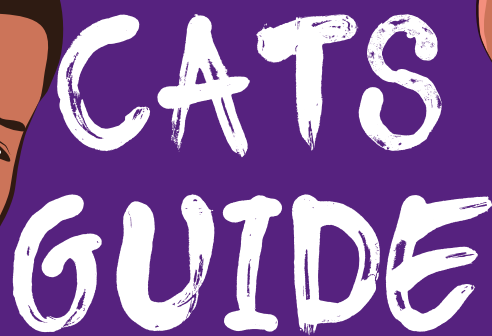


AFRICAID - ZVANDIRI | MINISTRY OF HEALTH & CHILD CARE, ZIMBABWE

CATS GUIDE



CATS GUIDE

Welcome to your CATS Guide!

This is a set of cards which has lots of helpful information and tools for you to use when supporting your clients. The information is the same as in the CATS Service Delivery Manual but we wanted you to have a smaller guide which is easier for you to carry around with you.



Zvandiri



AFRICAID 

Each section is colour-coded so you can easily find your way around

Basic principles for CATS

Supporting your peers to know their HIV status

Supporting your peers to understand and accept their HIV status

Supporting your peers to start and adhere to ART

Supporting the mental health of your peers

Supporting your peers to engage in services

Supporting social protection for your peers

Supporting the sexual and reproductive health of your peers

Supporting your peers with disability

Supporting your peers with Tuberculosis

Supporting your peers who are pregnant or breastfeeding

We hope you enjoy using this guide and that you find it helpful. We will be adding to the guide in future so please do let us know what other information and tools you need to help you in your role as a CATS



Promises

CATS Promise

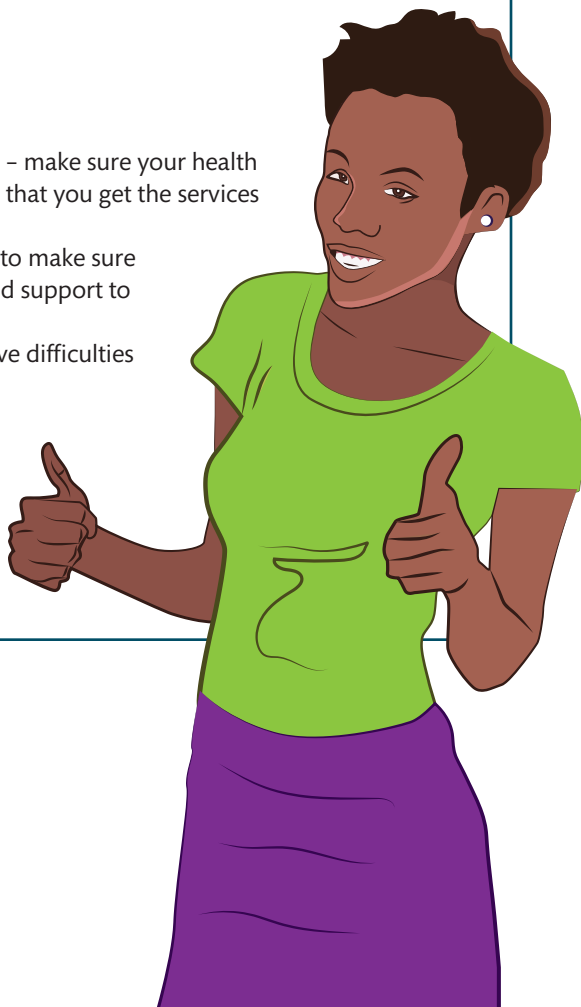
I promise to

- Give my clients the information, skills, support and services they need along their journey to live healthy, happy, safe and fulfilled lives
- Follow the CATS guidance to the best of my ability and to be a Zvandiri ambassador
- Take care of myself - my health and well-being and to ask for help when needed

Our promise to you

Zvandiri promises to

- Support you on your own journey – make sure your health and well-being needs are met and that you get the services and support that you need.
- Train, mentor and supervise you - to make sure you have the information, skills and support to provide services to your clients
- Be available for help when you have difficulties supporting your clients
- Work with communities and services – to make sure structures and systems are in place so you are able to meet your roles and responsibilities



THE ZVANDIRI WAY!

