



Strengthening of IYCF-E services for displaced populations in IDP camps in Herat and Badghis, Western Region, Afghanistan:

Field Mission Report



Western Region, Afghanistan

27th January – 14th February 2019

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1. Background

The north-western part of Afghanistan has been severely impacted by drought in 2018. The drought response has consisted of a two-fold approach – on the one side an intensification of screening and support to health facilities delivering services and on the other, a scale up of mobile health and nutrition teams to reach children & PLWs in settlements and hard to reach locations. While breastfeeding is a very common norm and practice in Afghanistan, the practice of optimal IYCF practices remains a major problem. Integrated Management of Acute Malnutrition (IMAM) services have been scaled up in 2016-2017, yet the increased coverage and quality of Infant and Young Child Feeding in Emergencies (IYCF-E) intervention remain a major need.

Mobile teams consist of a doctor, nutrition nurse, vaccinator and midwife. The doctor provides medical consultation and treatment for children under 5 years, the midwife provides ANC, PNC and IYCF support, the Nutrition Nurse provides growth monitoring, OPD-SAM treatment, and IYCF Counselling, and the vaccinator provides routine vaccinations for children under 5 years and pregnant women.

2. Objectives

The objective of the field mission to the Western Region of Afghanistan, was to strengthen the capacity of IYCF-E service providers in Herat and Badghis Provinces with the aim to improve service delivery of the IYCF-E response. In addition, to document lessons learnt to input to the current review of the national IYCF strategy.

Specific Objectives were to:

- Review the current implementation of IYCF-E programming through program visits and on-site observation of the quality of IYCF-E activities, providing “On the job” technical support and guidance to partners, whenever possible.
- Facilitate a meeting with nutrition supervisors, Provincial nutrition officers and nutrition/health managers in Herat province to present the findings from the program visits and discuss the best way forward for appropriate programs/adjustment of programs and develop a capacity building plan.
- Provide practical training to health/nutrition workers in Herat Province directly involved in delivery of IYCF-E services, addressing the weaknesses encountered during program visits.

3. Programme Visits



3.1. Schedule

Date	Programme sites visited
Herat Province	
28 th January 2019	<ul style="list-style-type: none"> ➤ UNICEF Mobile Team B in Sharak Sabz new sites ➤ UNICEF Mobile Team C in Reigration area ➤ IPD SAM and OPD SAM at Guzara District Hospital
29 th January 2019	<ul style="list-style-type: none"> ➤ World Vision Mobile Teams A and B in Shaidaee ➤ Regional Paediatric Hospital IPD SAM
30 th January 2019	<ul style="list-style-type: none"> ➤ Health Net Mobile Team A in Shaidaee ➤ Health Net Mobile Team B in Shehzabee Bazaar
Badghis Province	
11 th February	<ul style="list-style-type: none"> ➤ UNICEF Mobile Team in Jarekhosh ➤ UNICEF Mobile Team in Nurbadh ➤ WVI team in Zaimati ➤ Hewat team (supported by WHO) in Baghlar

3.2. Observations of current IYCF-E activities

Quality Benchmarks

Quality benchmarks exist in other contexts for IYCF/IYCF-E activities, to structure programme observations, a selection of these criteria were used to compare the various Mobile Teams current services and identify areas that required strengthening to reach basic, quality benchmarks.

The tables below categorise quality benchmarks of IYCF-E support being provided by the Mobile Teams that were observed during programme visits:

Herat

	UNICEF Team B	UNICEF Team C	WVI Team B	WVI Team A	Health Net Team A	Health Net Team B

Staff providing counselling are trained on IYCF counselling	Yes	Yes	Yes	No	No	No
IYCF/IYCF-E Guidelines are available	No	No	No	No	No	No
IEC materials are available and used	No	No	Yes	Yes	No	No
Recording and reporting forms are available for IYCF	No	No	IYCF register	IYCF register	IYCF register	IYCF register
There is knowledge of the key IYCF messages among staff	Yes	Yes	Yes	Yes	Yes	Yes
1-on-1 counselling is observed	Yes	Yes	No	No	Yes	Yes
Demonstration of appropriate counselling skills	No	No	No	No	No	No
Group education is observed	No	No	Yes	Yes	No	No

