HANDOUT

Role play instructions

Instructions for role plays: Drug shop vendor/Pharmacist

Pretend that you are meeting the caregiver with child for the first time. Ask the caregiver for child's name and age. Pretend that there is a health center nearby to which you can refer the client, if needed. Remember to:

- Treat caregiver with respect and create friendly, non-judgmental environment
- Ask about all three symptoms (cough, fever, diarrhea)
- Assess for danger signs
- Provide referral and/or treatment as appropriate
- Provide instructions to caregiver on treatment schedule, how to give the medicine, and how to prepare it at home
- Check caregiver's understanding by asking open-ended questions
- Explain when to take a child to a higher-level health facility

Apply your prior experience along with what you have learned during the training and use the iCCM On-the-Job Reference Booklet to manage child's condition and provide advice to caregiver.

Instructions for role plays: Observer

While observing the interaction between the provider and client, remember to:

- Record how well the provider addresses the case-specific issues.
- Be prepared to give feedback to the provider regarding how well he or she addressed the client's needs.
- Pay particular attention to whether the provider:
  - Treated client with respect/created friendly environment
  - Used communication skills effectively by using simple language, asking closed-ended and open-ended questions as appropriate, using non-verbal communication effectively (e.g., paying full attention, shows interest and concern, using encouraging gestures)
  - Provide instructions to caregiver on treatment schedule, how to give the medicine, and how to prepare it at home
  - Check caregiver's understanding by asking open-ended questions
  - Explain when to take a child to a higher-level health facility
  - Addressed age/gender-related issues as appropriate

Instructions for role plays: Client

Prior to the start of the interaction:

- Read the role play scenario carefully and make sure you understand your character's situation.
- Use the information in the scenario to respond to the provider's questions. If something is not mentioned in the scenario, assume your answer will be "No."
- Feel free to ask the provider questions.

ADDITIONAL CONTENT OPTIONS

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> Use call out style inside this box to make key information stand out. E.g., in 2019, an estimated 5.2 million children worldwide died before the age of five.

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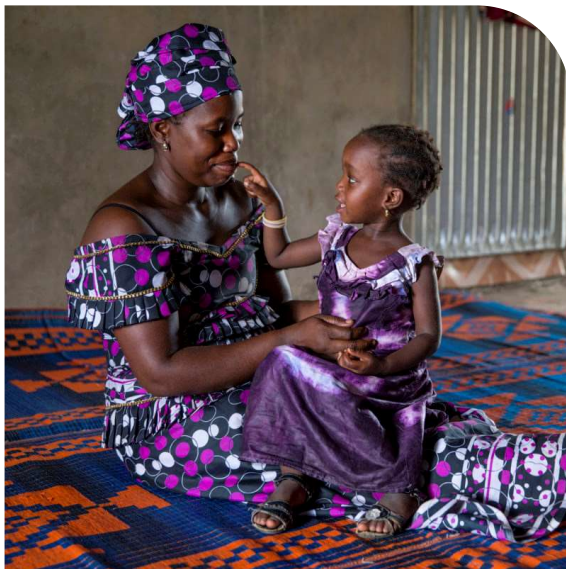
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ICON TIPS
Change the color of icons by selecting an icon, clicking "Graphics Format" in the top toolbar, then "Graphics Fill," and selecting your color of choice. Find icons here.

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> **—FIRST NAME LAST NAME**

TO REPLACE PHOTO
1. Click on photo. In the top toolbar, click "Shape Format." Then click "Shape Fill," select "Picture," and navigate to the desired photo on your computer.
2. Click on the photo again. In the top toolbar, select "Picture Format," then click the "Crop" dropdown and select "Fill." You can resize the photo while locking its aspect ratio by holding the Shift Key and grabbing the photo's corner handle. You can also use the mouse to drag the photo to the desired position within the frame.