

## **COVID19 Isolation Social Stories Pack**

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## INTRODUCTION

Many of our customers (and staff) are anxious about the possibility of suddenly being told to isolate, particularly those who need routine in order to feel safe.

Sometimes customers are not able to verbally tell you about their fears, or don't really understand why they are feeling anxious. Their worries might be shown in other ways, for example:

- Repetitive questioning about isolation, lockdown, etc.
- Increased behaviours of concern, or new behaviours of concern
- Fixation on the news/media coverage of the current NSW crisis
- Anxiety about having enough food, toiletries, etc. in the house

Social stories are a simple way to provide information about an overwhelming, confusing, or unfamiliar event. They are very helpful to people who have difficulty understanding language, remembering information, or dealing with change.

Social stories work best when they are read several times before the event occurs, but this is not always possible. It is recommended that if your customer:

- Is anxious or confused about the possibility of going into isolation, it might help to read this with them as often as needed.
- Has just been identified as a close contact, please read the story with them as soon as possible to prepare them for what will happen next.
- Is currently in isolation, they may benefit from reading these stories multiple times per day.

### ***How to use these stories:***

This social story pack can be used as 1 social story, or it can be split into 4 smaller stories, depending on the person's attention span, preference, etc.

1. Sit with the person while they read it, or while you read it to them. Point to the photos as you read the relevant information.
2. Answer any follow-up questions that the person may have
3. Read as often as necessary – these are not designed to be a 'one-off' resource.
4. Please do not suddenly remove these stories once a customer 'seems' to be less anxious about isolation – their anxiety might be reduced because of the stories.

Please remember that social stories are not a magic 'cure-all'; they are not helpful for every single person, and should be used as a tool along with other behaviour and communication support strategies.

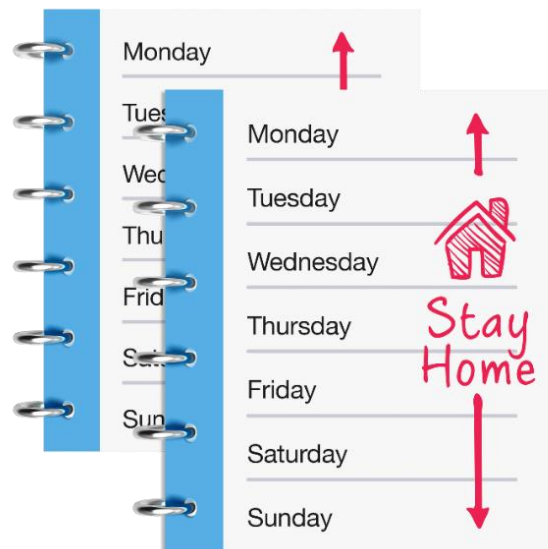
# What is isolation?



## Social Story 1

## What?

I have to be in **'isolation'** or **'quarantine'** for at least **2 weeks** (14 days).



**Isolation** means that **I can't** **leave the house** unless it's a medical emergency.



I must stay in the **house**, in the **front yard**, and the **back yard only**.



I will still have **staff rostered on** to support me **all the time**.

I don't need to worry – they will **take care of me**.



I will **most likely** be able to leave the house on:

*Day of the week*

*Date*

*Month*

But there still might be **rules** about what **is open** and **where I can go** after this.

These will be the rules that **everyone** has to follow.



# Why do I have to isolate?



## Social Story 2

## Why?

There is a virus (**sickness**) going around Australia called '**COVID-19**'.

It makes people **very sick**, and some people have **died** from it.



If one person has COVID, they can accidentally **give it** to **somebody else** just by being **near them**.





**COVID** travels through **coughing, sneezing, touching,** or even **breathing** on another person.



You can also have **COVID** and **not know** it, but accidentally **give it** to **other people** around you.



I was **near** somebody that tested **positive** for (definitely had) **COVID**. This means that I am a 'close contact'.



Because **COVID** makes people sick so easily, the **government** (police) said that all **close contacts** must not leave their house for 14 days.



