Quality CBFP services require competent and well-prepared staff and volunteers who can safely provide family planning methods and help clients make informed choices. CBFP providers must possess a range of knowledge and skills to effectively meet each client's needs including the ability to screen and counsel clients, safely provide CBFP methods, including injections, and manage medical waste.

Ensuring CBFP providers have strong counseling skills is a critical part of the training process. Research suggests that clients who understand the nature of their needs and who believe the provider respects them and is concerned about their well-being, show greater satisfaction with the care they receive and are more likely to continue using FP. In addition, clients who get the method they thought they wanted are also more likely to be satisfied and continue using that method. Fears and concerns regarding side effects are a common reason for discontinuation of FP methods. Ensuring that health care workers are trained to counsel clients on potential side effects, as well as to address clients concerns on side effects when they arise, are a key component of quality FP counseling. Good counseling also depends upon good interpersonal skills, maintaining confidentiality and privacy, tailoring the interaction to the client's needs, and providing enough information while avoiding overload. Ultimately, counseling needs to help clients assess their own needs, make their own voluntary and informed decisions, and ensure their ability to follow through with those decisions.

This section of the CBFP toolkit contains curricula and job aides that cover screening, counseling, method provision, and waste management. These resources can be used for training program managers and supervisors, as well as resources for CHWs, which can also be adapted to train drug shop operators in family planning.

**Program Managers and Supervisors**

To successfully design, implement, and manage a CBFP program, program managers must understand the essential elements of CBFP and be familiar with key family planning and reproductive health concepts. Several training materials available in this section of the Toolkit will strengthen the ability of managers and supervisors to plan, implement, and evaluate strong CBFP programs.
Community Health Workers and Drug Shop Operators

Curricula and job aids play an important role in helping to prepare CBFP providers (e.g., CHWs, Drug Shop Operators) to counsel clients and provide contraceptive methods. These lay health worker trainings should include a theoretical, or classroom instruction component, followed by a practicum emphasizing quality counseling and service provision (i.e., safe injection technique). Often the practicum takes place in a clinic or hospital where client load is high so they are able to practice on a number of clients in a short time span, and/or in the health centers in their home area. In both examples, the supervisors of the trained CHW or drug shop operator need to be involved.

Clinicians

For resources on training clinicians in FP who are involved in mobile outreach services, please see K4Health's package of method-specific Toolkits, including Toolkits on Emergency Contraception, Injectables, Implants, IUD, Oral Contraceptives, Condoms, and the Standard Days Method.

Resources:

- Quick Reference Chart for the Medical Eligibility Criteria of the WHO for Initiating and Continuing the Use of Combined Oral Contraceptives, Noristerat, Depo-Provera, and Copper IUDs

The World Health Organization (WHO) develops detailed criteria that health care workers can follow to determine which contraceptive methods are medically suitable for their clients. These criteria are based on the most current scientific knowledge about the effectiveness, risks and benefits of various family planning methods, and they can help providers guide their clients in making safe and informed decisions. WHO periodically revises the criteria in response to recommendations made by an expert working group in response to new research findings.

FHI 360 created a quick reference guide, in the form of a chart, that summarizes the WHO medical eligibility criteria for combined oral contraceptives, the injectable contraceptive depot-medroxyprogesterone acetate (DMPA), progestin-only implants, copper intrauterine devices or a levonorgestrel intrauterine system (LNG-IUS). The 2016 version of the Medical Eligibility Criteria Quick Reference Chart includes a complete list of all conditions that WHO classifies as Category 3 (usually not recommended) and Category 4 (should not be used).
Groundbreaking Family Planning Checklists Now Available as Apps

Too often, women in developing countries face financial, cultural, social and legal obstacles that prevent them from accessing pregnancy tests, contraception and other sexual and reproductive health resources and services. To solve this problem, FHI 360 developed a set of five checklists as easy-to-use job aids for health care providers and community health workers to determine a client’s eligibility for initiating a family planning method.

Checklist, Training and Reference Guide for a Screening Checklist to Initiate Use of COCs

This publication is intended to provide program managers, administrators, trainers, and service providers with:

- a training module on how to use the COC Checklist;
- an overview of the COC Checklist and guidance for adapting it for local use;
- information on the most current research regarding the validity, effectiveness and use of the COC Checklist;
- current, essential, evidence-based information on COCs.

Provision of Injectable Contraception Services through Community-Based Distribution in Zambia

This handbook, adapted and revised from the December 2010 edition, describes how to introduce injectable contraceptives to family planning services offered in an existing community-based distribution (CBD) program. The approach is based on the experiences of three pilot projects -- Zambia, Uganda and Madagascar. These countries are highlighted because of a persistent need for family planning services, the existence of established CBD programs, and the willingness of their governments to adopt this method of providing injectable contraceptives.
Family Planning for Frontline Health Workers

This module targets community health workers and other frontline health care workers who educate and counsel about family planning and provide short-acting family planning methods and refer for longer-term methods. It is based on the new global training resource package for family planning and provides a chance to practice counseling 3 different clients using the materials and counseling approach described in that package. Designed for a low-literacy audience, it can still be used by any health worker.