Badghis

	UNICEF Jarekhosh	UNICEF Nurabadh	WVI Zaimati	Hewat Baghlar
Staff providing counselling are trained on IYCF counselling	No	No	Nurse, not Midwife	Counsellor, not Midwife
IEC materials are available (and used)	Posters, cards not used	No	Cards not used	No
Recording and reporting forms are available for IYCF	No	No	Yes	No
There is knowledge of the key IYCF messages among staff	Yes	Yes	Yes	Yes
1-on-1 counselling is observed	Yes	Yes	Yes	No
Demonstration of appropriate counselling skills	No	No	No	No
Group education is observed	No	No	No	No

Strengths of current IYCF-E services

- ✓ IYCF activities were well integrated in to the mobile health teams services, with a holistic approach taken to each mother who attended the clinic (doctor, vaccinator, nutrition nurse/counsellor, midwife)
- ✓ Knowledge of key IYCF messages among all staff, although not specific IYCF-E messages
- ✓ A multi-sector approach was taken to messaging sessions e.g. covering IYCF, hygiene, and family planning
- ✓ Mothers feedback was that they learnt a lot from the sessions
- ✓ Community Health Workers also including IYCF messaging in their group sessions
- ✓ In the UNICEF Clinics in Badghis, the nurses were observed to give praise to mother's in relation to the growth monitoring

Weaknesses of current IYCF-E services

- ✗ IYCF messaging was being provided, not counselling
- ✗ There were no mother-baby IYCF assessments being conducted
- ✗ Generic IYCF messages were being given to each mother, instead of relevant information
- ✗ Counselling was not age-appropriate
- ✗ Counsellors demonstrated poor listening skills, talking for the majority of the consultation
- ✗ Sessions were rushed, there was not significant time given to each mother-baby pair
- ✗ A large amount of information was provided each session (for both group and 1-on-1 sessions). Almost all key IYCF topics were covered in each session, including hygiene and family planning WVI clinic in Badghis
- ✗ There was no privacy for breastfeeding observations and 1-on-1 counselling, apart from in the
- ✗ IEC materials were mostly not available, and when they were posters were used but not counselling cards
- ✗ When Counselling cards were used, the full booklet of cards was discussed in one session
- ✗ In Badghis, staff who were not trained themselves on IYCF were training volunteers on IYCF
- ✗ Currently reporting on IYCF activities is poor with the 'IYCF Counselling' equating to 'all children under 2 years seen at the clinic that week'.
- ✗ Interpersonal skills need improvement e.g. babies very upset during anthropometric measurements, compassion to teenage mother.
- ✗ All infants under 6 months with SAM referred for inpatient treatment

Comment [AB1]: Change section?

3.3. IYCF challenges

The following were the IYCF challenges reported by the health workers during programme visits:

- Mothers reporting they did not have enough breastmilk
 - Most often this was linked to the misconception that the mother did not have sufficient food so could not produce enough breastmilk for the baby
 - This resulted in mothers providing: boiled water and sugar, infant formula, early introduction of complementary foods
- Due to economic constraints, many families reported having limited food access
 - many talking about only having bread and tea
 - this led to late initiation of complementary feeding in some cases
 - often led to perception of "not enough breastmilk"
 - Not able to follow advice to eat extra meal when pregnant or breastfeeding
- Mothers were stopped breastfeeding when they became pregnant
 - Reasons included: breastmilk becomes bad when pregnant, not good for the unborn child, not enough food to breastfeed
 - Child spacing is on average short in Afghanistan, therefore this is a common issue
- Breast pain, engorgement
- Nipple problems due to poor attachment
- Limited knowledge on position and attachment for successful breastfeeding
- Staff requested support with counselling on emergency topics e.g. limited access to food, not enough breastmilk

- Poor hygiene practices and facilities
 - Open defecation common among men and children in some camps

In the majority of sites, Infant formula was used by some mothers. In no sites did they report distributions of infant formula, families were purchasing from the bazaar.

4. Meeting with supervisors of Mobile Health Clinics

Herat

Following the Programme visits, supervisors of the mobile health teams and provincial nutrition management met on the 31st January 2019 to discuss the observations and plan for the Workshop on Practical Training for IYCF-E Workers.

The above findings were presented, and a discussion facilitated. All management agreed with the observations and re-iterated the main challenge was the counselling skills.

The draft agenda for the practical workshop on IYCF-E Counselling was presented, and all agreed on the content. The focus of the workshops would be:

- ✓ Defining Counselling (compared to messaging)
- ✓ The 3-step counselling process: Assess, Analyse and Act
- ✓ Practical Counselling skills
- ✓ Role plays
- ✓ “not enough breastmilk”
- ✓ IYCF myths and misconceptions e.g. stopping breastfeeding whilst pregnant, mother’s nutrition affects breastmilk supply.