This **does not** mean I am **sick**.

If I **do** start feeling sick (like feeling **very hot, having a bad headache, or coughing**) I will **tell staff** straight away.



My **friends** and my **usual staff** might have to stay in their **own homes** for 14 days too.



They can't come to see me during this time, even if they want to.

This is **not our decision**. It is a rule that the **police** have made.



While I am **isolating** (staying at home), the **police** or someone from the **army** might come to my front door.

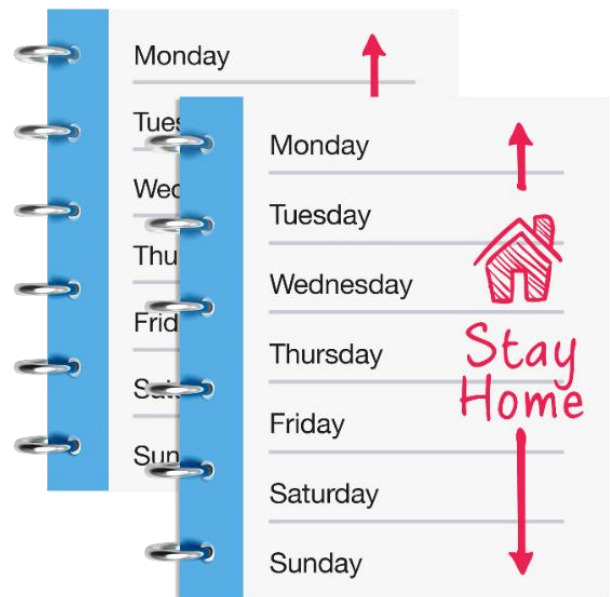


I **don't** need to worry. I am not in trouble.

They just want to make sure that I am **safe** and **following** the **rules** by **staying at home**



I have to stay **inside** my house,  
my front yard, and my  
backyard for **2 weeks**.



This is a very **brave**  
thing to do to help keep  
other people **safe** and  
**healthy**.



# Who will be helping me?



## Social Story 3

## Who?

I will **always** have staff in the house to help me.

They might be **people I know**, or they might be **new** (different) people.



Even if I don't know them very well, **they will know how to help me.**



They might **not** have  
**met** me before.

Or been to my  
house.

They might **do**  
**things differently** to  
my usual staff.



I will try to be **patient**.

I will do my best to **talk to them** about how I like things  
to be.



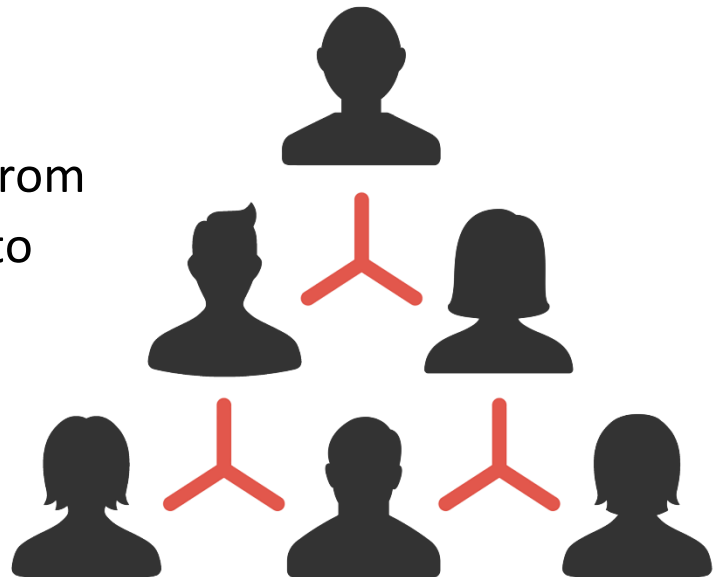


Everyone that I see in my home for the next 2 weeks will be wearing **strange clothing.**

This is called **PPE.**



PPE helps to **stop COVID19** from **spreading** from one person to another.



