



PROTOCOL

Introducing Squad Manager and Coach to Clinics

Introductions of Squad manager and Clinic will always be done through and with the respective Implementation Partner.

A Clear Line of Accountability

It is critical that the Implementation Partner is understood by the clinic to be the conduit 'through which' Coach Mpilo assists and engages with them. In this way a healthy and functional relationship can be forged between Coach Mpilo and the Clinic, where duties, accountability, accessibility and conduct are clearly the responsibility of the Implementation Partner.

Initial Introduction

The Implementing partner will decide on the best person at the clinic to make the initial introduction to and join Squad Manager and Coach/es at this meeting. Squad Manager will use this opportunity to clearly explain the objectives of Coach Mpilo to the Clinic representative (all contact details of parties, including emails will be exchanged during this meeting)

Comprehensive Understanding of Coach Mpilo by All Clinic Staff

The Clinic will make it their responsibility to subsequently introduce Squad Manager and Coach to the clinic team, Squad Manager and Clinic representative will explain how Coach Mpilo works and their objectives, working parameters and allowances.

Escalation

In this meeting, it will be made clear that any issue that may arise with Coach and Clinic must be taken up with and addressed by the Squad Manager, who may or may not escalate to the Implementing Partner.

The Clinic team will also be instructed that any special requests or tasks that staff would like Coach to fulfil should first be discussed with their Squad Manager who may or may not escalate to the Implementation Partner.

Reporting

Squad Manager will on a 'bi-weekly' basis check in with Clinic Management as to how Coach is engaging with them and make adjustments if necessary.

Squad Manager will provide Implementing Partner with a monthly report with will include monthly statistics and operational updates

