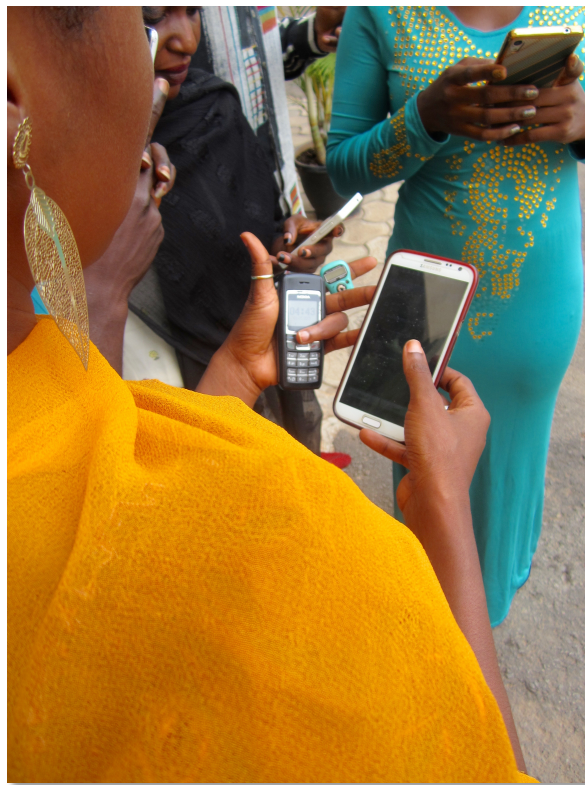


## **PART 2**

### **Smart Client: Characters, Scripts and SMS Messages**



**September 2017**



**USAID**  
FROM THE AMERICAN PEOPLE

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**Cover photo:** Women responding to Smart Client tool on mobile phones. © 2017, Caitlin Loehr, all rights reserved.

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## INTRODUCTION

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The “Smart Couple” digital health tools are designed to inform, empower and promote “smart clients” and “smart couples” by reaching them directly through mobile technology.

These scripts are **Part 2** of a four-part document. Part 1 provides the background for the tools, vision and objectives, details about the audience and behavioral objectives, and information about key aspects about the tools. Part 3 contains the Smart Couple characters, scripts and SMS challenges. And Part 4 provides guidelines for adaptation.

The following scripts were written for the testing and user study in Kaduna, Nigeria, and therefore include terminology and names appropriate for the local context in Kaduna. The scripts were also translated into Pidgin, Yoruba and French [<https://healthcommcapacity.org/technical-areas/family-planning/smart-client-smart-couples/>]. The content is designed to be adapted for different countries (see Part 4 for tips on adapting these scripts).

One important note for the scripts is that the audio clips are separated by lines to indicate where the audio clips start and stop. Recording the audio clips in separate segments helps when loading the content to the IVR platform.

Refer to Part 4 for more information on using and adapting the tools.

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## DRAMA PLOT SUMMARY AND CHARACTERS

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Musa is a hardworking tailor and works at a shop in the neighborhood where he and his family live. He and his wife, Laila, have been married for five years and have two children, Danjuma and Lami. He cares a lot for his sister, Safiah, and worries about her well-being. He sees that she is struggling with many children and it makes him want to make sure he can provide for his family, so he does not want to have another child yet. He talks to Laila about it and they agree to practice child birth spacing.<sup>1</sup> They are very happy together, but recently Musa seems to be hiding something—he often goes out without telling Laila where he is. Laila thinks he is having an affair. In fact, he has been suffering from a bad stomach pain and is trying to find treatment but did not want to worry Laila. He finally sees a doctor who assures him that he needs an operation.

Musa’s sister Safiah and her husband, Mahmoud, have five children and are having trouble making ends meet, especially when one of their sons, Abu, becomes sick. Laila suggests that, instead, they space the births of their children. Mahmoud is angry when he finds out that Laila suggested Safiah practice child birth spacing and tells Laila and Musa to stop interfering in their marriage. Safiah is interested, though, and talks to Laila about visiting a pharmacist. Tensions calm down when Musa talks with Mahmoud, and he agrees to visit the clinic with Safiah.

Dije is Laila’s younger sister and moved in with Laila after their parents passed away in an accident. Laila and Dije have a brother, Bala, who became the family head, and he is now very protective of Dije. Dije loves him but thinks he tries to control her too much. Dije sees herself as very modern and wants to go to university. She is in love with a young man, Kabir, and tells Laila about him but is afraid to tell Bala. One day, Bala sees Dije and Kabir together and is very angry. Shortly after, Kabir does not show up for a date and Dije becomes worried. There is suspicion that Bala is involved in Kabir’s disappearance and he is arrested. However, Kabir is found injured, but alive, following an accident, and proposes to Dije.

### DRAMA CHARACTERS

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<b>Laila Bagudu</b>	Wife of Musa. 26 years old. Has two young children, Danjuma (boy, 2 years old) and Lami (girl, 4 years old). She becomes a satisfied and “smart” user of child birth spacing.
<b>Musa Bagudu</b>	Husband of Laila. 30 years old. Works as a tailor in the city. He has been having stomach pains for a while now and is visiting a doctor but has not told his wife. He doesn’t want another child yet and is a supportive “smart” partner in child birth spacing.
<b>Dije Hussein</b>	Laila’s younger sister, 17 years old, and lives with Laila and Musa after their parents died in a car accident. She is unmarried but is in love with a young man. She is a dreamer and has high hopes for her future. She attends secondary school.
<b>Bala Hussein</b>	Laila and Dije’s brother, 22 years old, who is unmarried. He is very protective of his sisters, especially Dije, who is younger than him, since their parents died. He sees himself as the protector of the family.
<b>Kabi</b>	Dije’s boyfriend, 22 years old. He is very romantic and deeply in love with Dije.

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<sup>1</sup> The term “child birth spacing” is used in these scripts due to the acceptability in Northern Nigeria of the term over other terms such as “family planning.”. The appropriate, accepted term should be used when adapting the scripts.

<b>Safiah</b>	Musa's sister. 33 years old. She has five children, including Abu, who is often sick. She is married to Mahmoud. She has never tried child birth spacing and never discussed it with her partner.
<b>Mahmoud</b>	Safiah's husband. 40 years old. He is traditional in his norms about fertility, child birth spacing and male involvement. He loves his wife and children very much and thinks lots of children are a sign they are committed to each other.
<b>Bako the barber</b>	Musa's barber. 40 years old. He and his wife are using a child birth spacing method and he is a personal advocate.
<b>Barbershop customer</b>	In his 50s. Has traditional beliefs about masculine norms concerning fertility and child birth spacing.
<b>Nurse<sup>2</sup></b>	Counsels Laila. She is in her early 40s. She is very busy and works long hours but loves her job. She is supportive and models client-centered counseling.
<b>Police officer</b>	Male. In his late 30s.

## HOST CHARACTERS

<b>Nurse Habiba Muazu</b>	Her full name is Habiba Muazu. Her friends call her Habiba. She is a nurse at a small health clinic and is a host for the <i>Beta Life</i> mobile phone tool. She is married with two children.
<b>Adamu Dodo</b>	Met Nurse Habiba as a client and now works as a community outreach worker for the clinic. He is married to Matse and has three children.

## PERSONAL STORY CHARACTERS

Call #	Name	Description
2	Talatu	Female, late 20s
3	Rabi	Female, late 20s, using tablets
4	Dauda	Male, 35 years old, 12 years married
5	Amina	Female, mid-20s, three children
6	Maryam	Female, late 20s, uses IUD, three children
7	Asabe	Female, late 20s
9	Zara	Female, early 20s, using condoms
10	Fatima	Female, late 20s, three children, using injectable
11	Hauwa	Female, mid-20s, two children
13	Zuberu	Male, late 20s, two children, wife switched from tablets to IUD
14	Jemimah	Female, mid-20s, three children
15	Laraba	Female, early 30s, three children, switched from tablets to IUD
16	Zubeida	Female, late 20s, fertility issues

<sup>2</sup> The term "nurse" will generally be used in the scripts because nurses are the most common family planning provider in Nigeria.

## SAMPLE DIALOGUE CHARACTERS

Call #	Name/Role	Description
2, 3, 6, 7, 9, 10, 11, 13, 14, 15, 16	FP Nurse	Female, late 30s, two children
2		Female, early 20s, newly engaged
3		Female, early 20s, just had first baby
		Husband, mid-20s
4	Pharmacist	Female, early 30s
		Male, mid- to late 20s
5	Pediatric nurse	Female, late 30s
		Female, early 20s, 6-month-old son
6		Female, mid-20s,
7		Female, early 20s
9		Female, early 20s, talking about switch from standard days method to modern method
10		Female, 19 years old, 7-month-old son, interested in IUD
11		Female, early 20s, using withdrawal, questions about modern methods
13		Female, early 20s, switch from injectable to implant
14		Female, early 30s, satisfied IUD user
15		Female, mid-30s, switch from injectable to long-term method
		Male, mid-30s
16		Female, late 20s, remove implant to get pregnant
		Male, late 20s

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## CALL SCRIPTS

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Scripts are provided for the 17 calls. The SMS reminders are included with the details of each call script.

