

Handout 5-4: Role-Play Dialogues

Option A

Behavior: Bringing children to the hospital in the first 24 hours when they get diarrhea

Scenario: Mary's baby, Paul, has diarrhea, so she took him to the clinic for treatment, but she waited longer than 24 hours to do so because her husband did not approve.

Actors: Behavior Change Agent (BCA), mother, and mother-in-law

Actor	Dialogue
1. Greet the person you are visiting in a friendly manner and introduce yourself to/greet the head of the household (if present). Ask if other members of the family are present who might need to participate in the discussion (influencing groups).	
BCA	Good morning, Mary. How are you doing? Did you remember that I was going to visit you today?
Mother	Hi Rosemary. Yes, I remembered. Welcome. Come in.
BCA	Thanks. How is your husband? Is he here now?
Mother	Oh, he is fine. But he is at work now.
BCA	Please tell him I said hello.
Mother	Okay, I will. Thanks.
BCA	Is your mother-in-law at home now? I would like her to join us if she can.
Mother	Yes, she is here. Let me get her.
BCA	Hello, my name is Rosemary. I am here to talk with Mary about what she can do to keep the family healthy. We have been meeting with other mothers in the neighborhood these past few months to talk about this. I think your input will be important in this discussion.
Mother-in-law	Hi, my name is Fancy. Yes, Mary has told me a bit about the meetings. I also think it is important to talk about ways to keep the family healthy.
2. Ask the person/people how things are going, with a focus on issues relevant to the BCA's program. 3. Listen and reflect on what the other person is saying.	
BCA	How are Paul and Timothy doing?
Mother	Both the kids are doing well now. But last week Paul had diarrhea.
BCA	I am sorry to hear that. Tell me about what happened.
Mother	Well, it started on Monday. He had several loose stools for two days.
BCA	That sounds serious. What did you do?
Mother	Well, the first day I did not do anything, since all children get diarrhea from time to time. Then he got very weak, and I got scared.
BCA	What did you do then?
Mother	I talked with my husband, and we decided to wait another day to see what would happen.
BCA	I see. During this time, what were you giving Paul to eat and drink?

Actor	Dialogue
Mother	Well, I remembered the lesson, so I prepared the oral rehydration solution and gave that to him. I also encouraged him to eat, but he refused.
BCA	That is very good, Mary. I am pleased to hear that you prepared the solution. It is also important that children with diarrhea continue to eat. Then what happened?
Mother	As I said, even though I gave him the oral rehydration solution, he got very weak. On the third day, we finally decided to take him to the clinic, where they gave him some medicine and he got better quickly.
BCA	I am glad you decided to take him to the clinic. How do you feel about that decision, Fancy?
Mother-in-law	Well, I wish we had taken Paul to the clinic sooner. The clinic is close, but my son did not approve of this.
4. Identify difficulties/barriers. Optional Step: If this is not the first home visit, review the key points of the last meeting, if relevant to the difficulties/barriers.	
BCA	I see. Your son was not in favor of going to the clinic right away. Mary, can you tell me what you remember about the lesson about seeking help at the clinic when a child has diarrhea?
Mother	Well, we talked about how dangerous diarrhea in children can be and that it is important to go to the clinic. So that's what we did.
BCA	That's true. Do you remember what we said about when you should take a sick child to the clinic?
Mother-in-law	I think Mary told me that it is important to go right away, during the first day.
BCA	That is right, Fancy. Good memory! If a child passes three loose stools in a day or has blood in the stool, it is very important to go to the clinic immediately. Waiting at home, even if you are giving oral rehydration solution, can be dangerous. A young child can easily die if the diarrhea is bad enough. What prevented you from going to the clinic more quickly?
Mother	Well, my husband thought we should wait. He did not think it was that serious.
BCA	I see. So having permission from your husband to take the child to the clinic is important, and if he does not agree...
Mother	Well, if he does not agree, then we cannot go.
Mother-in-law	Yes, he needs to give Mary the money to buy the medicine.
5. Discuss ways the person or people can overcome the difficulties.	
BCA	I see. So, in the future, it would be important to make sure your husband understands how serious diarrhea in children can be. How do you think we could help him understand this?
Mother	Well, I can talk to him and tell him the things I learned in the meeting. I could arrange for you to talk to him.
BCA	Fancy, is there anything you can do?

Actor	Dialogue
Mother-in-law	Well, I could also talk with him about the importance of seeking health care quickly, and, if this happens again, I can remind him that we should not wait. If he does not agree, then I will try to convince him.
6. Recommend and negotiate doable actions, and help select one option/action to try.	
BCA	Those are all great ideas! So you could talk with him together, or separately about how serious diarrhea can be and about getting health care within 24 hours of it starting. Or you mentioned that you could have me talk to him. We could also organize a meeting with the fathers of other children who already take them to the health center, so they can talk about why they have decided to do this. Which would work better for you?
Mother	I think I would like for Fancy and me talk to him together about what we learned. Fancy, can you help me?
Mother-in-law	Yes, I can help you.
7. Agree to try one or more of the options, and repeat the agreed-upon action.	
BCA	That sounds like a good plan. I also can lend you the flip charts from the lesson. When do you think you will have time to talk with him?
Mother	That would be great. The pictures will help to convince him. I will try to do it this week.
BCA	So it sounds like you and Fancy will have time to talk to your husband this week with the flip charts.
Mother	Yes, I know I will have time tomorrow after dinner, and Fancy will be around. I will look at the flip charts and me and Fancy can talk to him about why we need to take the kids quickly to the health center when they get diarrhea.
8. Make an appointment for the follow-up visit.	
BCA	That sounds great. Then would it be all right if I passed by in two weeks to see how things went?
Mother	Yes, that would be fine.
Mother-in-law	Yes, no problem.
BCA	Mary, I want you to know that it was great that you remembered to give oral rehydration solution to Paul when he had diarrhea. That really helped him a lot. Keep up the good work. I will see you two weeks from today.
Mother	Thanks for the visit, Rosemary.
Mother-in-law	Yes, thanks for including me in the discussion. We look forward to seeing you again.

