

# SOLOMON ISLANDS COVID19 SAFENET REFERRAL PATHWAY PREPAREDNESS AND RESPONSE

**SAFENET Tollfree DV Helpline: #132**



1. SAFETY FOR AGENCY WORKERS TO BE PRIORITISED AT ALL TIMES
2. PROVIDE A SAFE/PRIVATE SPACE FOR SURVIVORS THAT ALLOWS SPACE FOR SOCIAL DISTANCING MEASURES – 1.5METERS. IF UNABLE TO DO THIS, CONSIDER WHETHER YOUR SERVICE CAN STILL OFFER FACE TO FACE SERVICE, AND HOW YOU WILL DO THIS USING PERSONAL PROTECTIVE MEASURES
3. IF UNABLE TO PROVIDE FACE TO FACE SUPPORT, PROVIDE PHONE SUPPORT (USE PHONE TREE FOR PHONE REFERRAL OPTIONS)

## SURVIVOR SEEKS HELP FROM ONE OF THE SAFENET PROVIDERS:

- SIPPA
- Police
- Legal (PSO)
- Shelter (CCC/Seif Ples)
- Medical Services (NRH/HC/ANC Seif Ples)
- Integrated Mental Health
- Social Welfare Division
- Family Support Center

## BASIC HEALTH SCREENING:

Have you felt sick/fever/cough/sore throat/difficulty in breathing in past few days?

## FACE TO FACE

Yes – Support survivor to call MHMS COVID-19 Hotline **115/25256**. Do not allow survivor to enter service sites  
No – Service delivery as usual, maintain distance of 1.5 meters

## PHONE

Yes - Advise caller to contact MHMS COVID-19 Hotline **115/25256**  
No – Use phone tree. Ask mandatory risk assessment questions if safe to do so.

## IMMEDIATE RESPONSE ACTION USED BY ALL SAFENET ENTRY POINTS

**Private Space to Talk**  
**1.5 metres Social Distancing**  
**Safe/Caring Environment**

**Informed Consent**  
**First-line crisis support**

**Psychological First Aid**

**Medical First Aid**  
**\*\*if less than 3 to 5 days since rape incident, access Essential Medicine quickly**

**Mandatory 3 Risk Assessment Questions**  
**Yes Response Flags High Risk Case And Mandatory Safety Planning:**  
• Safe Place to go  
• Plan for children  
• Plan transport  
• Items to take with you  
• Support person

**Offering Referral Options:**  
**1. High Risk case – refer to Christian Care Centre, Seif Ples or call RSIPF**  
**2. Direct Referral to SAFENET Partners for service - CALL FIRST – refer below for agency opening hours and changes**  
**\*\* Fill out SAFENET Referral Form**

## FOR CLIENTS WHO HAVE SYMPTOMS OR WHO MAY HAVE BEEN EXPOSED TO COVID-19 PROVIDE THE FOLLOWING ADVICE:

FOLLOWING REFERRAL TO COVID-19 HOTLINE/MHMS:  
- MHMS quarantine procedures to be followed.  
- Quarantine facilities will have security presence and can be used as shelter  
- Advise RSIPF if SAFENET client is transported to a quarantine facility  
- Refer to FSC/Empower Pacific for phone support and further safety planning

## FOR CLIENTS WHO REQUIRE SELF-ISOLATION IN THE HOME:

Refer to FSC for DV counselling/ further safety planning via phone

## LOCKDOWN ENACTED

RSIPF, CCC and HCC Clinics: Face to face services as needed All other SAFENET services – **PHONE SUPPORT ONLY**  
Christian Care Centre: **HIGH RISK ONLY**

## SAFENET Services – CALL 132 Tollfree DV Helpline 24 hours 7 days

	Seif Ples	Christian Care Centre	RSIPF	Family Support Centre	Public Solicitors Office	SIPPA	MHMS, HCC Clinics, IMHS
PREPAREDNESS	<b>Call 24677</b> Accepting clients for crisis shelter / clients seeking medical attention for rape occurring within 72 hours or injuries due to SV/ DV; children and people with a disability presenting STI symptoms  Phone support available.  <b>Health Screening on Entry</b>	<b>Call 36319</b> Accepting Clients  <b>Health Screening on Entry</b>	<b>Call 999</b> for immediate protection/safety  <b>Call 20023</b> for Family Violence Office <b>Call 21226</b> for Sexual Assault Unit  RSIPF operating as usual <b>Health Screening on Entry</b>  Advise if client is in isolation/quarantine for exposure to COVID-19	<b>Call 26999</b> Accepting clients for face to face appointments for counselling and legal assistance  Phone support available  <b>Health Screening on Entry</b>	<b>Call 28406 or 22348</b> Phone support. Face to face by appointment only.  May provide legal advice and assist with protection order applications by phone	<b>Call 22991</b> Accepting clients for face to face appointments  <b>Health Screening on Entry</b>	<b>Social Welfare Division</b> <b>Call 20569/20686</b> 9am – 5pm <b>7522844</b> After hours Accepting face to face clients  <b>IMHS 20690/20688</b> Accepting face to face clients  <b>HCC Clinics</b> Service provision as usual. <b>DO NOT GO TO HCC CLINIC IF UNWELL – CALL COVID-19 HOTLINE 115</b>
LOCKDOWN	<b>Centre Closed</b> <b>Call #132 for referral and safety planning by phone</b>	<b>Accepting HIGH RISK clients only – refer risk assessment tool above</b>	<b>Call 999</b> for immediate protection/safety	<b>Centre closed – phone support available.</b> Counselling/ safety planning available by phone	<b>Centre closed – phone support only.</b> Legal advice/assist with protection order applications by phone	<b>Centre closed – phone support only</b>	<b>HCC Clinics</b> Service provision as usual. <b>DO NOT GO TO HCC CLINIC IF UNWELL – CALL COVID-19 HOTLINE 115</b>  <b>IMHS/ Social Welfare- phone support only</b>

## PREVENT COVID19 SOCIAL STIGMA

### DON'Ts

- Refer to people with disease as COVID19 cases or victims.
- Share photos or personal detail of people who have COVID19 or people who may have COVID19 on social media.
- Disclose or discuss their background including race or ethnicity, sex, gender, sexual orientation and gender, religion, disability and vocation.
- Talk about people transmitting COVID19 as it implies intentional transmission and assigns blame.

### DOs

- Take them seriously and be warm and non-judgmental.
- Give them your full attention and don't interrupt when they are speaking.
- Reassure them that there is a place to call to get more information. Give them the emergency Health numbers.

### DON'Ts

- Don't give opinions or advice, agree or disagree with what they are saying, or ask too many questions
- Don't get frustrated and angry
- Don't insist for them to calm down

## RESPONDING TO PANICKED COVID19 CALLER