This document includes the English scripts used for the Hausa recordings. In Hausa, the term "child birth spacing" was used for "family planning" in the scripts. Other terms were used for Yoruba, Pidgin and French. Please see terminology referenced with the translated scripts.

The horizontal lines in the scripts denote the breaks in the audio clips. This is important when loading content onto the IVR platform.

**SMS before start:** Hello. BETA LIFE Study calls will start the week of (MONTH and DAY). Remember to **save this BETA LIFE number in your contacts. Thank you!**

### **1. Call One: Signing Up for Beta Life**

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This is the initial call the user receives immediately after the user “flashes” the number to sign up or the initial call can be scheduled to be sent out to users whose contact information is pre-loaded into the platform.

---

**HABIBA (said in Hausa):** Hello! To listen in Hausa, please PRESS 1.

**TOLU (said in Yoruba):** Hello! To listen in Yoruba, please PRESS 2.

**TOLU (said in Pidgin):** Hello! To listen in Pidgin, please PRESS 3.

---

**HABIBA:** Welcome to *Beta Life* and thank you for signing up! Now, let us introduce ourselves. My name is Habiba Muazu. I am a nurse at a small friendly health clinic in the city. Ever since I was young, I wanted to help people and knew that when I grew up I wanted to be a nurse. After finishing school, I got married and had two children. I feel so blessed to have achieved my dream and have such a wonderful family. And here with me today is a friend I have known for many years; his name is Adamu.

**ADAMU:** Thanks, Habiba. I first met Nurse Habiba when I came with my wife to her clinic, and now I am a community outreach worker for Nurse Habiba’s clinic. I have been married to a wonderful woman, Matse, for 10 years, and we have three beautiful children.

**HABIBA:** I’m really happy to share *Beta Life*, this new mobile phone tool, with you! In the coming weeks you will receive calls on your mobile phone that will allow you to listen to a serial drama about a couple, Laila and Musa, and their families. Simple as that. It is just like listening to a show on the radio—but on your phone!

Here are a few reminders:



- 
- Save this number in your contacts on your phone and type in the name Beta Life, so you will know who is calling when you receive our calls, or when you want to flash *Beta Life*.
  - If you miss a call, *Beta Life* will call again five minutes after the first call. If you do not answer, the system will call you every other hour for up to eight times a day. It will stop calling once it has tried up to eight times or you answer the call.
  - If you miss a call, you can flash the *Beta Life* phone number and you will receive a call back immediately with the call that you missed.
  - When you are listening and are asked to press a button on your phone to make a selection, if you do not hear the question or an option, it will be repeated once, so continue to listen to make sure you get the correct information.
  - We appreciate your responses, but if you feel uncomfortable answering any questions, you can choose not to answer.

**ADAMU:** You should know that there are 17 calls in total and all calls are about four to 14 minutes long, depending on what you choose to listen to—you can listen to the drama, personal stories and sample dialogues. All *Beta Life* calls and SMS are free to receive—there is no cost to you at all.

The calls will come directly to your phone, so we want to find out your preferences for receiving the calls.

- 
1. If you want to receive the calls: Once per week, PRESS 1; twice per week, PRESS 2; or every day, PRESS 3.
- 
2. Next, what time do you want us to call you? If you want to receive the call in the morning, from 8 a.m. to 12 p.m., PRESS 1; if you prefer the afternoon, from 12 p.m. to 5 p.m., PRESS 2; or if you prefer the evening, from 5 p.m. to 9 p.m., PRESS 3.

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You will receive the calls during this time and following the schedule you selected.

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**HABIBA:** We have a few questions for you and it will take about 20 more minutes. All information you provide will be kept private and will only be used to make sure that *Beta Life* is serving your needs.

- 
3. First, if you are a woman, PRESS 1. If you are a man, PRESS 2.
- 
4. If you are 19 years old or younger, PRESS 1. If you are between 20 and 24 years, PRESS 2. If you are between 25 and 34 years, PRESS 3. If you are 35 years or older, PRESS 4.
-

- 
5. Have you ever used a child birth spacing method? PRESS 1 if you are a current user of a child birth spacing method. PRESS 2 if you have previously used a child birth spacing method but are not doing so now. PRESS 3 if you have never used a child birth spacing method.<sup>3</sup>
- 

***SMS reminder (to follow call):***

Hello. The first episode of BETA LIFE is coming to you soon!  
Remember to save this BETA LIFE number in your contacts.  
Thank you!

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<sup>3</sup> At this point, the call transitioned to the pre-study survey.

## 2. Call Two: Introducing *Beta Life*

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**Key message:** Introduction of the tool; importance of couple communication

<b>INTRODUCTION</b>	<p><b>HABIBA:</b> Hello! Welcome back to <i>Beta Life</i>! It's Nurse Habiba here. I'm excited to share our first episode with you today. We will meet Laila and her husband, Musa, a young couple with two children. Laila's parents passed away recently in a car accident and so Laila's younger sister, Dije, lives with them while she is studying at secondary school. Their brother, Bala, is protective of his younger sister, Dije, and wants her to go to university—a chance that he and his older sister, Laila, never had.</p> <p>Before we jump right in to see how our story starts, I want to remind you that if you cannot listen right now, you can flash the <i>Beta Life</i> number, <b>08139861025</b>, to listen to this episode later. Now let's get to the story...</p>
<b>DRAMA</b>	<p><b>MUSA:</b> Laila, that was a delicious meal, you are the best cook in Nigeria! Now why do you only cook these special meals when your brother Bala comes to visit? Is your husband's presence not special enough!</p> <p><b>LAILA:</b> That's not true, Musa!</p> <p><b>MUSA:</b> Eh, I'm just joking. Your food is always delicious. But, really, Bala, you should come visit us more often.</p> <p><b>BALA:</b> I always appreciate a good meal and time with my family!</p> <p><b>MUSA:</b> Now I must get going. I have to pick up some new material for the shop at the market.</p> <p><b>LAILA:</b> Why don't the children and I come with you? I need some things, too.</p> <p><b>MUSA:</b> Well, Laila, I have to hurry. I should just go by myself this time. You stay and talk with Bala.</p> <p><b>LAILA:</b> [<i>sulking</i>] You always want to go by yourself anywhere you go. You never want to spend time with me anymore.</p> <p><b>MUSA:</b> [<i>angrily</i>] Well, if you are going to be like that, I might as well just go now. Goodbye, Bala!</p> <p>[<i>Musa leaves angrily as Dije enters</i>]</p> <p><b>DIJE:</b> Hello, my sister, my brother. Where is Musa off to in such a hurry?</p>

	<p><b>LAILA:</b> Oh, who knows, Dije? He is always so busy these days and never wants to spend time with me. Maybe there are other women turning his head wherever he goes.</p> <p><b>BALA:</b> Laila, you aren't suggesting he is going out with other women? Not Musa! He is an honorable man!</p> <p><b>LAILA:</b> You're right. Let's talk about something else. How is school going, Dije?</p> <p><b>DIJE:</b> It's so hard! We have exams next week and I have so much to remember.</p> <p><b>BALA:</b> Dije, you can do it. I can help you review—let's go.</p> <p><b>LAILA:</b> Bala, wait, she hasn't even had dinner! <i>[door slams]</i> Well, it seems no one wants to spend time with me. My husband can't seem to wait to leave the house. I wish I knew what was going on with that man...</p>
<p><b>FRIEND-TO-FRIEND</b></p>	<p><b>HABIBA:</b> Well, well, doesn't sound like Laila and Musa are getting along too well right now. I wonder what is going on with that man, too!</p> <p><b>ADAMU:</b> Well, to find out what happens with Laila and Musa, you will have to wait until our next call.</p> <p>If you want to hear a little more today, we have two options for you: One is a story from a young woman called Talatu who shares how she got through a difficult time in her marriage. The other option is a sample dialogue between a nurse and a young woman engaged to be married. Just PRESS 1 now to hear Talatu's story, PRESS 2 for the nurse and young woman dialogue. After you listen to your first choice, you will be able to hear the other one—and don't worry, the call is free to you! If you do not want to hear any more today, PRESS 0 to answer a quick question about what you heard today.</p>

If caller presses 1:

<p><b>PERSONAL STORY</b></p>	<p>My name is Talatu and today is my fifth wedding anniversary. I am so happy! Many people said we would not even last one year, but we have proven them wrong. It has not been easy. Money has always been tight and in the beginning we used to quarrel a lot about money. We were not talking with each other and, in fact, to my shame, divorce was even mentioned a few times. I used to think about the idea and cry because it could mean I would have to move back with my parents and leave my friends, job and everything here.</p> <p>Then one day in the market I heard a talk. The speaker told us that communication was key in a marriage. That we should talk with our husbands more and ensure that we should listen to what each other is saying if we wanted to increase love, trust and understanding in our relationship. I didn't really believe it would help my situation, but I didn't want my marriage to end, so I was willing to try anything.</p> <p>It was awkward at first. We were eating dinner one day and I asked him how his day was. He told me it was fine and normally I would have just said "OK" and continued eating. But this time, I asked him what had happened, and he told me that he had to make a tough decision about hiring a generator. I started to understand some of the challenges he was facing on a daily basis, and started telling him about my day and my challenges. We started to talk about everything, small stuff at first and then we were able to talk about larger issues—where our kids would go to school, how many we wanted—things like that.</p> <p>Once we started talking and listening to each other, the arguments reduced because we understood each other much more and our marriage is getting stronger because of it.</p>
<p><b>FRIEND-TO-FRIEND</b></p>	<p><b>HABIBA:</b> Thank you, Talatu, for sharing your story with us. Indeed, open communication and respectful listening can bring couples closer together and make it easier to talk about big topics when they come up. If you want to hear the dialogue between the nurse and young woman, PRESS 2 now, or PRESS 0 if you are done listening to answer a quick question about what you heard today.</p>

If caller presses 2:

<p><b>SAMPLE DIALOGUE</b></p>	<p><b>NURSE:</b> Good morning, how are you today?</p> <p><b>CLIENT:</b> Hello, nurse, I am fine. <i>[sounding happy and excited]</i> Now that I am engaged to be married, I need to know that everything is in working order.</p> <p><b>NURSE:</b> Congratulations, that is wonderful news! How did you meet your fiancé?</p> <p><b>CLIENT:</b> We have known each other for a long time and our families predicted that we would marry someday. It is a very busy time for us because we are completing exams next month, getting married the month after and starting new jobs after the honeymoon.</p> <p><b>NURSE:</b> A busy time, indeed, and it can be stressful. Is your fiancé being supportive of all of these major events in your life?</p> <p><b>CLIENT:</b> Oh, yes, he is very supportive and he is a planner. We are both planners, maybe that is because we are studying to be accountants <i>[laughs]</i>. We have so many dreams and we want to see them all come true.</p> <p><b>NURSE:</b> I am so glad to hear that! It is good to talk about what you both want in life and make decisions together. Ah, young love, I remember how excited I was when I first got married...</p> <p><b>CLIENT:</b> Oh, do you have any advice to share with me?</p> <p><b>NURSE:</b> Sounds like you are on the right path. Always remember that there are ups and downs in any relationship, but if you are both able to start discussions, ask each other questions, listen to each other and share decision-making, you will have a strong marriage. Also, it's never too early to begin making plans for your family! I hope you will feel free to come talk with me anytime, and bring your fiancé with you.</p> <p><b>CLIENT:</b> Thank you, I think he would be happy to talk with you, too.</p>
<p><b>FRIEND-TO-FRIEND</b></p>	<p><b>HABIBA:</b> What great advice from the nurse for young couples starting their lives together. And the advice about continuing to listen to each other and make decisions together even rings true for couples who have been together for a long time!</p>

---

If you want to hear Talatu’s story, PRESS 1 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.

---

**If caller presses 0:**

***FRIEND-TO-FRIEND QUIZ AND CLOSING***

**HABIBA:** Thanks for listening! Before you go, I have a question for you: Do you think it is hard for husbands and wives to **TALK** with each other about their plans and dreams for the future? If you think yes, PRESS 1. If you think no, PRESS 2. To give me your answer, just press the number given on your phone keypad to respond, then keep listening.

[User presses 1 or 2.]

**[1] [Yes]**

I agree it can be hard for couples to TALK about big topics like the future. Talking more about easy things is a good way to build trust and openness in your relationship. Showing your appreciation for each other is a good start, too—just like when Musa said he enjoyed Laila’s cooking skills.

**[2] [No]**

I am glad you think it is not hard for husbands and wives to TALK with each other about big topics like their dreams and plans for the future. Sounds like you know that good communication between a husband and wife is key to a good relationship.

**ADAMU:** Well, I look forward to sharing our next episode with you soon. Goodbye!

---

***SMS reminder (to follow call):***

Just like Musa did, give your partner a compliment on something you like about him.

### 3. Call Three: Couple Communication about Child Birth Spacing

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**Key message:** Couple communication about fertility desires and intentions and aligning them with personal/family goals

<b>INTRODUCTION</b>	<b>HABIBA:</b> Hello, again! It's me, Nurse Habiba. I hope you have been keeping well. Do you remember in our past episode, Musa seemed to be going out a lot and avoiding Laila? Today, we meet Musa's sister Safiah, who is married to Mahmoud. Their son Abu has been sick often recently and Laila and Musa visit to see how they are doing. Let's find out what happens...
<b>DRAMA</b>	<b>SAFIAH:</b> Hello, brother, sister. Come in, come in. <b>MUSA:</b> We can't stay, Safiah. We just stopped by on our way home to see how Abu is doing. Is he feeling better? <b>SAFIAH:</b> His fever has gone and he is feeling a bit better. Thank you for your concern. <b>LAILA:</b> You look tired, Safiah. Is there something we can do? Help with the other children, maybe? <b>SAFIAH:</b> No, we are fine, sister, thank you. I don't want to trouble you. Eh, that is Abu calling for me now. <b>MUSA:</b> Go tend to him, sister. We will return tomorrow. <i>[road noises]</i> <b>LAILA:</b> Musa, why so quiet? You haven't said a word since we left Safiah's house. Are you feeling all right? <b>MUSA:</b> <i>[worried/hesitant]</i> Oh, I'm fine. It is just that Safiah did not look well. I worry about her. <b>LAILA:</b> I agree, she looked so tired. But she has five children to care for, what choice does she have? <b>MUSA:</b> We all have a choice, Laila. Including us. In fact, there is a choice I've been wanting to talk with you about. Maybe we should wait a while before having another child. <b>LAILA:</b> OK, now I am worried about you, Musa. You are always going out without telling me where and now you don't want to have more children with me? What is going on?



	<p><b>MUSA:</b> I don't mean never having more children, just not right now. We are blessed with two healthy children with food in their bellies. I want to make sure they stay that way and that you stay healthy, too. Don't you think it would be better for us? ... Well, what do you think, Laila?</p>
<p><b>FRIEND-TO-FRIEND</b></p>	<p><b>ADAMU:</b> It is great that Musa is thinking about his family's future and talking about it with his wife. In fact, talking with your partner is the first step in becoming a "smart client." Are you wondering what is a "smart client"? You are a "smart" child birth spacing client when you do three things. You <b>THINK, TALK</b> and <b>SHARE</b>. These three things, "smart skills" we will call them, can help you to be happy and confident in your decisions about child birth spacing and that will help you live a <i>Beta Life</i>!</p> <p><b>HABIBA:</b> That's right! Throughout the stories you hear on <i>Beta Life</i> you will learn about how you can <b>THINK</b> about what you want in your future for you and your family, such as how will having children, or having more children, affect your future plans. When you are ready, <b>TALK</b> with your partner about it. And <b>SHARE</b> your experiences with others so that more people can also become smart clients!</p> <p><b>ADAMU:</b> Now, if you want to hear a little more today, we have a story from a young woman named Rabi who shares how she started talking with her husband to plan for their children. There is also a sample dialogue between a nurse and a new mother and father who are thinking about child birth spacing after the birth of their new baby. PRESS 1 now to hear Rabi's story, PRESS 2 for the husband and wife dialogue. And remember that after your first choice, you can listen to the other one, and the call will be free to you! If you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>



**If caller presses 1:**

<p><b>PERSONAL STORY</b></p>	<p>Hello, my name is Rabi. When I was in Senior Secondary school, I had to leave school and went to work as a cleaner in the Ministry of Labour. I was very lucky to get such a job because not only did the ministry provide me good earnings, it was here I met the man who became my husband.</p> <p>Because Ibrahim is very religious, I worried about offending him, so I used to be very reserved about discussing certain things with him, even after we married. Like, for instance, child birth spacing. I had heard about it from adverts on radio and I was interested. In my house, we were many and, in fact, that was why I could not finish secondary school. When I first got pregnant, I was a little worried because we had never discussed spacing our children’s births and I knew that I didn’t want to have more children than we could provide for. But I was afraid to bring up child birth spacing with him because I didn’t want him to think that I was ungrateful or dissatisfied after having our baby.</p> <p>I tried to put it out of my mind, but it kept on nagging at me so I decided that I really needed to discuss with Ibrahim. I waited until a day when he was in a good mood and I prepared his favorite soup. After he had eaten, we relaxed a bit and when I saw he was happy, I showed him a brochure that I had gotten from the pharmacist. I told him why I was interested and nervously asked him what he thought.</p> <p>He wasn’t angry, but he was a bit surprised. He thought the discussion was a bit premature because we had only one child but he agreed that the benefits to my health and our family’s well-being were very attractive. The conversation went quite well and I was relieved.</p> <p>In the end, we decided to find out more together about the contraceptive tablets. They worked with no problems and when we were ready for a second child, I simply stopped taking them and soon became pregnant. Now I am back on the tablets again because we both truly believe it is a big help to securing a better future for our family.</p>
<p><b>FRIEND-TO- FRIEND</b></p>	<p><b>ADAMU:</b> Thank you, Rabi, that was a great story! It reminds me of how nervous both my wife and I were before we talked about child birth spacing, but I can assure you that it is better to start talking about important topics earlier rather than waiting for there to be a problem, so I hope that you can use some of these ideas in your own relationship. If you want to listen in on a husband and wife talking about child birth spacing with a nurse, PRESS 2 now, or if you are done listening, please PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 2:**

**SAMPLE  
DIALOGUE**

**NURSE:** Here she is! She just woke up and we got all the test results back and everything is just fine! *[new baby noises]*

**WOMAN:** What great news!

**MAN:** So we will be able to go home soon, then?

**NURSE:** Yes, of course. But don't you want to enjoy this quiet time to rest a little?

**WOMAN:** Oh, yes, we will enjoy it. ... Nurse, I was wondering if we could talk about what you were telling me earlier, now that my husband is here?

