, the SLP-I Coordinator, knows the individuals you work with best.

The results of the conversation with the individual or staff should be documented. The tool does not need to be completed or submitted. Again, it's intended to be used as a guide to help facilitate the conversation. It can also be used to identify training needs on vital topics which may help the individual maintain their health status. Please be sure to document your contact and the duration of the contact. Update plan as needed.

#### Basic Needs

**Guidance:** This section is intended to ensure that the basic needs of the individual are being met, and that there are no concerns of neglect.

#### **Ask the Individual:**

- How are things going?
- What are you doing during the day?
- Do you need anything (food, financial assistance, medications, etc.)?
- Do you have a supply of cleaning supplies?
- Are you cleaning your home?
- Can you describe how you are cleaning and with what chemicals?
- Do you need to go to the grocery store?
- The Bank?

#### Individual Wellness

**Guidance:** It is important to consider the impact that COVID-19 has had on everyone's daily routine and the importance of staying connected and active during a mandated stay-at-home order. Opportunities for wellness help to maintain a sense of balance and control, especially in times of great uncertainty. Helping an individual think about these opportunities will be very beneficial during this difficult time. Also, SLP-I Coordinators should review social distancing and handwashing guidance with the individual. Mention that social distancing should not be mistaken for being out of contact with others. Discuss ways and strategies people can engage in meaningful interactions without physically being with them (phone calls, Skype, FaceTime, etc.).

**Ask the Individual:**

- Changes in habits and routines can be stressful. Are you feeling more stressed than usual?
- Are you getting exercise?
- What type of recreational activity are you doing?
- Have you heard from your family, friends, coworkers, church members?
- How are you keeping in touch with people?
- Have your sleep patterns changed?
  - Sleeping more?
  - Less?
  - Disrupted sleep (waking in the night)?
- Where are you getting your information about the coronavirus?
  - Do you want to know more about it?
- Are you keeping “social distance” when you are out?
  - Do you know what social distancing is?
  - Do you know why we need to maintain social distancing?
- Do you have gloves for when you go out in public?
- Do you have a face mask for when you go out in public?
- Are you washing your hands? Remind them how to do this properly.
- Are you washing clothing, hair and shoes regularly if you are going out to help prevent bringing contamination into your home?

**Screening Questions for COVID-19 Symptoms**

**Guidance:** If the individual is experiencing any of these symptoms, the SLP-I Coordinator should encourage them to call their physician or call for the individual if they cannot do so on their own. The SLP-I Coordinator needs to advocate for testing if one of their program participants are exhibiting signs and symptoms of COVID-19.

**Ask the Individual:**

- Do you have any of the following?
  - Fever (100.0 or higher)?
    - a. Do you have a thermometer?
    - b. Do you know how to use it?
    - c. If no thermometer then:
      - i. Are you experiencing chills?
      - ii. Muscle and joint aches?
  - Cough?
  - Shortness of Breath?
- Do you have any of the following? (Associated symptoms):
  - Sore Throat?
  - Diarrhea?
  - Nausea?
  - Vomiting?

- Abdominal Pain?

### Physical Health

**Guidance:** During this time when people are focused on COVID-19, it is important that other aspects of health are maintained. At a time when routines have been disrupted, it can be easier to forget things like taking medications daily or making sure that the medication supply is adequate. *Remember – only ask what is applicable for the individual.*

Please note: SLP-I Coordinators should not diagnose or make medical recommendations. The coordinator can help the individuals contact their medical provider if they are having any non-emergency symptoms and remind them to call 911 if having emergency level symptoms. All of the items below offer the Coordinator an excellent opportunity to train.

#### **Ask the Individual:**

- How do you feel physically?
- Do you know what to do if you feel sick?
- Do you have all your medication?
  - Are you taking your meds the way you are supposed to?
    - Coordinator should ensure that:
      - Are there refills available?
      - The individual is getting their medication from the pharmacy.
- Do you have your doctor's phone number?
- If you use medical equipment, is it in good working condition – (don't forget to ask about a CPAP if they use one)?
- It is important to make sure you are getting enough fluids.
  - Are you drinking water? Remind the individual to drink plenty of water to keep from getting dehydrated
  - Symptoms of dehydration include:
    - Dry mouth or eyes
    - Increased thirst
    - Decrease in urine volume and dark concentrated urine
    - Headache, dizziness and/or muscle weakness
- Does the individual have a seizure disorder?
  - If Yes, ask:
    - Any changes in the pattern or any recent seizures?
    - I know we spoke about medications already, but I want to double check that you have your seizure medication and that you are taking it as prescribed.

### Mental Health

**Guidance:** As with issues of physical health, mental health issues may receive less focus during the pandemic. Consider 2 important factors: 1) Individuals with existing mental health issues may experience changes due to changes in routine and access to the traditional modes of treatment, including face to face visits with prescribers and therapists. 2) Individuals with and without previous mental health issues may experience emotional difficulty associated with exposures to fear, anxiety, and uncertainty of this situation. The SLP-I

Coordinator may have to contact the psychiatrist or psychologist if they suspect changes in the mental health status of the program participant.

- Are you nervous about anything?
- Are you afraid?
- Do you have any concerns for your safety (self-harm or aggression)?

### **Behavioral Health**

**Guidance:** It is important to recognize the impact the pandemic conditions may have on the individual's behavior. Increases in challenging behavior may occur as a result of heightened anxiety, disruptions to daily routine, increased social isolation, changes in support, etc. The intent of this section is to identify if individuals need additional or new behavioral support to help cope with changes in behavior. If the Coordinator suspects there may be issues, then he/she needs to contact the behavior support provider. If there is no BSP, then a team meeting will be necessary to develop a strategy to help the individual through this crisis.

#### **Ask the Individual:**

- Have any problems come up that you did not know how to deal with?
- Do you feel prepared for a problem that might come up?

### **Individual Risk**

**Guidance:** During this time, individuals may have less contact with professionals that are mandated reporters of abuse, neglect, and exploitation as a result of avoiding public spaces and staying in the home. Individuals may become the target of exploitation by others during this time – food, money and medicine become enviable possessions during a crisis like this. In addition, public gathering in and around apartments could occur exposing the SLP-I participant to the virus. Encourage individuals to try to maintain social connections online or over the phone. If it is safe to do so, try to stick to daily routines as much as possible; but remind them that we need to maintain the social distancing that is being recommended.

If an individual discloses that they are being abused or neglected, immediately report the situation according to DDSN Directive 534-02 DD.

- Do you feel safe?
- Are you worried about anything?
- Do you have the necessary contact numbers available in case of an emergency?
  - Remind everyone, in the event of a real emergency, contact 911.
  - Provide SLP I Coordinator contact information including mobile phone number to use during this crisis.
- Are your neighbors maintaining social distancing (phrase as needed)?
- Are people borrowing items from you? ***If yes, ask who and what.***
- **If the person is in immediate danger or harm, please call the local law enforcement agency or 911.**

**Guidance:** This question is intended to be the final question so that the individual or staff can discuss anything else they may need to talk about that they have not already discussed.

- **Final Question:** Is there anything else you want to talk about?



- **Follow-up on any needs identified as you monitor – including training needs.**
- **Document your contacts.**