- ▶ Zvandiri believes that young people are agents of change. Our young people are at the forefront of programming – including planning, delivery, monitoring and evaluation.
- ▶ Zvandiri believes it is our responsibility to make sure young people (YP) have the knowledge, skills and tools to fulfill their roles. We continually invest in the development and capacity strengthening of young people.
- ▶ Zvandiri knows that children, adolescents and young people (CAYP) live within families and communities which shape their lives including their health and wellbeing. Our services reach beyond the individual and support the communities in which they live.
- ▶ Zvandiri celebrates the excitement, diversity and potential of CAYP. Our services are creative, fun and innovative.
- ▶ Zvandiri recognises the diversity and rapid development of CAYP. Our services are responsive to their different and evolving needs.
- ▶ Zvandiri is committed to working together with government programmes to plan and provide services for CAYP. Our services are fully integrated into national systems.
- ▶ Zvandiri promotes the provision of quality health services for CAYP. Our services are free, confidential, non-judgmental and are available when and where our clients need them.
- ▶ Zvandiri is committed to continually reflecting on how best to provide services to CAYP. We collect data through our programmes and own research to improve the way our services are provided.
- ▶ Zvandiri recognises that there is more to CAYP than their HIV status and that HIV can impact many areas of their lives. We promote different sectors working together and facilitate engagement in a range of services beyond HIV and health.

BASIC PRINCIPLES FOR CATS

What Do Cats Do

CATS support their clients so that they:

- Know their HIV status
- Understand and accept their HIV status
- Start ART treatment with understanding and confidence
- Take their medication
- Get the services they need
- Attend clinic and support group
- Feel cared for, understood, valued, supported, have purpose
- Have skills to keep themselves well

CATS also link those testing HIV negative to HIV prevention services so that they may be helped to remain HIV negative



Where Do CATS Support Their Clients



In The Clinic – CATS are based in a clinic and supervised by the nurses and counsellors from MoHCC



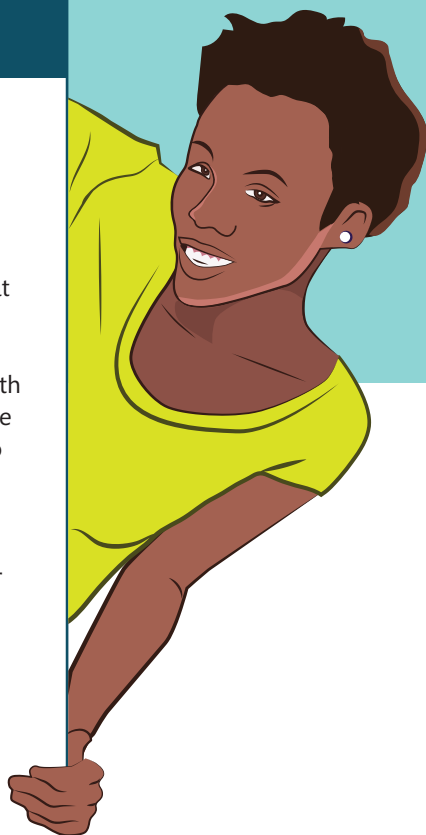
At Home – CATS visit their clients at home in their own communities



At Support Group – CATS meet with their clients at support group, where they assist support group leaders to run the groups