**MAN:** What is this?

**NURSE:** Well, earlier I asked your wife if she had thought about her plans for having more children in the future.

**MAN:** What is the rush to think about that now? We just had our first baby!

**WOMAN:** Well, the nurse explained to me that it is good to have a plan so that we make sure we only have more children when we are able to care and provide for another child.

**NURSE:** That is right; child birth spacing is a great way to make sure your whole family is healthy and happy. And it is good to talk about it early because there are things you can do starting now to make sure you do what is best for your family.

**MAN:** What do you mean?

**NURSE:** There are child birth spacing methods that are safe and effective to allow you to rest and have a space until your next birth.

**WOMAN:** Yes, I think I would like to hear more about those...

**MAN:** Hold on, dear, can we talk about this first, just the two of us?

**WOMAN:** Of course. Nurse, we will let you know what we think before we leave.

**NURSE:** No problem. Here is a brochure about the different methods you can choose from. It is great for couples to talk about these things

	because they are decisions that affect both partners, so take your time and if you have any questions, please let me know!
<b>FRIEND-TO-FRIEND</b>	<b>HABIBA:</b> That dialogue makes a great point—it’s never too early to start talking about child birth spacing, but even if you don’t do it when you’re young, it’s never too late, either! If you would like to hear Rabi’s story, PRESS 1 now, or if you are finished listening, please PRESS 0 to answer a quick question about what you heard today.

**If caller presses 0:**

<b>FRIEND-TO-FRIEND WRAP-UP</b>	<p><b>ADAMU:</b> Thanks for listening today. Before you go, I have a question for you. Do you think it is difficult for husbands and wives to talk about spacing their children’s births?</p> <p>If yes, PRESS 1. If no, PRESS 2. If you aren’t sure, PRESS 3.</p> <p>[User presses 1, 2 or 3.]</p> <p><b>HABIBA:</b> Thank you for sharing what you think. What we do know is that couples who TALK are usually happier, too, because through TALKING, you build understanding and partnership that helps you make decisions together.</p> <p><b>ADAMU:</b> That’s right, and that is why TALKING is one of the “smart skills” that we told you about before. It may be hard to do in the beginning, but it gets easier. Well, thanks for calling in this week and we look forward to sharing our next episode with you soon. Goodbye!</p> <p><b>HABIBA:</b> I look forward to sharing our next episode with you soon. Goodbye!</p>
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**SMS reminder (to follow call):** Have you thought about what you want for you and your family in the future? Remember to TALK with your partner about it—talking couples make happy couples.

#### 4. Call Four: Being a Supportive Partner

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**Key message:** Supportive partners and joint decision-making, including ways male partners can take on responsibility for child birth spacing

<b>INTRODUCTION</b>	<b>ADAMU:</b> Hello! This is Adamu, from Nurse Habiba’s clinic. I hope you have been keeping well. I have another episode of <i>Beta Life</i> for you today. Do you remember in our past episode, Musa told Laila he wanted to delay their next child? Let’s find out what happens today...
<b>DRAMA</b>	<b>DIJE:</b> Laila, what is wrong? Why are you so quiet today? <b>LAILA:</b> I have a lot on my mind, Dije. Something that Musa said about planning for our future ... well, never mind, I must talk with him about it tonight. Now, you look happy enough for both of us! What is it? Did you pass your exam? <b>DIJE:</b> <i>[excited]</i> Well, Laila, actually I’ve been wanting to tell you something for a while. I met a man, Kabir, and he really loves me. We talk about our future all the time, too. Oh, Laila, I just feel he is the perfect man... <b>LAILA:</b> Dije, stop! You are so young. You should be focused on school. <b>DIJE:</b> Laila, you sound just like Bala. You both should not worry. Finishing my university studies is part of the future that Kabir and I talk about and he is very supportive of our plan! <b>LAILA:</b> OK, well, you know that Bala and I care a lot about you and your future. <b>DIJE:</b> I know, I know. Promise me, Laila, don’t tell Bala yet! Or Musa! Where is he, anyway? <b>LAILA:</b> Who knows? He goes out so much these days and I don’t know where. ---- <i>[Transition sounds to barber shop]</i> <b>BAKO:</b> So, Musa ... how shall we cut your hair today, the usual? <b>MUSA:</b> Yes, that’s fine, Bako. <b>BAKO:</b> So, how is your family? Any more children on the way?

	<p><b>MUSA:</b> I don't know, Bako. I think we should wait before having another child but my wife doesn't seem to want to talk about it. And I don't know what else to do.</p> <p><b>BAKO:</b> <i>[full of himself]</i> Well, it is good you came to me to talk about this. A real man—like me!—knows how to look after his family. My wife and I had three children and now they are all grown up and have good jobs. My oldest even went to university!</p> <p><b>MUSA:</b> Exactly. I don't want to be one of those men who can't put food in their children's mouths and doesn't have enough money to even send them to school. How did you and your wife do it?</p> <p><b>BAKO:</b> We used modern child birth spacing methods, my friend.</p> <p><b>OTHER CUSTOMER:</b> Hmph, why are you talking about this? You sound like a bunch of women!</p> <p><b>BAKO:</b> <i>[teasing]</i> Men also need to talk about this because men are pretty involved in making the babies, am I right?</p> <p><i>[laughter]</i></p> <p><b>BAKO:</b> So shouldn't we be involved in planning for our family, too?</p> <p><b>MUSA:</b> I never thought about it like that, but I agree with you!</p> <p><b>OTHER CUSTOMER:</b> OK, OK! Now finish his hair quickly and start on mine. I don't have all afternoon to spend here!</p> <p><b>BAKO:</b> Yes, yes, we are all done here. See you next time, Musa!</p>
<p><b>FRIEND-TO-FRIEND</b></p>	<p><b>ADAMU:</b> So it seems Laila is still thinking about what Musa said. I'm glad she is planning to talk with him tonight.</p> <p><b>HABIBA:</b> If you want to hear more today, we have two options for you. One is a story about a man named Dauda and the other is a dialogue between a pharmacist and husband who is helping his wife with child birth spacing. Just PRESS 1 now to hear Dauda's story or PRESS 2 for the dialogue. Or, if you are done listening, PRESS 0 to answer a quick question about what you heard today.</p>

If caller presses 1:

<p><b>PERSONAL STORY</b></p>	<p>Hello, my name is Dauda, I am 35 and have been married for 12 years and have three children. My wife, Nana, and I, well ... we are very different. You see, me, I like to socialize and joke, and I'm not afraid to tell people what I am thinking. My wife was raised in a conservative village where the girls are taught to be very quiet and obedient.</p> <p>When we first got married, my friends said I was very lucky to have such a wonderful wife, but I began to realize that there was something lacking in our relationship because we hardly talked with each other. I wanted to talk with her about how many children we should have and about future goals for our family. I didn't say anything because I thought that child birth spacing was a woman's responsibility. I waited for her to bring it up, but it was not her nature.</p> <p>In the end, though, I could not hold back any longer. I knew that if we didn't discuss the child birth spacing issue, we would possibly have more children than we could handle. For me, our family's future was far more important than my embarrassment from bringing up what I first thought was a woman's issue.</p> <p>I started slowly, just making small talk about what she wanted for our baby's future. From there, we started talking about our goals for our family and eventually we started talking about child birth spacing. These conversations really helped us grow closer in our marriage. I felt like I was getting to know the real Nana and she realized that I valued her opinion on things.</p> <p>Those early years when we were not communicating were hard for both of us, but since we started talking and making decisions together we are happier than ever. I now know that my duty to my family is not just to look after them but to make sure that my wife has the support she needs so that together we can achieve goals for our family.</p>
<p><b>FRIEND-TO- FRIEND</b></p>	<p><b>HABIBA:</b> Thank you, Dauda, for sharing your story. It's nice to hear about another man, like Musa, who is interested in talking with his wife about child birth spacing. As we heard the barber say, child birth spacing is a man's business, too!</p> <p>If you want to hear the dialogue between a pharmacist and a husband who is helping his wife, PRESS 2 now. Or, if you are done listening, PRESS 0 to answer a quick question about what you heard today.</p>