- **Sayana® Press Training Materials**

These training materials focus on the administration of the injectable contraceptive Sayana® Press for facility- and community-based providers and were developed as part of the Sayana® Press pilot introduction project.

- **Facts for Family Planning**

Facts for Family Planning presents a comprehensive collection of key information and messages that anyone can use who communicates to others about family planning. Although a variety of individuals and groups can use Facts for Family Planning, it is primarily designed for those who communicate with men and women who are seeking information about family planning and help in selecting a family planning method. The booklet can be ordered and/or downloaded in English or French from the website.

- **A guide to family planning for community health workers and their clients**

This flip-chart is a tool to use during family planning counselling or in group sessions with clients. It can help your clients choose and use the method of family planning that suits them best; give you the information you need for high-quality and effective family planning counseling and care; and help you know who may need referral.

- **Postpartum Family Planning for Community Health Workers Trainer and Participant Manuals**
This resource contains two documents for Postpartum Family Planning for Community Health Workers, one for trainers and one for participants. These manuals were created within the ACCESS-FP program, which focuses on meeting the family planning and reproductive health needs of women in the postpartum periods.

- **Checklist, Training and Reference Guide for a Screening Checklist to Initiate Use of DMPA (or NET-EN)**

  This publication is intended to provide program managers, administrators, trainers, and service providers with:
  
  - a training module on how to use the DMPA Checklist;
  
  - an overview of the DMPA Checklist and guidance for adapting it for local use;
  
  - information on the most current research regarding the validity, effectiveness and use of the DMPA Checklist;
  
  - current, essential, evidence-based information on DMPA.

- **Checklist, Training and Reference Guide for a Screening Checklist to Identify Women Who Are Not Pregnant**

  This publication is intended to provide program managers, administrators, trainers, and service providers with:
  
  - a training module on how to use the Pregnancy Checklist;
  
  - an overview of the Pregnancy Checklist and guidance for adapting it for local use;
  
  - information on the most current research regarding the validity, effectiveness and use of the Pregnancy Checklist.

The Pregnancy Checklist contains a series of questions to rule out pregnancy. These questions, based on criteria established by the World Health Organization (WHO) for determining with reasonable certainty that a woman is not pregnant, are also included in the COC, DMPA, IUD, and implant checklists.

Although originally developed for use by family planning providers, the Pregnancy Checklist can also be used by other health care providers who need to determine whether a client
could be pregnant. For example, pharmacists may use this checklist when prescribing certain medications that should be avoided during pregnancy.

- **Sample Community Health Worker Training Curriculum for Community-Based Delivery of Injectable Contraceptives**

  This curriculum from Zambia to train community health workers to provide injectable contraceptives can be used as a sample curriculum that other programs can adapt to suit their own needs.

- **Infection Prevention Guidelines Reference Manual**

  This manual is a reference guide to infection prevention thinking and practices in hospitals and healthcare facilities where resources are limited, and in some countries (e.g., Nepal, Nigeria, Mozambique, Rwanda and Somalia) actually decreasing. It reflects what we (the authors) have learned from countless healthcare workers throughout the world who abstracted, translated, taught and used the simple, practical procedures and practices contained in that manual.

- **Infection Prevention A Reference Booklet for Health Care Providers**

  Health care personnel are on the front line of protecting themselves and their clients from infectious diseases. Fortunately, health care staff can perform safe and simple procedures to minimize risk and the spread of infections. These practices can be integrated at minimal cost into the routine workday at clinics and hospitals around the world.

- **Drug Shop Operators Training Materials**

  This is the curriculum for a 2-day training to equip drug shop operators with knowledge and skills to provide short-term family planning methods, including the injectable contraception DMPA. It was developed by FHI 360 with the support of Save the Children as a part of a pilot project funded by USAID to train and monitor drug shop operators provision of intramuscular injectable contraception in Uganda. The curriculum was based upon the Uganda Ministry of
Health?s FP training curriculum for drug shop operators and private clinic owners. Other implementers can adapt this resource to suit their country?s specific needs. The curriculum includes five sessions: introduction, update of family planning methods, counselling for informed choice, screening clients and initiating on DMPA.

- **Service delivery tools and job aids for family planning providers**

FHI 360 has developed and published service delivery tools and job aids for health care providers ? practical materials to use when serving clients in clinical or community-based settings. The tools reflect the latest international recommendations from the World Health Organization (WHO). This page includes a section of mobile apps for family planning services screening checklists.

- **The Training Resource Package on Family Planning**

The Training Resource Package for Family Planning (TRP) contains curriculum components and tools needed to design, implement, and evaluate training. It offers essential resources for family planning (FP) and reproductive health trainers, supervisors, and program managers. The entire package is designed to support up-to-date training on family planning and reproductive health.

**Source URL:** https://www.k4health.org/toolkits/communitybasedfp/training