Through MHealth – CATS stay in contact with their clients by SMS or WhatsApp



When Do CATS Support Their Clients

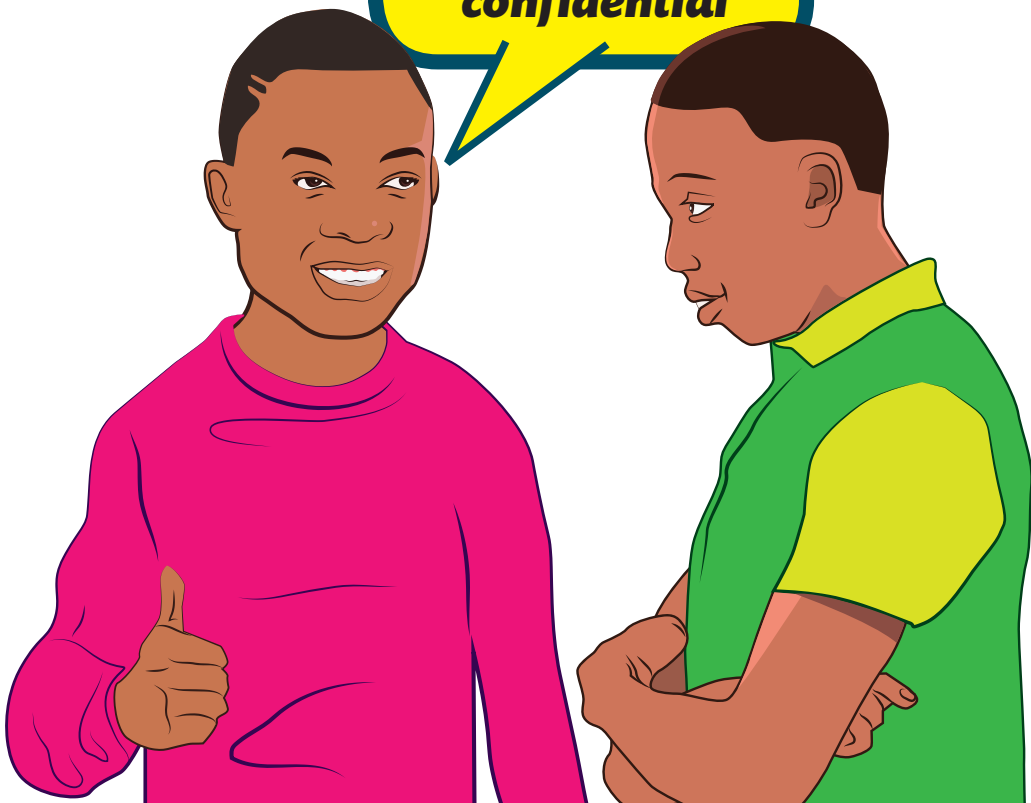
Your clients will need different levels of support

- **STANDARD SUPPORT:** This is for clients who
 - Are well; have no opportunistic infections
 - Have a viral load < 1000 copies/ml
 - Go to clinic as planned
 - Are safe and supported
 - Are psychologically well
- **ENHANCED SUPPORT:** This is for clients who
 - Are unwell; have an opportunistic infection
 - Have a viral load > 1000 copies/ml or are not adhering to ART
 - Have missed more than one clinic visit
 - Are pregnant or breastfeeding
 - Are not safe or supported
 - Have psychological distress or mental health challenges



CATS Service	Standard Support	Enhanced Support
Clinic Counselling	As Scheduled by the clinic	
Support Group (plus ART refill group)	Monthly	
Home Visit	Monthly	Weekly With other community cadres
SMS or WhatsApp	Weekly	Daily

**Remember!
Everything we
talk about is
confidential**



Shared Confidentiality

- All CAYP have the right to confidentiality. It is often a big worry for them and needs to be talked about at the start of every engagement.
- CATS will protect their clients' confidentiality but there are also limits to this as you also need to protect your client's safety and the safety of others.
- Shared confidentiality can be introduced with words like:

"Everything we talk about is confidential. This means I won't share it with anyone, unless I am worried about your health or safety. If I am worried, I will talk about it with you before I speak to other service providers. This is so you can get the best support you need".

Managing Your Case Load

CATS manage a case load of clients who have been assigned to them by the clinic. Your clients will have different needs and it's important to manage their care as needed.

Every week, meet with the clinic staff and/or ZM to;

IDENTIFY YOUR CASE LOAD

- Using ZVAMODA (Zvandiri Mobile Database App) or the clinic register

PLAN YOUR CASE LOAD

- Who needs standard care? Who needs enhanced care?
- Who needs to be seen and where?
- Who needs joint home visits?
- Fill in the Service Tracker Form for the week

CREATE A WEEKLY SCHEDULE IN YOUR NOTE BOOK OR DIARY

- You should spend two days at the clinic and three days in the community
- Zvandiri-supported clinics should be covered by CATS 5 days per week

FOLLOW THE PLAN

- Make sure you adhere to your plan and update if there are any changes
- Leave a copy of your Service Tracker Form at the clinic so they know where you will be

Home Visit

BEFORE THE HOME VISIT

- SMS, WhatsApp or call the client to confirm their availability
- Make sure your ZM or clinic staff are available if a joint home visit is needed
- Check bike to make sure that it is safe to ride and use safety gear
- Pack notebook and report forms
- Dress respectfully for home visits
- Decide whether to use T-shirts and other visibility materials
- Carry your identification card

