

2 – Creating a Welcoming Environment & Communicating Effectively

Storyline:

A mother arrives to the health facility with a newborn and a small child. As she approaches the entrance, she can hear a nurse providing a group education session while caregivers are waiting to be seen. The mother is nervous and a bit flustered from her long journey and not sure whether to enter the facility for fear that she will interrupt the session.

She is about to turn and leave when the security guard greets the mother and asks her why she is leaving. He says it is not a problem that she has arrived late and shows her the way to the frontline worker (FLW) who calms the mother's nerves and explains that vaccinations are being offered today. The FLW asks the woman a few questions about the age of the children, whether they've been vaccinated, if she has the child's health card, etc.

The woman is from a rural village and was visiting her auntie, who, when she learned the children had not been vaccinated, sent the woman to visit the clinic. While walking the mother over to where the group session is occurring, the FLW tells the mother she is glad that the mother decided to come to the health post today. She explains to the mother that there is a group education session for caregivers while they wait for their child's turn for vaccination. She explains that she will get a health card with a record of the immunizations her child gets today and that she should keep it carefully and take it with her when she later goes for subsequent vaccines in the health post nearest to her village.

When they reach the group, the FLW introduces the woman to the nurse who is leading the session. The nurse welcomes the woman and encourages her to listen and participate in the session. While leading the group education session, the nurse demonstrates many effective interpersonal communication skills.

Characters

Farah	Mother of two children
Watchman	Caretaker/custodian at the local health facility
Sarah	FLW at the health center
Nurse	Nurse who is managing the session
Meena	Mother 1

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Scene 1 – Exterior – Health Facility

(Farah enters the health facility with a new born and a small child. As she approaches the entrance to the office, she can hear a nurse providing a group education session, while caregivers are waiting to be seen. She is nervous and a bit flustered and not sure whether to enter the facility because there's already a big group and she does not want to interrupt the session. As she is trying to figure out what to do, her elder child who is playing around bumps into the facility watchman.)

Watchman: Is this your kid? What are you doing outside with the kids? Did you bring them for immunization?

Farah: Umm. Yes, but I'm sorry, I'm not sure if I came at the right time. We should be going now.

Watchman: Ma'am...! Ma'am..!

(Farah starts to hurriedly leave the facility. The watchman sees a FLW passing by and stops her)

Watchman: Sarah ma'am, a mother and her two kids were just here but they are suddenly leaving in a hurry. I think something is wrong.

Sarah: Hello! Please wait.

(Sarah hurries after the mother and catches up with her at the gate breathless)

Sarah: What's the matter? Why are you not coming in with the kids?

Farah: I just came here because my aunt wanted me to get my children vaccinated. But when I was here last week a watchman scolded us for not having an immunization card. So, I was scared to come in.

Sarah: Oh, I'm sorry, that was unacceptable behaviour by the watchman. In fact, there were many complaints about that watchman being rude, and that's why we changed him. We have a new watchman now. You have come at the right time. Please do come in. We're just about to have a vaccination session. By the way my name is Sarah. I'm the frontline worker here.

Farah: I'm Farah and these are my children.

Sarah: Take a seat, Farah. *(Farah takes a seat).*

Sarah: Your children are lovely! How old are they?

Farah: My son is almost 2 years and my daughter is just 2 months old.

Sarah: That's great! Did you bring their immunization cards today?

Farah: No, I've never taken them to a health facility before. We live in a distant rural area. I came here to visit my aunt and she told me that I should bring my children here.

Sarah: Okay, so, they have not been vaccinated before?

Farah: No, never. I don't know much about it.

Sarah: Well, you did the right thing by bringing them here, and your timing is perfect too, this group session is for parents who are here for their children's vaccination. Would you like to join the session?

Farah: Group session? But I haven't prepared for a session.

Sarah (smiles): You don't need any preparation for this. We are here to answer any questions that you might have. Come, I'll take you to the session.

Scene 2 – Interior – Waiting Area (health facility)

(They go to the group session and meet the nurse)

Sarah: Excuse me, nurse. This is Farah, and she would like to join the session.

Nurse: Oh, of course! We are discussing how to protect children from certain diseases by vaccination. Please have a seat and feel free to ask me any questions at any point.

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Farah: Thank you.

(Farah sits down and the nurse resumes the session)

(The nurse carries out the session and is mindful to make eye contact with everyone)

Nurse: As I was saying, these diseases can be very serious. I see some children come in here with life changing disabilities from diseases that could easily have been prevented by vaccination.

Meena: Is vaccination safe?

Nurse: All the vaccines that we administer to the children are safe. In some cases, a child may experience a mild fever, redness, swelling or pain after vaccination. But there's no need to worry – these side-effects are usually mild and manageable.

Farah: How many times do my children need to be vaccinated?

Nurse: Your child needs every dose in the recommended schedule to be fully immunized. If they don't receive all the doses, they are not fully protected and remain at risk. With every vaccination, your child's protection is strengthened. So it's important to come as close to the schedule as possible. These are all good questions. We need to make sure that all your concerns are addressed.

Meena: What should I do if I have missed some of the doses?

Nurse: If you miss a scheduled immunization, you should bring your child as soon as possible to the next immunization session to catch up. I just want to add one last, but important thing; the immunization card is a record of your child's vaccinations. It's very important to keep it safe and take it with you on every visit to the health centre. But if by chance you lose it then please inform us and we can help you. *(As people start to leave, the nurse walks up to Farah)*

Nurse: Farah, I'm really glad you came today. I hope that helped address all your concerns too.

Farah: Yes, the session was very helpful. Thank you so much. I want to have my children vaccinated today. You were all so friendly – I will definitely come back with my children for their next dose too.

Nurse: That's wonderful, Farah. Now, come so that we can give your children their first vaccines.

Scene 3 – Interior – Immunization room (health facility):

(Nurse administering vaccine to the children)

FLW: Farah, here are your children's immunization cards. I have marked today's session on it, as well as scheduled the next session. These health cards are the same everywhere. So for families like you who may live far away, you can take your children to the nearest health facility when its time for the next vaccination scheduled date. Just remember to take the card so they know what vaccinations are due.

Farah: Vaccination is clearly very important. I am glad that I came back to have my children immunized. Thank you so much.

Sarah: I am really glad that we were able to address your concerns and help you.

The End.