**APPENDIX B**

**CLINICAL PROTOCOLS AND STANDARDISED PROCEDURES:** The bidder is required to complete this appendix to substantiate its compliance by indicating “yes” or “no” on clinical protocols that are relevant for each profession and standardised procedures and attach each protocol and standardised procedure with clear headings.

| **No** | **Clinical protocol/standardised procedure** | **Availability (Yes/No)** | **Attached (Yes/No)** |
| --- | --- | --- | --- |
| 1 | National support centre’s service delivery metrics with clear timelines of accessibility of all services (turn-around time to answer calls and respond to USSD and other related option/s. |  |  |
| 2 | National support centre’s psychosocial clinical protocols. |  |  |
| 3 | National support centre’s psychosocial standardised procedures |  |  |
| 4 | National support centre’s trauma management clinical protocol. |  |  |
| 5 | National support centre’s managerial consultation and coaching procedure. |  |  |
| 6 | National support centre’s financial wellness standardised procedures. |  |  |
| 7 | National support centre’s legal wellness standardised procedures. |  |  |
| 8 | National support centre’s family support procedure. |  |  |
| 9 | Clinical protocols for **national affiliates** (clinical/counselling psychologists and social workers) |  |  |
| 10 | Clinical protocols for **national affilliates** **specialising on trauma management** (clinical/counselling psychologists and social workers). |  |  |
| 11 | Quality control procedures for **national affiliates** (clinical/counselling psychologists and social workers). |  |  |
| 12 | Quality control procedures for **national affilliates** **specialising in trauma management** (clinical/counselling psychologists and social workers). |  |  |
| 13 | Quality control procedures for financial wellness. |  |  |
| 14 | Quality control procedures for legal wellness. |  |  |
| 15 | Quality control procedure for family support. |  |  |
| 16 | Quality control procedure for occupational therapist. |  |  |
| 17 | Clinical protocols for occupational therapists. |  |  |
| 18 | Standardised procedures for incapacity management. |  |  |
| 19 | Standardised procedures for disability disclosure. |  |  |
| 20 | Clinical protocols for health risks assessments. |  |  |
| 21 | Clinical protocols for HIV counselling and testing (HCT). |  |  |
| 22 | Clinical protocols on onsite psychosocial counselling (clinical/counselling psychologists and social workers). |  |  |
| 23 | Clinical protocol on confidentiality and any other related ethics and procedure for exceptions to confidentiality. |  |  |