AT THE HOME VISIT

- Greet all members of the household
- Make sure you don't disclose the HIV status of yourself or your client to anyone who is not informed
- Provide information, counselling and support to the clients and their caregivers
- Make sure to fill in the Service Tracker Form by the end of the home visit
- Notify your ZM and clinic staff of any red flags
- Identify red flags that need referral

AFTER THE HOME VISIT

- Document the visit in ZVAMODA
- Report back to clinic staff at the end of the week
- Call your clinic or ZM with any URGENT! referrals
- Follow up on red flags by referring to the appropriate services
- Provide support
- Follow up on referrals
- Call the clinic or ZM for all referrals
- Use ZVAMODA to enter data from any contact with your client i.e. home visits, clinic visits, support group, meetings and SMS or WhatsApp messages

The first time you see a client or a caregiver let them know:

- Who are CATS
- What do CATS do
- Why do you do it
- Where are you based
- When and where you will see them
- How can they contact you
- Who else knows what CATS do and why they are working with you

Be friendly, open and supportive

Make sure that the caregiver has given consent for home visits

Discuss Shared Confidentiality



Clinic

- Dress respectfully using CATS visibility materials and identification card
- Report to clinic staff on arrival
- Greet all clinic staff as you see them
- Use the clinic register to check for any clients that have missed appointments
- Use SMS or WhatsApp to contact those that missed their appointment
- Send SMS or WhatsApp adherence and clinic reminders
- Provide information, counselling and support in the clinic
- Register new clients in ZVAMODA



Support Group / Refill Group

Before the support group meeting

- Confirm date, venue and time with the support group leader
- Remind all support group members during home visits or through SMS or WhatsApp reminders
- Ask the support group leader to brief you about the topics to cover
- Plan for refill visits with the clinic staff

At the support group meeting

- Assist the Support Group leader in setting up the room or space
- Welcome new members
- Pass around the Support Group Attendance Register for members to sign
- Support refill activities if relevant in your clinic
- Be active in the topics being discussed
- Notify the support group leader about clients that you are worried about

After support group

- Together with the Support Group leader, inform the ZM of clients with red flags
- Follow up on the clients that did not attend
- Register the attendance in ZVAMODA
- Put the support group attendance register in the clinic file, and take to the next CATS coordination meeting



Using Mobile Technology

Use SMS or WhatsApp to:

- Remind your client about clinic and support group attendance
- Follow up on clients who have missed clinic visits and support group
- Remind your client to take their ART and other medication
- Check-In on them
- Provide support
- Follow up on referrals



Call the clinic or ZM for all URGENT referrals

Use ZVAMODA to enter data from any contact with your client i.e. home visits, clinic visits, support group, meetings and SMS or WhatsApp messages



Making Referrals And Linking To Services

HOW TO REFER YOUR CLIENT:

- Explain the need for a referral and what the other services offer
- Fill out the MoHCC referral form
 - Give a copy to the client
 - Keep a copy at the clinic
 - Keep a copy to give to the ZM
- Provide details on where to go and who to see at the referral service
- Find out what may be a barrier to them attending the referred service
- Find out who else could assist your client to attend
- Offer to go with the client to the service, if needed
- Use SMS or WhatsApp to remind clients of appointments



RED FLAG

- A red flag is a sign that your client needs more support or other services
- Some red flags may need referrals to other services using the MoHCC Referral form
- Other red flags may need to be discussed with your clinic or ZM, to decide which referral is needed
- URGENT referrals need to be acted on straight away by calling your ZM or clinic
- All red flag and referrals made need to be discussed with the ZM and clinic

FOLLOWING UP ON REFERRALS

- Find out from the client, by SMS, WhatsApp or at home visit, if they attended
- Follow up to check on referrals and next steps
- Document the outcome in ZVAMODA
- Report back to the clinic and ZM

RECEIVING REFERRALS

- Clients may also be referred to you. Make sure you:
 - Contact each client that has been referred to you
 - Feedback to the service or person who referred them
 - Document the referral in ZVAMODA
 - Complete the referral slip and send back to the person who made the referral
 - SMS or WhatsApp follow up

Enhanced Support Plans

If your clients are eligible for enhanced support:

- Work with your client, the caregiver, the clinic and your ZM to make an enhanced support plan
- The clinic and your ZM are responsible for this plan
- Social Protection services may also be involved in this plan
- As part of this plan, CATS provide a supportive role to the client



CATS Care