If caller presses 2:

<p><b>SAMPLE DIALOGUE</b></p>	<p><b>PHARMACIST (FEMALE):</b> <i>[Calling out his name]</i> Mr. Suleiman?</p> <p><b>HUSBAND:</b> Yes...</p> <p><b>PHARMACIST:</b> Here are the tablets.</p> <p><b>HUSBAND:</b> Thank you, I will take them.</p> <p><b>PHARMACIST:</b> Mr. Suleiman, you know that these contraceptive tablets only work when a woman takes them, one each day?</p> <p><b>HUSBAND:</b> <i>[laughing]</i> Yes, yes, they are for my wife. She had a class today and did not have time to stop by the pharmacy to pick up her tablets, so I offered to pick them up for her on my way home from work.</p> <p><b>PHARMACIST:</b> Ahh, that is so thoughtful of you. Your wife is a lucky woman!</p> <p><b>HUSBAND:</b> I try my best. I even remind her to take her pill every night before we go to bed. Once she finishes school, we plan to start a business together and once that gets going we will be ready to start our family. We have lots of dreams and want to stay with the plan.</p> <p><b>PHARMACIST:</b> Well, that is very good. It is really important to take this tablet at the same time every day for it to work best and, if not, you will need to use other protection such as male and female condoms. Here are some just in case.</p> <p><b>HUSBAND:</b> Oh, OK, but my wife has never forgotten. Since she started taking the tablet, she said she has less pain and her complexion has cleared up.</p> <p><b>PHARMACIST:</b> I am glad this method is working so well for your wife. Here is a brochure with additional information, and if you have any more questions, feel free to come back or stop by the clinic to speak with a nurse.</p> <p><b>HUSBAND:</b> Oh, great, thank you!</p>
<p><b>FRIEND-TO-FRIEND</b></p>	<p><b>ADAMU:</b> What a supportive husband! Sounds like he is sharing in the responsibility for child birth spacing in their family.</p> <p>If you would like to hear the story about Dauda, PRESS 1 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 0:**

<b>WRAP-UP</b>	<b>ADAMU:</b> Thanks for listening today. Before you go, we have another question for you: Do you think men should be involved in child birth spacing? If yes, PRESS 1 now. If no, PRESS 2. If you aren't sure, PRESS 3.  [User presses 1, 2 or 3.]	
	<b>[WOMEN]:</b> Thank you for sharing what you think. In fact, there are lots of things they can do. They can support you by taking you to the clinic, or reminding you to use a daily method, or choose to use a male method of child birth spacing like the male condoms.  <b>HABIBA:</b> For now, here is another "smart skill" you can practice: THINK about ways you would like your partner to support you and TALK about it. Maybe he doesn't know how to help, but if you tell him he might be willing.	<b>[MEN]:</b> Thank you for sharing what you think. In fact, there are lots of things you can do as a man. You can support your wife by taking her to the clinic, or reminding her to use a daily method. You can also choose to use a male method of child birth spacing like the male condoms.  <b>HABIBA:</b> For now, here is another "smart skill" you can practice: THINK about ways you can support your partner in using child birth spacing and TALK with her about it.
	<b>ADAMU:</b> Thanks again for calling in. I look forward to sharing our next episode with you soon. Goodbye!	

**SMS reminder (to follow call):**

Making decisions together with your partner is important for a happy marriage and a happy family! Talking with each other is the first step.

## 5. Call Five: Finding a Supportive Child Birth Spacing Provider

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**Key message:** Finding a child birth spacing provider

<b>INTRODUCTION</b>	<b>HABIBA:</b> Hello, again! It's me, Nurse Habiba. I hope you have been keeping well. Remember in our past episode, Musa still was not sure whether Laila would also want to space their children's births? Let's see what happens in today's episode.
<b>DRAMA</b>	<b>LAILA:</b> Musa, where have you been? I stopped by the shop and you weren't at work. That was hours ago. <b>MUSA:</b> I just had something to take care of, that's all. <b>LAILA:</b> Something? <b>MUSA:</b> It is nothing, Laila. <b>LAILA:</b> Hmm, it always seems to be nothing. <b>MUSA:</b> <i>[playfully]</i> Really! I promise. Everything is fine. Now, how are you? How are the children? <b>LAILA:</b> We are all OK. Our son, Danjuma, is always dancing and singing—such a happy little boy! And Lami is so smart! She has been saying her numbers today! You know, Musa, you are right that we are blessed with two children, they are healthy and smart and I am so proud of them. I think we should space the births of our children so that we can keep our family happy. <b>MUSA:</b> I'm happy you feel that way, too, Laila. So what do we do? <b>LAILA:</b> Well, I heard on the radio about a clinic nearby that offers child birth spacing services. But I just feel nervous to go there. <b>MUSA:</b> Well, we could go together. <b>LAILA:</b> That would make me feel better. <i>[banging at the door]</i> <b>SAFIAH:</b> Musa! Musa! Please help me. <b>MUSA:</b> Safiah. What is the matter? Oh my goodness, Abu! <b>LAILA:</b> What is wrong with him, Safiah?

	<p><b>SAFIAH:</b> I don't know, he just keeps vomiting and he is so hot! I don't have money for the doctors; please help us.</p> <p><b>MUSA:</b> Calm down, sister. Of course we will help. We must go quickly to the doctor.</p>
<p><b>FRIEND-TO-FRIEND</b></p>	<p><b>HABIBA:</b> My goodness. I hope Abu is OK. Poor Safiah, there is nothing like a mother's worry for her child. Thank goodness Laila and Musa can help her.</p> <p>While we're all waiting in suspense for the next episode, we have more that you can listen to today. One option is a great story about the power of a true friend, or we have a dialogue between a client asking her child's nurse about where to go for child birth spacing services. PRESS 1 to hear the story, PRESS 2 for the dialogue or PRESS 0 if you are done listening to answer a quick question about what you heard today.</p>

If caller presses 1:

<p><b>PERSONAL STORY</b></p>	<p>Hello, my name is Amina, and my friend, Aisha, and I have been best friends since childhood. People used to say we were twins because we resemble each other and we were always together. We even got married within a month of each other and we each had our first child around the same time. I got pregnant again soon after, but Aisha, on the other hand, did not. It was the first time we'd ever not done the same thing.</p> <p>Soon, I had three young children. It was not easy. My husband and I married out of love and we had a very good relationship. But the stress of our family situation was very hard for both of us. We got condoms for a while from the local pharmacy, but sometimes we would not use them, and before I knew it we had a fourth child. I was always very tired and often sick in that pregnancy.</p> <p>When Aisha would come and visit, she was always smiling and seemed so energetic and positive. In all honesty, Aisha and I didn't even look like twins anymore because she looked so much younger and healthier than I did.</p> <p>I finally swallowed my pride. I had to know how she was enjoying such a comfortable and happy life. She told me that she and her husband had gone to the clinic and they are using a long-term child birth spacing method called the implant— it works for three years and she did not have to do anything after it was inserted! Aisha told me about the clinic where she got it and said she would take me there. I feel so lucky to have this great friend that I can talk with about anything. I just wish I had talked with her sooner!</p>
<p><b>FRIEND-TO- FRIEND</b></p>	<p><b>ADAMU:</b> Thank you, Amina, for sharing your story about the advice you got from your best friend! It is great to hear that you both share something else now—interest in using modern child birth spacing methods!</p> <p>If you want to listen in on a woman asking about where she should go for child birth spacing services, PRESS 2 now. Or if you are done listening, you can PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 2:**

<p><b>SAMPLE DIALOGUE</b></p>	<p><b>NURSE:</b> All right, everything looks good, he is a very healthy boy! It is time for his six-month immunization.</p> <p><b>CLIENT:</b> Yes, I think he is ready! <i>(pause)</i> But, nurse...</p> <p><b>NURSE:</b> Yes, is there something else?</p> <p><b>CLIENT:</b> Now that I am no longer exclusively breastfeeding, I need to start using a different child birth spacing method.</p> <p><b>NURSE:</b> That is very important to think about at this time! As a child specialist nurse, seeing a lot of families with so many children and very tired mothers, I think child birth spacing is great to practice for the health of the mother, the children and the whole family.</p> <p><b>CLIENT:</b> Because I have recently moved to this area, I am not sure where to get more information or where to go for services.</p> <p><b>NURSE:</b> Don't worry, I will refer you to the child birth spacing health clinic that is down the hall, where we have nurses who counsel women on child birth spacing, answering all of their questions and making sure women choose a method that meets their needs and lifestyle.</p> <p><b>CLIENT:</b> That is great news. I have heard people talk about child birth spacing on the radio, but I was not sure where to go. I am pleased that I can have all my health needs taken care of in one place. Thank you, nurse!</p> <p><b>NURSE:</b> You are very welcome. Now let's take care of your son's immunizations!</p>
<p><b>FRIEND-TO-FRIEND</b></p>	<p><b>HABIBA:</b> If you are not sure where you can go for child birth spacing services, check with your local clinic, and I bet you will find a friendly nurse there who is ready to help you figure out how to have a beta life using child birth spacing.</p> <p>If you want to hear Amina's story, just PRESS 1, or if you are done listening, PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 0:**

