



One to one care for children
with special needs

New arrangements for continuity of care during Coronavirus restrictions

31.03.2020 updated 03.04.2020

Our specialist KDC site has been closed since the government announcement (13th March 2020) for all schools and kinderopvang to close. In line with government and RIVM guidance, our first priority is to keep social contact between households to a minimum. However, our clients are vulnerable children with autism, developmental delays and other very complex needs. They require intensive one-to-one support and can display unpredictable and challenging behaviour. They rely on predictable routines, a low-arousal environment, and familiar resources and activities to help them remain calm and well-regulated. The Corona restrictions mean that families of our clients face the additional challenges of having to work at home themselves, while also having to look after their other children at home too. They may therefore have very limited resources (mental and physical) to attend to the complex needs of our clients.

Therefore, in order to prevent challenging or dangerous situations in the home, we immediately put in place contingency plans and solutions for minimising the effects of this disruption, and as far as possible to maintain stability and continuity of care for our clients and their families.

- Immediate formation of a dedicated Crisis Team to establish how best to continue providing care for our clients during the coronavirus restrictions.
- Draw up protocols for compliance with regulations from statutory organisations (RIVM/GGD/Rijksoverheid/VNG and Gemeentes we have contracts with).
- Setting up small teams of educators to focus on the needs of individual children and families.
- Contact and discussions with other (special needs) childcare organisations and quality managers.

The following new arrangements for continuity of care have been in place at Ark since 16.03.2020:

1. For all parents of Ark clients:

- Telephone contact to discuss continuity of care in this new situation and assess clients' and families' needs for maintaining the child's progress and minimising the chances of disruptive and challenging situations.
- Regular (at least weekly) contact to monitor and change plans and provision as necessary.

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2. For parents who are able to manage the situation reasonably well themselves at home:

As above, plus:

- We prepare a selection of resources, materials and activities to work with their child and deliver these to the child's home.
- Video feedback sessions, including advice, 'tips and tricks' for successful sessions and dealing with any challenging behaviour.
- Parents may also video their own sessions with children so Ark can monitor the child's progress and identify areas to work on.
- Where possible, face-to-face video sessions between educators and children.
- Parents can contact the child's Key Worker at any time if they encounter any difficulties.
- The Key Worker and parents directly receive advice and input from Ark's Sensory Integration and Physical Therapist, Speech and Communication Therapist, and Senior Management Team.
- Content of activities is reviewed at least weekly and replaced or modified as necessary.
- Reports on progress and challenges are made at least weekly by each child's Key Worker.

3. For clients whose challenges mean parents cannot manage at home on their own:

As above, plus:

- Each child has a small team of visiting educators, limited to a maximum of 3 per household (preferably fewer) and supervised by each child's Key Worker.
- Educators work with the child at home on goals to maintain the child's development and sensory regulation.
- These educators do not visit other children's homes and are careful to limit their own social interactions outside of work.
- RIVM guidelines for hygiene and social distancing are observed as closely as possible (strict social distancing with these clients is not always possible).
- Daily checks are made by Key workers to ensure that visiting educators and all members of the household being visited are free of any (even mild) cold or flu symptoms. Where there are any symptoms, visits will be cancelled until all concerned are free of symptoms.

4. For clients whose challenges mean continuing in home environment is no longer possible:

Where continued isolation at home proves too challenging, the situation could be at best, detrimental to the child's development, and at worst, potentially damaging or dangerous. For these clients we will:

- Re-open Ark's premises to take a limited number of children for day visits outside the home.
- Clients are brought to Ark by the child's parent(s) (not using public transport).
- While at Ark, each child is assigned one educator from the child's team.
- Numbers in each space are restricted to a maximum of 2 children and 2 educators.
- One supervisor is on site in case of accident or emergency.
- RIVM guidelines on hygiene and social distancing are observed wherever possible.

Ark will review and amend these protocols as necessary on a daily basis.