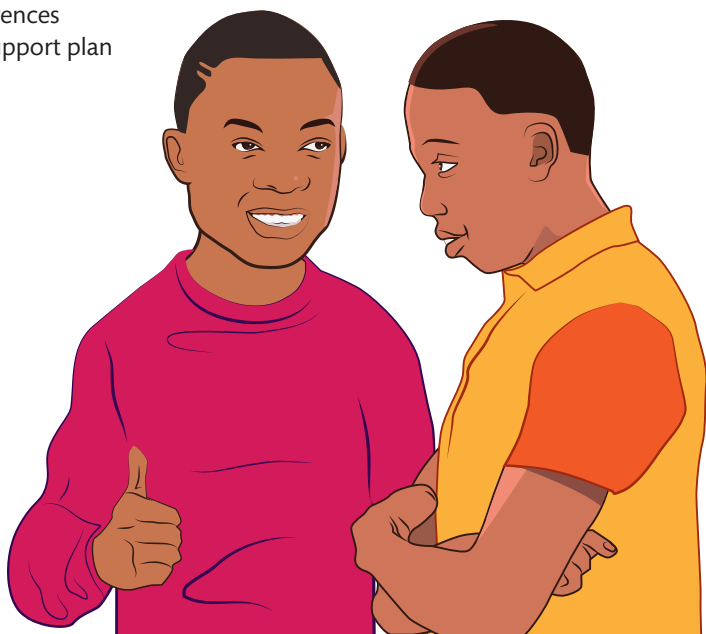


SUPPORTING YOUR PEERS TO ENGAGE IN SERVICES

Your role as a CATS in supporting your client to engage in services:

- Actively engage CAYP in peer-led services in both the health facility and community, including child and adolescent friendly spaces in clinics, support groups and home visits.
- Give information on what services and support are available, where, when and how to access them
- Encourage caregivers to support their child to attend clinic and support services
- Advocate for their right to have access to services
- Provide clinic reminders to your clients and/or their caregivers during home visits, support group and through SMS or WhatsApp
- Follow up those who miss their clinic appointments
- Trace clients who are lost to follow up
- Explore reasons for defaulting from clinic or support group
- Share your own experience of dealing with engaging in different services
- Provide support and encouragement
- Flag challenges that need referral
- Make referrals and actively link them to enhanced support and services
- Participate in case conferences
- Support the enhanced support plan



Supporting your peers to engage in services



Where:

Clinic
Home
Support Group
SMS/Whats App



When:

Monthly for Standard Clients
Weekly for Enhanced Clients



What topics to cover

- **Check service attendance**
 - Explore barriers and facilitators of engagement to services
 - **Service Engagement Check-In**
 - Review the patient booklet and clinic records for any missed or upcoming scheduled appointments
 - Problem identification and solutions
 - Acknowledge that attending clinic can be hard; recognise and encourage efforts
- **Support group attendance and other community activities**
 - Give information about the support groups (dates, times, venues, members, leaders, purpose, activities)
 - Explore thoughts and feelings about participating in support group
 - Explore barriers and facilitators of engagement in support groups

- **Importance of engaging**
- **Current support for attendance**
 - Family or friends
 - Use of reminders
 - Support group attendance
 - Follow up plan
 - Agree on date for a home visit or SMS/WhatsApp; next clinic visit or support group
- **Next clinic appointment or refill visit**
- **Any questions or worries**
- **Any red flags for referrals**

Additional points for caregivers

- Importance of engagement in clinic and support services
- Services available for the caregiver

Service Engagement Check In



- When was your last appointment? Were you able to attend?
- In the last 1-3 months have you missed any clinic appointments?
- Explore barriers and facilitators
 - What makes it easy for you to attend clinic?
 - What makes it hard for you to attend clinic?
 - Do you have anyone helping you to attend?
 - What would help you attend clinic?





RED FLAG

Any client who:

- Has missed 1 or more clinic visits
- Wants to engage but can't for reasons out of their control
- Does not want to engage despite proactive follow up
- Cannot be traced or is lost to follow up
- Has no support from their caregiver to engage in services



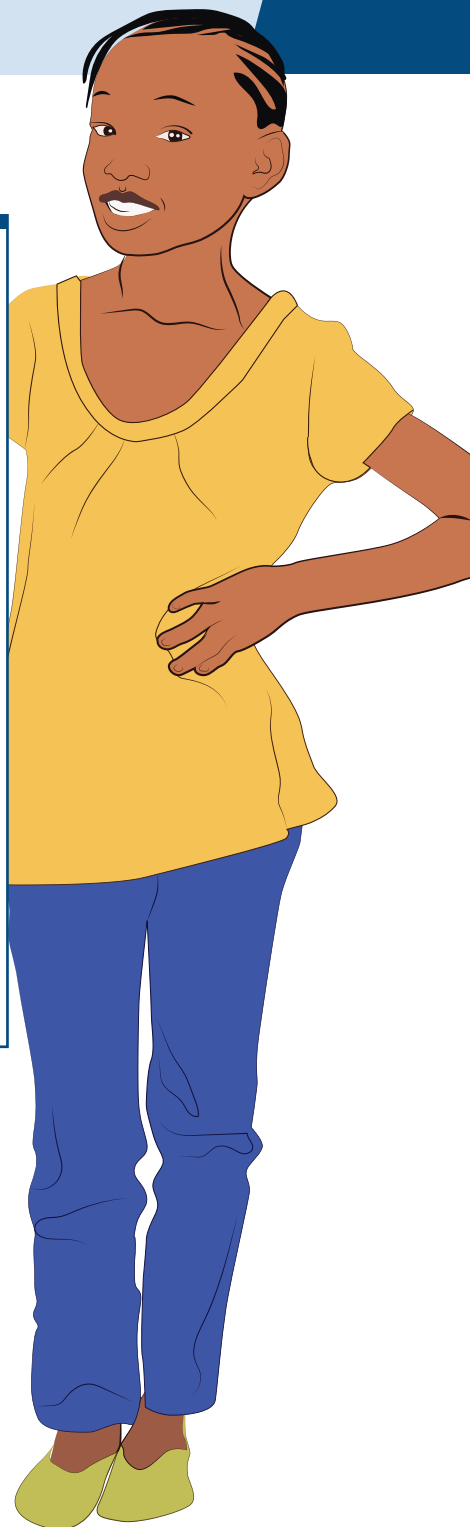
Enhanced support for engaging in services

Work with your client, the caregiver, the clinic and your ZM to make an enhanced support plan, including:

- When your client should come to clinic for reviews and ART refill
- When CATS will provide support through home visits, SMS or WhatsApp and support group
- How the caregiver can provide support for engaging in services
- When joint visits, will be made e.g. with a community nurse or social protection services

Support with counselling and information

- Explore problems and solutions



My Service Directory

[illegible]