Staff might be wearing:

**Masks**



**Gloves**



**Gowns**



**Face shields**



I **don't** need to be scared  
when I see **people wearing**  
**PPE.**

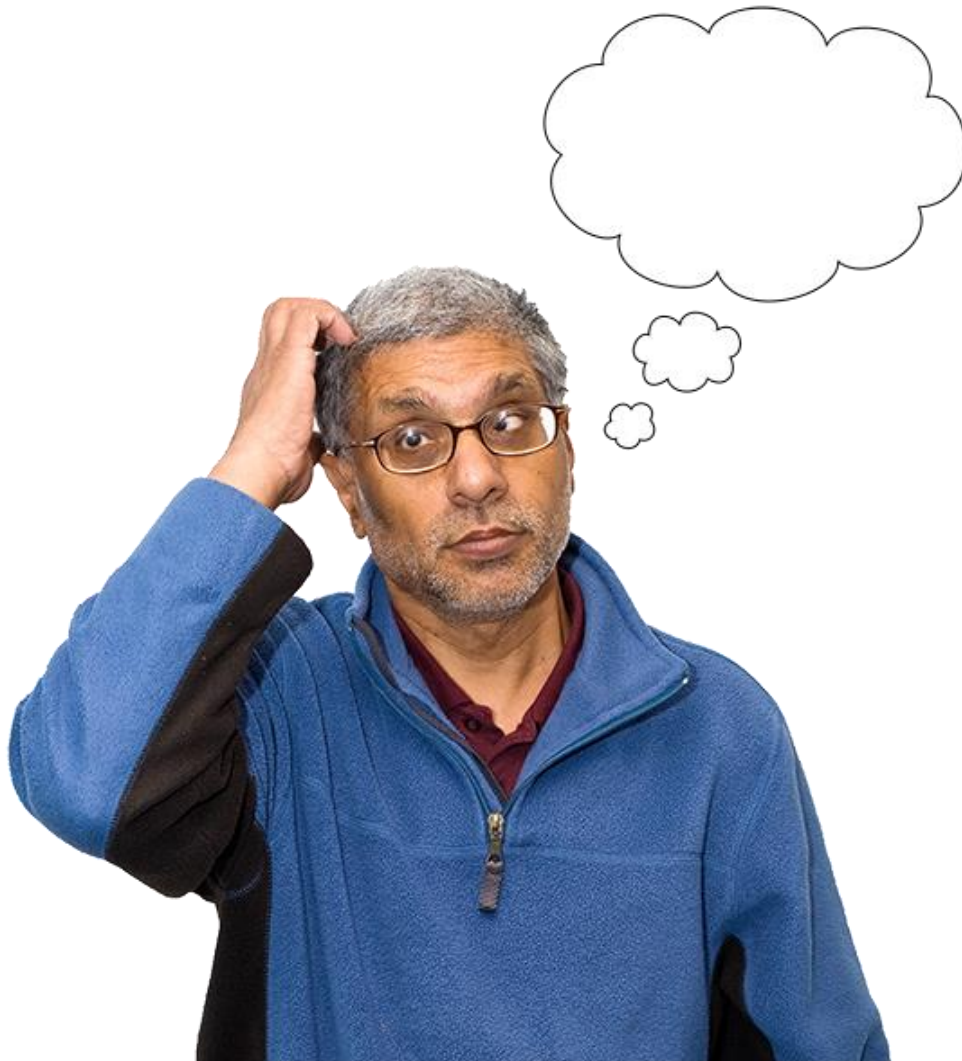


It **does not** mean that I am  
**sick.**

It **does not** mean that **they**  
**are sick.**



# How do I isolate?



## Social Story 4

## How?

I am a **good person** for staying home for the next 2 weeks!