All those in attendance at the meeting confirmed their availability and willingness to co-facilitate the workshop.

Badghis

Due to time constraints, the meeting with Nutrition Managers in Badghis occurred before the programmes visits on 10th February 2019. The purpose of the IYCF-E Advisers visit to the Province was presented, and the findings and outcomes from the visit in Herat were presented.

The workshops were introduced, and participation requested from each of the organisations.

All those in attendance at the meeting confirmed their availability and willingness to attend the workshop. Unfortunately they were not of capacity themselves to co-facilitate. They were encouraged to attend as participants to be able to effectively supervise counselling after the workshop.

5. Workshops on practical counselling training for IYCF-E workers



5.1. Workshop Content

The workshop package used materials from the UNICEF IYCF Counsellor Training and Save the Children's IYCF-E Curriculum. It used the 3-step counselling process to structure the sessions: Assess, Analyse, and Act. In addition two technical sessions were added on breastfeeding myths and misconceptions and "not enough milk", both of which were common challenges reported by the mobile teams during programme visits in both provinces.

Scenarios used were, where possible, taken from real-life examples from programme visits to ensure they were contextually relevant.

5.2. Workshop in Herat

Herat Workshop details

The workshop was decided to be 1-day long to minimise disruption to the programmes, and was conducted twice on the 3rd and 4th February 2019 to allow for batches from each organisation.

The workshop was led by Alice Burrell, IYCF-E Adviser of the Technical Rapid Response Team (Tech RRT) with facilitation support from:

- Dr Sohail, Provincial Nutrition Officer at the Provincial Public Health Department
- Dr Khatera Ahmadzai, Technical Worker of IYCF at the Public Nutrition Directorate (PND)
- Dr Qayoumi, Nutrition Extender at UNICEF Herat

- Khatera Fayeeg, Nutrition Project Officer at World Vision International (WVI)

The workshop was funded by World Vision and held at Hotel Sadaf.

Herat Agenda

Time	Session Name	Method
8 – 8:30am	Welcome and introduction	
8:30 – 9:00am	1 The 3-step counselling process	Presentation
9:00 – 10:00am	2 Counselling Skills <ul style="list-style-type: none"> • Behaviour Change model • Listening and learning • Asking the right questions • Building confidence 	Brainstorm, practice, activities
10:00 – 10:30am	3 Breastfeeding myths and misconceptions	Game
10:30 – 11:00am	<i>Tea break</i>	
11:00 – 12:00pm	4 “not enough milk”	Presentation, practice
12:00 – 1:00pm	5 Step 1: Assess	Role play
1:00 – 2:00pm	<i>Lunch</i>	
2:00 – 2:30pm	6 Step 2: Analyse	Individual activity
2:30 – 4:00pm	7 Step 3: Act	Practice role plays
4:00 – 4:30pm	Wrap up	

Herat Participants

Participants were selected as those providing IYCF Counselling in the Mobile Health Teams in the IDP Camps, this included Nutrition Nurses, Health Promoters, and Midwives. Participants were from: UNICEF, World Vision, Health Net and ARCS.

The first workshop had 22 participants and the second had 24 participants, therefore in total 46 participants completed the IYCF-E Workshop (44 female, 2 male). Attendance lists can be found in Annex 1.

5.3. Workshop in Badghis

Badghis Workshop details

The workshop was decided to be 1-day long to minimise disruption to the programmes, and was conducted twice on the 12th and 13th February 2019 to allow for batches from each organisation.

The workshop was led by Alice Burrell, IYCF-E Adviser of the Tech RRT with facilitation support from:

- Dr Qadria, Regional Nutrition Officer at UNICEF Western Region
- Abdullah Qayoumi, Nutrition Extender at UNICEF Badghis

The workshop was funded by World Vision and held at the Directorate of Public Health (DoPH).

