Counseling Caregivers at a Home Visit: A 5- Step Approach – Kyrgyz Republic

English Video Transcript

Narrator

Families want to help their children learn, be happy, and thrive. But parents sometimes need help understanding their young child’s needs, or need support to be responsive to their children. With observation and tactful guidance, *you* can help families improve how they raise their young children. This video shows how to assess and guide a caregiver during a responsive care visit – demonstrating the 5 counseling steps.

Step 1: Welcome the Caregiver

Today you are returning to visit a family with a 23 month old child. Your last visit, a few weeks ago, focused on the child’s nutrition. Greet the caregiver with kindness and respect. Let her know it’s good to see her again. Tell her you would like to talk with her about her child to follow up on the last visit. Ask her if it’s still OK to visit at this time. Sit at her same level and close enough to build trust and intimacy. Let her know that you’ve come to talk with her about her child. Ask her how she and her child are doing today. Share something about yourself. You tell the mother that you have a son just a few years older than her daughter so you know how it is to raise a young child. Throughout the visit use your communication skills to establish a friendly open rapport with the caregiver.

Step 2: Assess

First ask the caregiver if she has done anything differently as a result of the last visit. Listen closely to the mother. Use eye contact and supportive gestures*.* Give her time to talk, then add thoughtful responses and questions. The mother tells you that she has been giving her child more variety in her meals. Her daughter now eats vegetables and fruits as well as an egg almost every day. Her daughter is liking the new foods. You ask – on a typical day, how does she interact with her child? The mother tells you she usually lets her watch YouTube videos on her phone – since she is so busy. Her daughter loves them. You ask the mother if she ever plays with her child? She tells you that, unfortunately, they don’t have the money to buy toys and besides she is busy taking care of the family.  The child watches movies on the phone for hours at a time. Sometimes though her child plays with her grandma. Throughout the visit, observe how the caregiver and child interact. You are concerned to see how captivated the child is by the phone. Phone use appears to be a frequent activity in her life and agreeable to her mother.

Step 3: Analyze

Now pause to think about what you’velearned during the visit. You identify that the mother allows her child to watch videos on the phone, by herself, for long periods of time. She doesn’t really play with her child, or realize the opportunities for play that are available in her household. Based on what you’ve observed and learned from the mother, you choose the **Play card** and key messages from the child’s age group – 12 to 24 months. You’d like to introduce one idea for play – stacking common kitchen objects.

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Step 4: Act

You tell the mother you would like to talk about the effects of phone use and introduce a new idea about play with her daughter. Start by recognizing and praising *what she’s doing right:* Let the mother know you’re very glad to hear that she is now giving her daughter such a healthy variety of foods. She’s really improved her nutrition. Also praise the mother for encouraging the child’s grandma to play with her child. Anyone at home can play with the child. You tell the mother that young children learn by playing, observing, and trying new things. They learn best from people around them, face to face. They don’t get the same thing through watching a phone. It’s very common for young children to spend a lot of time in front of phones and TVs nowadays – but too much screen time can be harmful to their development. They miss opportunities to interact with other people; that can lead to delays in thinking, language, and social skills. Her daughter will enjoy and learn through playing and interacting with her and other family members. Show the mother the Play card – ask her if she has any items in her kitchen that her child can stack? Go together to look in the cupboards. You point out that bowls can be broken but these plastic cups are clean and safe to play with. Show her how she can stack the cups with her child. Start easy – with just 3 cups. Have the caregiver demonstrate the simple skill. When the child is ready to move to a higher level of difficulty, add 3 more cups. Next introduce the stacking game to the child. Help her a little if needed – and praise her efforts. If you have the chance, introduce the game to other family members, like the child’s grandma. She can play with the child when the mother is busy. Remind the family that play is laughter and fun – they should encourage what the child wants to do.

Step 5: Summarize and Close

Summarize the visit. Talk about how giving the phone to her daughter is not a healthy practice. Instead - she can give her daughter opportunities to interact with people and explore the world around her through play. Even simple household objects can be wonderful play things. She does not need store bought toys. You ask the mother to demonstrate what she will practice at home. She shows you how she’ll stack the cups and will start to limit the amount of time her daughter watches the phone. She tells you that she – and the child’s grandma – will play the stacking game with her daughter. You tell the mother – you can already see how delighted her daughter is in playing with her and her grandma. With a little time and attention, play will become a natural part of their lives. Tell the caregiver what you would like to talk about in the upcoming visit. Schedule the next meeting date and thank the caregiver for her time.

Remember – follow the 5 steps during a responsive care counseling visit:

Step 1 – welcome the caregiver; Step 2 – assess the child’s situation; Step 3 – analyze areas for improvement; Step 4 – suggest actions; and Step 5 – summarize the visit.

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