<b>FRIEND-TO-FRIEND WRAP-UP</b>	<b>HABIBA:</b> I always hope I am providing my clients the information they need, but today’s stories are good examples of how many different people in our lives can be helpful to learn about and talk about child birth spacing.  Now, before you go, I have a question for you. Do you know of a clinic near you that offers a variety of child birth spacing methods? If you do know of a clinic, PRESS 1. If you do not know of a clinic, PRESS 2.  [User presses 1 or 2.]	
	<b>[1]</b> That’s great. There are different places that offer child birth spacing methods. Your local pharmacist may offer male and female condoms as well as tablets. Clinics and hospitals offer more methods—which means there are more choices that might work better for you.  In the meantime, try out your “smart skills”: THINK about the good clinics you know about and SHARE what you know with a friend who may be interested.	<b>[2]</b> That’s OK. This is a good way to practice those “smart skills” we talked about. TALK with friends or neighbors about their experiences with a clinic or doctor. Remember, there are different places that offer child birth spacing methods. Your local pharmacist may offer male and female condoms as well as tablets. Clinics and hospitals usually offer more methods—which means there are more choices that might work better for you.
	<b>ADAMU:</b> Thanks for calling in and we look forward to talking with you again soon!	

**SMS reminder (to follow call):** Have you found a good clinic that offers child birth spacing methods? If not, talk with friends to find a clinic that they like.

## 6. Call Six: Choosing a Child Birth Spacing Method

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**Key message:** Exploring and choosing a child birth spacing method

<b>INTRODUCTION</b>	<b>ADAMU:</b> Hello! This is Adamu, from Nurse Habiba’s clinic. I’m glad you called in for the latest episode of <i>Beta Life</i> . Remember, in our past episode, Laila and Musa were rushing off to take Safiah’s son, Abu, to the doctor? Let’s find out what happened...
<b>DRAMA</b>	<b>SAFIAH:</b> Laila! Dije! Please come in. I am so happy to see you both. <b>DIJE:</b> How is Abu feeling, Safiah? <b>SAFIAH:</b> He is much better, Dije. I am so relieved. <b>LAILA:</b> We are so happy to hear that! <b>SAFIAH:</b> Thank you so much for helping us, Laila. I don’t know what we would have done without you and Musa. <b>LAILA:</b> That is what family is for, Safiah! <b>SAFIAH:</b> Now look at your two children! They are getting so big already! I expect they will have another brother or sister soon? <b>LAILA:</b> Well, actually, Musa and I have just decided to practice child birth spacing. <b>DIJE:</b> Really, Laila? You didn’t tell me that. <b>LAILA:</b> Yes, we think it will be good for our family. I think it might be good for you, too, Safiah. <b>SAFIAH:</b> Oh, I don’t know about that, Laila. I am sure Mahmoud would not like it. I have thought about it, though. ... What is it like? <b>LAILA:</b> I can’t say yet—we haven’t started. We still have to choose a method. <b>SAFIAH:</b> The nurse will tell you what to use, won’t she? <b>DIJE:</b> Well, if you go to a clinic, they will have different methods to choose from and the nurse can help—but you need to choose which one is right for you. <b>LAILA:</b> How do you know so much about it, Dije? You aren’t even married yet. Dije, tell me you and Kabir aren’t...



	<p><b>DIJE:</b> No, no, I just hear my friends talking, that's all.</p> <p><b>SAFIAH:</b> What is this?</p> <p><b>LAILA:</b> Oh, Safiah, Dije has met a young man, but I think she is too young. And I know our brother will agree with me if he finds out.</p> <p><b>DIJE:</b> Please don't tell Bala, Laila! You know he will make me stop seeing him.</p> <p><b>LAILA:</b> Well, maybe that is the right thing to do, Dije. I won't tell him but I think you should before he finds out.</p>
<p><b>FRIEND-TO-FRIEND</b></p>	<p><b>ADAMU:</b> Hmm, I wonder if Dije will tell her brother about Kabir.</p> <p><b>HABIBA:</b> We will have to wait and see. In the meantime, if you want to hear more today, we have two options for you: We have a story from Maryam, a patent medicine vendor, or we have a dialogue between a nurse and a client, talking about different child birth spacing methods. So PRESS 1 for Maryam's story, PRESS 2 for the dialogue, or if you are done listening, PRESS 0 to answer a quick question about what you heard today.</p>

If caller presses 1:

<p><b>PERSONAL STORY</b></p>	<p>Hello, my name is Maryam, and I work in the market as a patent medicine vendor. I started selling the contraceptive tablets as well as male and female condoms a few years ago, and I see lots of people coming into my shop to buy them. For me, the products I sell must be safe. So when I learned that these methods were safe and approved for use, I was happy to stock them. I always advise first-time users to first go to a clinic. Because there are so many different methods, my conscience will not let me tell any customer to limit themselves to these two products that I sell without first finding out about other modern methods.</p> <p>Another thing that really changed my attitude about modern child birth spacing methods was that I started using them with success in my own life. After I had two children, my husband and I started using condoms. When we decided we were ready to have another baby, we stopped using condoms and I got pregnant. After baby number three, we started using condoms again, and then I decided to get what they call the I-U-D. For me at this point in my life, it suits me better because it is a longer-term method. So as you can see, I am living proof that modern methods are safe and work very well.</p>
<p><b>FRIEND-TO- FRIEND</b></p>	<p><b>ADAMU:</b> Thank you, Maryam, for your story. It's so great to hear a story like this about a patent medicine vendor who takes care of her customers!</p> <p>If you want to hear the dialogue between the nurse and client, PRESS 2 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

If caller presses 2:

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<b>SAMPLE DIALOGUE</b>	<b>NURSE:</b>	Welcome, madam, how are you?
	<b>CLIENT:</b>	Thank you, I am doing well.
	<b>NURSE:</b>	I am glad to hear. How can I help you today?
	<b>CLIENT:</b>	I am interested in using a child birth spacing method. I got a brochure at a community event so I read about some of the methods, and I talked to my friend about her experience with the injectable, but I still do not know which method would be right for me.
	<b>NURSE:</b>	I am glad you have been thinking about different methods, and I am happy to help you figure out which method suits you best. I have a question: What are your thoughts about having more children—do you want to have another child in the next 12 months or are you thinking of putting some space until your next child’s birth?
	<b>CLIENT:</b>	I want to wait at least a few years.
	<b>NURSE:</b>	There are methods that are short-acting, such as male and female condoms, contraceptive tablets, injectable and natural child birth spacing methods. The long-acting reversible contraceptive methods, such as the implant, provide protection from pregnancy for three to five years. Another is the intrauterine device, or I-U-D, that provides protection from pregnancy for up to 10 years. These methods are placed in the body and do not require you to do anything before having sex.
	<b>CLIENT:</b>	Oh, I see the difference. A long-acting method might be easier for me and less to worry about. What about when I am ready to have another child; would I be able to if I was using a long-acting method?
	<b>NURSE:</b>	Yes, these are long-acting REVERSIBLE contraceptive methods. That means, when you are ready to get pregnant, simply come back to the clinic and we can remove the method so you will be ready to have another child!
	<b>CLIENT:</b>	Thank you, nurse, this information has been very helpful!

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<b>FRIEND-TO-FRIEND</b>	<p><b>ADAMU:</b> With so many choices of child birth spacing methods, it seems like there is something that could work for everyone, but that also makes it important to find out all of the information before starting to use a method.</p> <p>If you want to hear more, PRESS 1 for the story of the patent medicine vendor, or if you are done listening, just PRESS 0.</p>
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**If caller presses 0:**

<b>FRIEND-TO-FRIEND WRAP-UP</b>	<p><b>HABIBA:</b> What good stories we heard today! Before you go, I have a question for you: Do you think Laila should learn about child birth spacing methods before visiting a health care provider? If you think yes, PRESS 1. If you think no, PRESS 2. If you aren't sure, PRESS 3.</p> <p>[User presses 1, 2 or 3.]</p>	
	<p><b>[1]</b> Yes! There are different methods available, so getting the facts about the options before seeing a health care provider gives you time to think things over. There is a method that is right for you and all methods are safe. And remember, women who get the child birth spacing method they want are more likely to be happy with it!</p>	<p><b>[2 or 3]</b> Well, there are different methods available, so getting the facts about the options before seeing a health care provider gives you time to think things over. There is a method that is right for you and all methods are safe. And remember, women who get the child birth spacing method they want are more likely to be happy with it!</p>
	<p><b>HABIBA:</b> That's right. Now, I have another question. Are you or your partner currently using a child birth spacing method? If yes, PRESS 1. If no, PRESS 2. If you aren't sure, PRESS 3.</p>	

<p><b>[1] Users</b></p> <p><b>HABIBA:</b> Great! I hope you are happy with the method. If you want to find out about other child birth spacing methods, a clinic is the best place to go for more information.</p>	<p><b>[2 or 3] Non-users</b></p> <p><b>HABIBA:</b> OK, so before you visit a clinic, try to THINK about methods that might be good for you. If you need more information about the different child birth spacing methods, a clinic is the best place to go to find out more.</p>
<p><b>ADAMU:</b> Well, I look forward to sharing our next episode with you soon. Goodbye!</p>	

***SMS reminder (to follow call):***

Have you decided what child birth spacing method is right for you? Methods are safe and are reliable; if you have any questions, ask a child birth spacing nurse.