Option B

Behavior: Incorporating fish from family fishponds (aquaculture) into children's diet.

Scenario: Mother wants to include fish in the children's diet, but her husband sells all the fish at the market.

Actors: Behavior Change Agent (BCA), Mother, and Father.

Actor	Dialogue
1. Greet the person you are visiting in a friendly manner and introduce yourself to/greet the head of the household (if present). Ask if other members of the family are present who might need to participate in the discussion (influencing groups).	
BCA	Good morning, Angela. How are you doing?
Mother	Hello. It is good to see you again. Thanks for coming to visit.
BCA	How is your family doing?
Mother	Everyone is doing well. Thanks for asking.
2. Ask the person/people how things are going, with a focus on issues relevant to the BCA's program. 3. Listen and reflect on what the other person is saying.	
BCA	I hope your fishpond is doing well. Congratulations on the first harvest of fish! I understand it has been about six months since you installed it. How is it going?
Mother	Things are going pretty well. We received some training and tried to apply everything that the fishery outreach workers taught us.
BCA	That is good to hear. You also had a visit from the local health care worker, right?
Mother	Oh, yes. She mentioned that many children are undernourished in our community and that we need to try including other foods in their diet, like fish.
BCA	That is true. Fish are an important source of protein. Tell me, how is it going with getting the children to eat more fish?
Mother	Well, I have tried, but some things have made it quite difficult.
BCA	It can be hard to try to change your family's diet, but I am very happy that you are trying. Can you tell me about some of the things that have made it hard for you?
4. Identify difficulties/barriers. Optional Step: If this is not the first home visit, review the key points of the last meeting, if relevant to the difficulties/barriers.	
Mother	Well, my husband does not want me to use the fish from our fishpond in our family meals. He wants to sell the fish because he says we can make more money.
BCA	So your husband thinks that making money at the market is more important for the family than including new foods in your children's diet?
Mother	Yes, he feels that our kids look like the rest of the kids in the community and they all seem healthy. I mean, they get sick sometimes, but he says that is just normal.
BCA	And what do you think?
Mother	Well, in the education sessions, we learned that children should eat different foods to ensure that they grow up big and strong.

Actor	Dialogue
BCA	This is true. Have you tried to talk to your husband about this?
Mother	Yes, but it is hard, and he does not always listen.
BCA	Maybe it would help if we talked with him together. Is your husband around? Can he join us?
Mother	Yes, he is just outside. I will call him. <i>(Calls the husband to join them)</i> . This is my husband, Cipriano.
5. Discuss ways the person or people can overcome the difficulties.	
BCA	Hello. I am happy to meet you. Congratulations on your beautiful fishpond. I understand it was a lot of work and that you have finally started harvesting the fish. That is great news.
Father	It is nice to meet you, too. Yes, I am very proud of our fish. It took a while for them to grow but now it is all worth it.
BCA	I understand that you have been selling the fish you harvest at the market to get more money.
Father	Yes, almost everyone in our community enjoys eating fish, and my neighbors are happy to buy from me.
BCA	It is good that people enjoy eating fish. They are a great source of protein, which is important for the body to grow and have energy. Do your kids like to eat fish?
Father	I don't know. We don't really feed them fish, because they are so valuable. I sell them all. I know my wife wants to feed the kids fish, but they are so small, they don't need to eat that much anyway.
BCA	The kids are small at their young age, but they also have the most growing to do. They actually need even more food at this time in their lives, especially food from animals, so they can grow into strong, healthy adults.
Father	Hmm. I never thought of it that way. But the money is important, too.
6. Recommend and negotiate doable actions, and help select one option/action to try.	
BCA	I understand that you need to make money. But it is also important to make sure that your kids have enough quality food. The food you feed them now will determine how healthy they are later. I would like to make a suggestion. When Angela prepares food, why don't you help her to include some fish for each of the family members? You will still have fish to sell, and your kids will be getting the nutrients they need. Do you think you can do that?
Father	I don't think I can afford to keep all those fish for just our family.
BCA	I see that including fish in your household diet every day is a lot to ask. How about trying to add fish to your meals every other day? Angela, can you remind him to save a few fish for you to make with dinner every other day? What do you think of that suggestion?
Mother	What do you think? Every other day would be okay. The kids do love to eat fish.
Father	Well, I guess we can try it out.

Actor	Dialogue
7. Agree to try one or more of the options, and repeat the agreed upon action.	
BCA	Great, why don't you keep track of how many fish you sell per week and how many fish your family eats? We can even measure the kids now and then measure them again when I come back in a couple months to see how much they have grown.
Father	Ok, I guess we can try it for a couple months.
BCA	Do we agree that Angela will feed everyone in the family fish at least every other day?
Father	Yes.
8. Make an appointment for the follow-up visit.	
BCA	That's great. I will plan to come back in two months to see how things are going. Is that okay with you? If anything comes up in the meantime, please just come see me.
Mother	Okay, I will. Thanks for coming by.
BCA	No problem. I am glad the fishpond is working out and that your kids are going to benefit on top of the added income for the family.