Badghis Agenda

Time	Session Name	Method
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8 – 8:30am		Welcome and introduction	
8:30 – 9:00am	1	The 3-step counselling process	Presentation
9:00 – 10:00am	2	Counselling Skills <ul style="list-style-type: none"> • Listening • Asking the right questions • Building confidence • Providing appropriate support 	Brainstorm, practice, activities
10:00 – 10:30am	3	Breastfeeding myths and misconceptions	Game
10:30 – 11:00am		<i>Tea break</i>	
11:00 – 12:00pm	4	“not enough milk”	Presentation, practice
12:00 – 1:00pm	5	Step 1: Assess and Step 2: Analyse	Role play
1:00 – 2:00pm		<i>Lunch</i>	
2:00 – 3:00pm	6	Step 3: Act	Role Play
3:00 – 4:00pm	8	Field practice at the Hospital	Practice
4:00 – 4:30pm		Wrap up	

Badghis Participants

Participants were selected as those providing IYCF Counselling in the Mobile Health Teams in the IDP Camps, this included Nutrition Nurses, Counsellors and Midwives. Participants were from: UNICEF, World Vision, Hewat, ARCS, and Afghanistan Youth Services Organisation (AYSO)/ ACF.

The first workshop had 22 participants and the second had 20 participants, therefore in total 45 participants completed the IYCF-E Workshop (40 female, 5 male). Attendance lists can be found in Annex 2.

5.4. Workshop Photos

The workshop was designed to be as practical and interactive as possible. The following photos show the different techniques used.

Role Plays

Role plays, with scenarios relevant to the IYCF-E context, were used to allow participants to practice the learnt skills for counselling.



Activities

Activities were used to encourage participants active and group learning and discussion.



Group work

Participants were invited to discuss in small groups and practice various counselling skills in small groups.



Field Practice

In Badghis, as the workshop was held in the DoPH compound, we were next to the hospital. We were able to agree with some of the mothers admitted as inpatients to have counsellors practice their new skills with them.



6. Next steps

The mobile team supervisors will be responsible to monitor and follow-up on progress after the workshop, continuing to provide on the job-coaching. Supervisors of Mobile Teams were requested to complete the IYCF counselling supervision checklist (Annex 3) once per month for each staff providing IYCF counselling in order to monitor individual progress and to re-inforce the counselling skills that were covered in the workshop.

Dr Qadria, UNICEF's Nutrition Officer for the Western Region, will be responsible for ensuring this system is put in place for Herat and Badghis.

The Workshop Training Package will be made available, to allow for Nutrition Extenders to facilitate future workshops if required.

6.1. Annex 1: Herat Workshop attendance sheets

Participant List for 03rd February 2019

World Vision International - Afghanistan World Vision
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Conduct sensitization Training for staff 3.2.2019

Participants time sheet

NO	Name	Last name	Position	Gender	Organization name	3.2.2019	
						Signature	Remark
1	Fatemeh	Lai 2	Nutrition community promoter	f	w.v.i		
2	Aul gheta	Habibzoda	Nutrition community promoter	f	w.v.i CHF		
3	Fariba	Hag doost	Nutrition community promoter	f	w.v.i		
4	shogofa	Noori	Midwife	f	A.R.C.S		
5	fariba	Razagee	nutrition nurse	f	w.v.i Echo		

6	Fahima	Mohammed	Nutrition Nurse	F	w.v.i		
7	Shaima	Azizi	Nutrition Nurse	F	w.v.i AHF Health		
8	Farzanan	Ehsanzada	Nurse	F	AHF Health		
9	Nasrin	Ali zoda	IPD sum nurse	F	AHF Health		
10	Razia	Karimi	Nutrition Nurse	F	AHF Health		
11	Maryam	Noori	Nutrition Nurse	f	AHF Health		
12	Sakena	Hossiny	IPD sum nurse	f	AHF Health		
13	Dr. Khatoon Ahmadzai	Ahmadzai	PND NCF officer	f	PND		

14	Yakhan	Yavar	n.nurse	M	WVI	
15	Abdullah	Rasekl	n.nurse	M	WVA	
16	Rohia	Timori	midwife	F	ECHO	
17	Marica	Najibi	Comm Notrat Promat	F	CHF	
18	Zohila	Rohic	"	F	CHF	
19	parwana	Rozubay	-	F	ADH	
20	Momtaz	Ebrahimi	-	F	ECHO	
21	Elnaz	Hakimi	Midwife	F	ECHO	 Elnaz Hakimi

22	Rahila	Akbari	Midwife	F	Healthnet TPO	3.2.2019	
23	Jazeera	Haidary	Midwife	F	Healthnet TPO	3.2.2019	
24	Dr. Jaysani		NIF	M	unicaf	"	
25							
26							
27							
28							
29							