## 7. Call Seven: Preparing to Visit a Child Birth Spacing Provider

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**Key message:** Preparing questions

<b>INTRODUCTION</b>	<b>HABIBA:</b> Hello, again! It's me, Nurse Habiba. I hope you have been keeping well. In our past episode, Laila was ready to find out more about child birth spacing methods that might be right for her. Let's find out what happens in today's episode...
<b>DRAMA</b>	<b>LAILA:</b> Musa, I want to go to the clinic tomorrow morning. Will you still come with me? It's on the way to your shop. <b>MUSA:</b> <i>[hesitating]</i> Well, I am feeling quite tired, so I thought I might sleep in a little tomorrow morning. Can we go in the afternoon? <b>LAILA:</b> Sure, but you are working too hard these days and you are also always busy with other things. I wish you would spend some time at home relaxing with us. <b>MUSA:</b> Oh, I wish I could, but you know how busy things get at this time of year. And I'm not getting any younger, so that just makes it harder to keep up <i>(sigh)</i> . So, do you still want to get the injectable? <b>LAILA:</b> I think so, but I still have some questions about the side effects. I just don't know how to talk about these personal things with a stranger. <b>DIJE:</b> It's her job! I'm sure she will help. Do you want to practice how to ask the questions with me? <b>LAILA:</b> <i>[laughing]</i> No, that is so embarrassing! <b>DIJE:</b> <i>[laughing]</i> Come on, I can play a good nurse! <i>[loud banging on door]</i> <b>LAILA:</b> Oh, dear, who is that? Mahmoud! Come in, what a surprise visit. Oh dear, what is the matter? <b>MAHMOUD:</b> <i>[angrily shouting]</i> What is this you are telling Safiah about child birth spacing? Musa, how can you let your wife go around talking like this? <b>MUSA:</b> Mahmoud, please, calm down. Let's talk about this.

	<p><b>MAHMOUD:</b> No. Laila, just stay away from Safiah. It is not your place to get involved.</p> <p><b>LAILA:</b> <i>[calling loudly]</i> Mahmoud! Please, let's talk about this. Mahmoud! Come back!</p>
<b>FRIEND-TO-FRIEND</b>	<p><b>HABIBA:</b> Oh, dear. Mahmoud is upset. I hope he calms down soon.</p> <p><b>ADAMU:</b> If only he would have let Musa and Laila explain. ... Well, if you want to hear a little more today, we have two options for you: The first option is a story from Asabe, a woman who found out that her younger sister had something to teach her. The other option is a dialogue between a nurse and a woman who came prepared for her child birth spacing counseling visit. PRESS 1 for Asabe's story, PRESS 2 for the dialogue or PRESS 0 if you are done listening to answer a quick question about what you heard today.</p>

**If caller presses 1:**

<b>PERSONAL STORY</b>	<p>I'm Asabe, but everyone just calls me Mama Asa, and I have two children.</p> <p>One day, my younger sister came by my house and said she was on her way to the health clinic. This made my heart drop because I thought that maybe she was sick. But she told me that she was fine, she was just going to talk about child birth spacing. This didn't make me feel any better because at the time I didn't know much about child birth spacing and I usually like to have all the answers! So we talked about what she wanted to ask the nurse. She really wanted to know what the side effects were of the tablet and the injectable, what she could do if she had side effects and what happens if she wants to have a baby ... so many things I had never thought of!</p> <p>After that day, I got to thinking. What other methods are there that might be good for me? Since I already had children and was older than my sister, I thought it might be different for me. Then I talked to some of my friends and found out that many of them were also practicing child birth spacing, using various methods, so it seems like there might be something for me, too!</p> <p>My sister stopped by earlier today to go over some good questions to ask at my appointment tomorrow at the clinic. And after talking with her and my friends, I feel like I am ready to talk with a nurse to choose a method that will work best for me! I never would have guessed that my little sister would be the one to introduce me to child birth spacing!</p>
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<b>FRIEND-TO-FRIEND</b>	<p><b>HABIBA:</b> Thank you, Mama Asa, for sharing your story! A great way to prepare for your visit is to talk with family and friends about their experiences or ask them to help you prepare, but remember to stay focused on what you want.</p> <p>If you want to hear the dialogue between the nurse and the woman, PRESS 2 now, or if you are done listening, PRESS 0 to answer a quick question about what you heard today.</p>
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**If caller presses 2:**

<b>SAMPLE DIALOGUE</b>	<p><b>NURSE:</b> Good afternoon, madam. How have you been feeling since you were last here?</p> <p><b>WOMAN:</b> Hello, nurse. I am fine.</p> <p><b>NURSE:</b> Good. So how can I help you today?</p> <p><b>WOMAN:</b> Well, I have been thinking about what you told me about child birth spacing, and I think it will be good for me.</p> <p><b>NURSE:</b> Oh, great. I am glad to hear you have thought more about that. Have you talked with your husband about using a child birth spacing method?</p> <p><b>WOMAN:</b> Yes. He would really like more children but understands the value in spacing out the births of our children. He wanted to come along today but could not leave work, so we thought of some questions to ask you so we will have all the information we need to make a good decision.</p> <p><b>NURSE:</b> What a great idea! I always appreciate it when my clients come prepared to their appointments! <i>[pause]</i> It is a good idea to space at least two years between your pregnancies, and there are many child birth spacing methods to choose from...</p> <p><b>WOMAN:</b> Yes, we talked about even waiting four years until my next pregnancy, so I can get my business started and well on the way before our second child. I have heard about the implant and I-U-D as methods that protect from pregnancy for a long time ... <i>[speaking quickly to get all her questions in]</i> Does it require my husband or me to do anything? Will it move around inside of me? Do I have to come to the clinic often? What are the side effects? What do I do when I am ready to get pregnant?</p> <p><b>NURSE:</b> Well, you certainly do have a list of questions! Let's take those one by one so I can give you the information you need. ... For</p>
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	long-term methods that will protect you from pregnancy for three or more years, we have the implant and the I-U-D... <i>[fade away]</i>
<b>FRIEND-TO-FRIEND</b>	<p><b>HABIBA:</b> Wow! I, too, appreciate it when my clients come prepared with questions. If these stories made you think of any questions you want to ask, write them down so you remember them at your next visit!</p> <p>If you want to hear Asabe’s story, PRESS 1 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 0:**

<b>WRAP-UP</b>	<p><b>ADAMU:</b> We heard some great stories about how to prepare for a visit to a clinic for child birth spacing services. So let’s think back to Laila and Musa. First, I have a question for you. Do Laila and Musa really need to think about questions to ask <u>before</u> visiting a health care provider? If you think yes, PRESS 1 now. If you think no, PRESS 2 now.</p> <p>[User presses 1 or 2.]</p>	
	<p><b>[1]</b> Yes! Taking time to think about what you want to know before seeing a nurse can help you feel confident and make sure you get the right method for you. Asking questions can help the provider give you the information you need.</p>	<p><b>[2]</b> Well, while you don’t have to think about everything before you see a nurse, taking time to think about what you want to know before going can help you feel confident and make sure you get the right method for you.</p>
	<p><b>HABIBA:</b> For example, you might want to ask about how to use a method, how effective a method is, what side effects you can expect and how long they might last, and what to do if you want to become pregnant. Your health care provider will be able to help to put your mind at ease. So try out this “smart skill”: <b>THINK</b> about your questions or concerns and <b>TALK</b> with your partner about what they want to know, too. Write down your questions so you remember them when visiting the health care provider.</p> <p>Well, I look forward to sharing our next episode with you soon. Goodbye!</p>	

***SMS reminder (to follow call):*** Think about and write down any questions or concerns you have BEFORE talking with a nurse, that way you won't forget to ask about anything important.

