

Social Story

What Is COVID-19

Supporting Customers During Change and the
Coronavirus (COVID-19) Pandemic
April 2020



MULTICAP[®]

HIGH NEEDS DISABILITY SUPPORT

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Multicap have developed a range of Social Stories to assist staff and families in supporting customers in the event of significant changes around Coronavirus (COVID-19).

This Social Story explains COVID-19.

Evidence for the effective use of social stories

Social stories are a great way of teaching those with learning difficulties (especially Autism Spectrum Disorder) new patterns and getting them ready for change.

Social Stories break down complex messages into smaller, manageable pieces using short phrases and pictures. They work by letting the reader know what to expect ahead of time and allow them to practice and work through new perspectives.

Social Stories are widely used for the education of children and for those with ASD and other disabilities and is seen as an effective way to convey information about emotions, situations and change.

A guide to using social stories

Use the comic version of the social story to convey the bulk of the important information to customers. All other prepared materials work as aids to help with customer's comprehension of the social story's message. Use these resources to help customers engage with the content of the story by:

- a) drawing their own version
- b) colouring in the black and white version
- c) listening to the "Stay Inside" song [available on the Multicap website](#)



Coronavirus (COVID-19) is an illness that makes people sick.



I can get this by being near sick people when they cough or sneeze.



I can also get it if I touch something a sick person sneezed or coughed on, or touched.



To stay healthy, I should **avoid** places where there are **lots of people**.



I should wash my hands when I cough, sneeze or use the bathroom.



I should try to not touch my face.



If I do all these things, I can stop myself and other people from getting sick.

COVID-19 is a virus that makes people sick. But I can keep myself and other people safe by staying inside and washing my hands.