Participant list for 04th February 2019

World Vision International - Afghanistan
 Iyct-E
 Conduct sensitization Training for staff 4. FEB.2019
 World Vision
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Participants time sheet

NO	Name	Last name	Position	Gender	Organization Name	4.Feb.2019	Remark
1	Sahela	Faizan	Medwife	F	unicef		
2	Khadija	Borhani	nutrition nurse	F	unicef		
3	Zia gul	Sulbanyar	nutrition nurse	F	unicef		
4	Susan	Haidary	Medwife	F	unicef		
5	Sohila	Alizay	Medwife	F	unicef		
6	Sima	Akbaray	n. nurse	f	unicef		

7	Shabana	Amani	F	n. nurse	wvi		
8	Jamgul	Jamshidi	F	n. nurse	wvi		
9	Rogain	Noorzay	F	n. nurse	wvi		
10	Atifa	Sharifi	F	n. nurse	Health Net		
11	Ziba gul	Shahidgar	f	n. nurse	wvi		
12	Parwane	Sathi	f	n. nurse	wvi		
13	Mozghan	Hosini	f	n. nurse	wvi		
14	Ezzat	yousefi	f	n. nurse	wvi		
15	Raghana	Husain Zada	f	n. nurse	wvi		

16	Parisa	M. Aicub	F	ARES	ARES	
17	MasSorah	Nazari	Community nutrition promoter	F	wvi	
18	Asifa	nojiullah	Medwife	F	wvi	
19	Ramika	Ab. Ahmad	Medwife	F	wvi	
20	Nuzain	Ab. Karim	Medwife	F	World vision	
21	Aqila	Sharaf	Community nutrition promoter	F	wvi	
22	Zia gul	Jamshidi	N. Nurse	F	wvi	
23	Taqyba	Fazl	N. Nurse	F	Health nut	
24	Kaleem	Ab Karim	Midwife	F	Wood Wilson	


6.2. Annex 2: Badghis Workshop Attendance Sheets

Participant List for 12th February 2019

Participant list of IYCF-E Workshop 12th February 2019 at DoPH					
NO	Name / اسم	Father Name / اسم پدر	SEX / جنس	Profession/ possition / وظيفه	Organization / موسسه
1	Roqiah	Habibullah	f	Nutrition Counselor	ACF/AYSO
2	Lila	Mohammad Eysa	f	Nutrition Counselor	ACF/AYSO
3	Mah Gul	Mohammad Naser	f	Nutrition nurse	wvi
4	Maryam	Gul Ahmad	f	Nutrition nurse	DOP/UNICEF
5	Nargis	Ab.samad	f	Nutrition nurse	hewad
6	Shukria	Sayed Jamal	f	Nutrition nurse	ACF/AYSO
7	Yalda	Mirza Khan	f	Nutrition nurse	wvi
8	Firouza	Mohammad Ibrahim	f	Nutrition Counselor	ACF/AYSO
9	Ziba	Abdul Rahman	f	Nutrition nurse	DOP/UNICEF
10	Rahima	Ghousadin	f	Nutrition nurse	DOP/UNICEF
11	Rahila	Abdul salam	f	Nutrition Counselor	ACF/AYSO
12	Shabana	Ab. Samie	f	Health promoter	DOP/UNICEF
13	Mah bibi	Nazar Mohammad	f	Nutrition Counselor	ACF/AYSO
14	Rahima	Juma khan	f	Health promoter	DOP/UNICEF
15	ziagoul	Mohammad amin	f	Nutrition nurse	wvi
16	Rabiah	Ramazan	f	Nutrition nurse	wvi
17	Sima	Mohammad ismail	f	Health promoter	DOP/UNICEF
18	Simin	Mohammad nader	f	Nutrition nurse	DOP/UNICEF
19	Sohila	Sayed Ab, hamid	f	Health promoter	DOP/UNICEF
20	Nabila	Zabihullah	f	Nutrition nurse	wvi
21	Faizurahman	mohammad	m	Nutrition officer	wvi
22	Dr. rahimi	soliman	m	nutrition officer	ACF/AYSO