There are lots of other things **I can do at home** to keep everybody healthy:

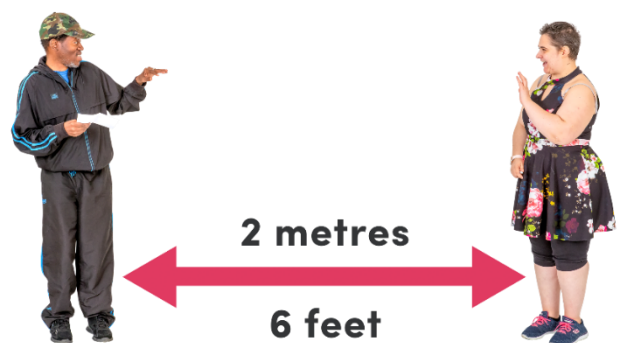
**1. Wear my mask** in the house



**2. Wash my hands** with soap and warm water as often as I can



**3. Leave space** between me and other people



I am **not missing out** on anything.

All the shops, workplaces, and day programs are also **closed**



My **friends want to see me** but **they can't** – the government (**police**) said we all have to **stay home** for 2 weeks



1



2

It is **normal** to feel **upset**,  
**angry**, **bored**, or **confused**.



I will try to remember to **tell staff**  
how I am **feeling**, or **ask** them  
**questions** to **help me**  
understand.



I **can't** go to the **shops**, but I can still make a **shopping list** and shop on the **computer**.



I **can't** have **visitors** over or go and **see my friends or family**.





Instead, I can:

Write them a **letter**



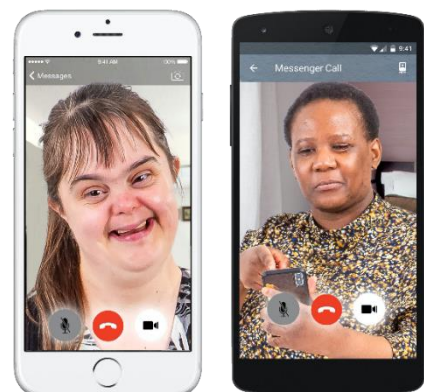
Send them an **email**



Talk on the **phone**



**Video chat** to them





I **must not leave my home** for 14 days  
(2 weeks)



I will try my hardest to **help**  
everyone stay **happy** and  
**healthy** by **following the**  
**rules.**



# What is a deep clean?



## Social Story 5

## What is a deep clean?

I have been told that my home needs to be **'deep cleaned'**.



This means someone that **lives, works, or visited** my home may have had **COVID**.



**COVID** travels through **coughing, sneezing, touching,** or even **breathing** on another person.



This is because the COVID **germs** float through the air and can **stay on surfaces** (things like walls, curtains, or tables) for a **long time**.



COVID germs are **invisible** (you **can't see** them).

We don't know what parts of the house could have the **germs** on them.



A **deep clean** is when special **cleaners** come into my house to make sure that **no COVID germs** are still here.



They do this by using a very strong **disinfectant**.

Disinfectant is a **chemical** that **kills germs**.

This will help make sure that I **stay healthy** inside my **home**.



The special cleaners will be **wearing** strange clothes.

These **clothes** are called **PPE**.  
They make sure that the cleaners don't get **sick** either.



Cleaners might be wearing:

**Hazmat suits with hoods**



**Masks**



**Gloves**



**Face shields**





## Special masks



## Shoe protectors



They will be carrying  
**special cleaning  
equipment.**



They might look very **scary**,  
but I **don't** need to be **worried**.



**Underneath** the  
clothes they are  
just **normal people**  
like me.



The cleaners will go through the **whole house**, spraying **disinfectant** and **wiping** everything down.



I might have to **stay** in **different rooms** in my **house** while they are **cleaning**.



The **cleaners** might  
need to go into **my room**.

They also might **need** to **touch**  
**my things**.



I **don't need** to **worry**.

When the cleaners have **gone**,  
all **my things** will be the **same as**  
**before**.



My house is being **deep cleaned**.



This is to make sure there are **no bad COVID germs** in there.

This will **help** my **housemates** and **I stay healthy** and **safe**.