Participant list for 13th February 2019

Participant list of IYCF-E, Orientation



NO	Name	Father Name	SEX	Profession/ position	Organization	Contact Number	Signature
1	Menisa	Said Samazan	F	Nurse	WVA	0794341150	
2	Aneta	Ab Jabar	F	Midwife	"	0728646419	
3	Rajia	Husain Dad	F	"	IXSO	078.787173	
4	Zahra	Ab Hamid	F	"	"	0774248760	
5	Adnanif	Abdullah	F	Midwife	"	0774248760	
6	Moh Sima	Moh. Nassam	F	"	unicef	0797780698	
7	Sharif	Loor Mah	F	vaccinator	unicef	0792123848	
8	Nafisa	Shir mohamad	F	Midwife	WVA	0798024456	
9	Abdulah	Hamidullah	M	Prnator	"	0799881565	
10	Azma Lina	Raiola Moh	F	Midwife	unicef	07	
11	Parwana	Moh. Alraam	F	Midwife	unicef	0729815645	
12	Zakia	Ahmed Shar	F	"	"	0792385309	
13	Adena	Moh. Kazim	F	"	HEWAD	0791487578	
14	Kozia	Haji Sandar	F	Misre	WVA	0799520716	
15	Mozhda	Moh. Islam	F	Midwife	"	0799010590	
16	Sultanah	Ahmed Hamada	M	Prnator	"	0798800934	
17	Sandar	Sharafudin	M	Prnator	"	0796528888	
18	Wali Mohammed	Haji. Moh. Husain	M	Prnator	WVA	0796370861	
19	Sadiga	Fazl Ahmed	F	Midwife	IXSO	0747407666	
20	Soraiya	Ab Gayoum	F	"	IRCS	0744527134	
21	Mehnegar	Ab Chhufar	F	"	IXSO	0725438871	
22							

6.3. Annex 3: IYCF-E Counselling Observation Checklist

Name of Counsellor: _____

Name of Observer: _____

Date of visit: _____

(✓ for yes and ✗ for No)

Did the Counsellor

Use Listening and Learning skills:

- Keep head level with mother/parent/caregiver?
- Pay attention? (eye contact)
- Remove barriers? (tables and notes)
- Take time?
- Use appropriate touch?
- Ask open questions?
- Use responses and gestures that show interest?
- Reflect back what the mother said?
- Avoid using judging words?
- Allow mother/parent/caregiver time to talk?

Use Building Confidence and Giving Support skills:

- Accept what a mother thinks and feels?
- Listen to the mother/caregiver's concerns?
- Recognize and praise what a mother and baby are doing correctly?
- Give practical help?
- Give a little, relevant information?
- Use simple language?
- Make one or two suggestions, not commands?

ASSESSMENT

(✓ for yes and ✗ for No)

Did the counsellor

- Assess age accurately?
- Check mother/father/ caregiver's understanding of child growth curve? (if GMP exists in area)
- Check on recent child illness?

Breastfeeding (with mother):

- Assess the current breastfeeding status?
- Check for breastfeeding difficulties?
- Observe a breastfeed?

Fluids:

- Assess 'other fluid' intake? Assess feeding bottle use?

Foods:

- Assess 'other food' intake?

Responsive Feeding:

- Ask about whether the child receives assistance when eating?
- Asks about responsive feeding and care practices.

Hygiene:

- Check on hygiene related to feeding?

ANALYSIS

(√ for yes and × for No)

Did the counsellor?

- Identify any feeding difficulty?
- Prioritize difficulties? (if there is more than one)

Record prioritized difficulty: _____

ACTION

(√ for yes and × for No)

Did the counsellor?

- Praise the mother/father/caregiver for doing recommended practices?
- Address breastfeeding difficulties e.g. poor attachment or poor breastfeeding pattern with practical help.
- Discuss age-appropriate feeding recommendations and possible discussion points?
- Present one or two options? (time-bound) that are appropriate to the child's age and feeding behaviours
- Help the mother/father/caregiver select one or two that she or he can try to address the feeding challenges?
- Use appropriate **Counselling Cards** (with OTTA) and *Take-home Brochures* that are most relevant to the child's situation - and discuss that information with mother/father/caregiver?
- Ask the mother/father/caregiver to repeat the agreed-upon new behaviour?
Record agreed-upon behaviour: _____
- Ask the mother/father/caregiver if she or he has questions/ concerns?
- Refer as necessary?
- Suggest where the mother/father/caregiver can find additional support?
- Agree upon a date/time for a follow-up session?
- Thank the mother/father/caregiver for her or his time?

Note: Taken from Participant Materials 9.3: Observation Checklist for IYCF Assessment from UNICEF's Community IYCF Counselling Package, Facilitator's Guide, Page 112-113.