## 8. Call Eight: Quiz 1

**Objective:** Summarize and evaluate understanding of “smart skills” before visiting a provider

<b>FRIEND- TO- FRIEND</b>	<p><b>ADAMU:</b> Hello, again! It’s Adamu here. I hope you have been keeping well. Today, we are going to do something a little different from our usual calls.</p> <p>In our past few calls we’ve talked about those “smart skills” you can use before you visit a clinic. Today, let’s play a game to see what we can remember. I’ll tell you three skills, and you tell me if it is a “smart skill” or not by pressing 1 for “yes” and 2 for “no.” Ready? Here we go.</p> <p>Question one: Is TALKING with your partner about child birth spacing a “smart skill”? If you think yes, PRESS 1. If you think no, PRESS 2.</p>	
	<p><b>[1]</b> Great job! TALKING with a partner IS a smart skill.</p>	<p><b>[2]</b> Actually, TALKING with a partner IS a smart skill. Talking is the only way we can know what our partners think and feel.</p>
<p>Now for our next question. Is THINKING about what method might be good for you before you visit a clinic a “smart skill”? If you think yes, PRESS 1. If you think no, PRESS 2.</p>		
<p><b>[1]</b> Great job! THINKING about what method might be good for you is a smart skill you can use before visiting a clinic.</p>		<p><b>[2]</b> THINKING about what method might be good for you IS a smart skill you can use before visiting a clinic. Doing this will help you be aware of your preferences and needs, and can help guide your discussion with the nurse when you visit a clinic.</p>
<p>OK, now, our third question. Is THINKING about your questions and concerns before visiting a nurse a “smart client” skill? If you think yes, PRESS 1. If you think no, PRESS 2.</p>		
<p><b>[1]</b> Great job! THINKING about your questions and concerns before you go to the clinic is a great way to make sure you get all the information that is important to you.</p>		<p><b>[2]</b> Actually, THINKING about your questions and concerns before you go to the clinic is a great way to make sure you get all the information that is important to you.</p>

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Now, I have one last question for you. How many of these “smart skills” have you practiced? PRESS 0, 1, 2 or 3 now.

**[0]** That’s OK. Everyone is ready to use their smart client skills at different times. See if you can practice one of them soon.

**[1]** Great start. See if you can practice another skill soon.

**[2]** Good job! See if you can practice that last skill soon.

**[3]** Excellent! You are on your way to being a smart child birth spacing client.

Well, that’s all for today. Thanks for answering our quiz! We will send you a reminder soon to listen to our next episode, when Bala finds out what Diye has been hiding. Until next time!

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***SMS reminder (to follow call):*** Have you made a list of your questions to ask a child birth spacing nurse?

## 9. Call Nine: Feeling Comfortable with a Nurse

**Key message:** Expressing feelings, concerns and preferences with a nurse

<b>INTRODUCTION</b>	<b>HABIBA:</b> Hello, again! It's me, Nurse Habiba. I hope you have been keeping well. In our past episode, Mahmoud was very angry that Laila had been talking with Safiah about child birth spacing and wanted her to stop seeing Safiah. Let's find out what happens in today's episode...
<b>DRAMA</b>	<b>NURSE:</b> Laila Bagudu! Please come in. How can I help you today? <b>LAILA:</b> Hello, nurse. I've come about child birth spacing. <b>NURSE:</b> OK, I can tell you about the different methods. <b>LAILA:</b> Well, actually, nurse, I have already looked at information about child birth spacing methods and think that the injectable is a good choice for me. <b>NURSE:</b> Really? I like it when my clients are so well prepared. So tell me, do you have any concerns or questions? <b>LAILA:</b> Well, yes, actually. I would like to know more about the side effects. <b>NURSE:</b> I hear that a lot, but you should know that child birth spacing methods are safe. Sometimes with the injectable, your menses may change, but it is perfectly normal. Some women also experience headaches or feel like vomiting, but these usually go away after a few months and, if they bother you too much, you can just come back to the clinic and talk about using a different method. How long would you like to wait before your next child? <b>LAILA:</b> I think we would wait at least two years. <b>NURSE:</b> So I agree the injectable is a good choice for you. There is also the implant, which lasts for three to five years, but you can have it removed earlier if you want to get pregnant. <b>LAILA:</b> I had thought about the implant, too. Hmm, maybe I should take some more time to think about it and talk with Musa again. <b>NURSE:</b> That is fine. We are always here whenever you are ready.  [transition]

	<p><b>LAILA:</b> Dije, I'm home!</p> <p><b>DIJE:</b> Welcome home, sister. How did it go?</p> <p><b>LAILA:</b> Very well, the nurse was very nice but I decided to think more about what method to use and go back next week. Now, what is wrong with you? You look so worried.</p> <p><b>DIJE:</b> Oh, Laila, I don't know what to do. I was at the market today after school with Kabir and Bala saw us.</p> <p><b>LAILA:</b> Dije! I told you he would find out. What did he say?</p> <p><b>DIJE:</b> I know, I know. I told Bala he was just a friend from school but he was very angry and made me leave. It was so embarrassing.</p> <p><b>LAILA:</b> He is your brother, Dije, he was just trying to look out for you.</p>
<b>FRIEND-TO-FRIEND</b>	<p><b>ADAMU:</b> Oh, dear. It seems Dije may have let her secret out. But I'm glad that Laila had a good visit with the nurse.</p> <p>Now, if you want to hear a little more today, we have two options for you: One option is a story about a young woman at university called Zara whose husband wants to use condoms but she isn't so sure. The other option is a dialogue between a nurse and client who has many concerns about child birth spacing. Just PRESS 1 now to hear the story about Zara or PRESS 2 for the dialogue. Or, if you are done listening, PRESS 0 to answer a quick question about what you heard today.</p>

If caller presses 1:

<p><b>PERSONAL STORY</b></p>	<p>Hello, I am Zara, and I'm a student in my final year at the university. After seeing how my oldest sister's education plans ended after she married, I knew I didn't want the same thing to happen to me. So when I got to university, I became known as the girl who was always serious and did not have time for any potential suitors.</p> <p>Usually, I would just ignore guys who tried to talk with me and they would give up after a while, but there was one guy—Wakili—who was more persistent. I tried to ignore him but then he started asking me about my books, which I love, and before I knew it we became boyfriend and girlfriend and we could not wait to get married. Wakili asked if I would be fine with using male or female condoms. I thought they were just for people who were sleeping around or had HIV, so I was upset that there was something Wakili was hiding from me about himself or about the way he thought of me. I worried that I made the wrong decision about marrying Wakili.</p> <p>When I was getting some medicine at the pharmacy, I saw a brochure about condoms. The pharmacist asked if I had any questions and I had so many questions that I didn't know where to start! That day the pharmacist reassured me that they are used by many people as a safe and effective way of ensuring that you only have a baby when you are ready for it. There is even a male condom and a female condom! She also told me about other child birth spacing methods that are only available at the clinic. She said I was very lucky to have Wakili as my husband because his desire to use male or female condoms shows that he cares about me and my dreams for the future.</p> <p>Immediately when I got home from the pharmacy, I talked with Wakili and apologized for being upset and I told him how much I appreciated that he cares about me and respects me. Of course, he was very understanding and reassured me that he has no secrets, he just wants to ensure that we can have a happy life together.</p>
<p><b>FRIEND-TO- FRIEND</b></p>	<p><b>ADAMU:</b> Oh, I'm so happy to hear that getting the facts about child birth spacing methods helped keep their relationship strong.</p> <p>If you would like to hear the dialogue between a nurse and client who has many concerns about child birth spacing, PRESS 2. Or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

If caller presses 2:

<p><b>SAMPLE DIALOGUE</b></p>	<p><b>NURSE:</b> Good morning, madam, how are you today?</p> <p><b>CLIENT:</b> Good morning. I am fine.</p> <p><b>NURSE:</b> How can I help you?</p> <p><b>CLIENT:</b> Well, I was talking with my friend and told her that I was worried because my period was late and that I might be pregnant. And she reminded me that this was not the first time I said this to her, so she said I should ease my mind and start using a reliable modern child birth spacing method and quit being so traditional.</p> <p><b>NURSE:</b> Are you and your husband using a method now?</p> <p><b>CLIENT:</b> We have been using the rhythm method.</p> <p><b>NURSE:</b> Well, the rhythm method is considered to be a traditional method. It can be effective when used correctly, however, with common use it is not very effective. What your friend was encouraging you to consider are other modern methods of child birth spacing like the contraceptive tablet, injectables, the I-U-D or implant. These modern methods are safe, effective and easy to use.</p> <p><b>CLIENT:</b> Ok, well, first could we talk more about the rhythm method so I know how it should work?</p> <p><b>NURSE:</b> Yes. Because you have had some recent concerns with the rhythm method, could you tell me how you and your husband are using the method? How regular is your period, and how are you tracking it? How easy it is for your husband to avoid having sex or use condoms during your fertile days?</p> <p><b>CLIENT:</b> Yes, I can answer your questions and because I am here, could you also tell me more about how the modern methods work? Do you have some information that I can take home to my husband about these methods?</p> <p><b>NURSE:</b> Yes, we can review everything today and I will give you this brochure about all of the methods to share with your husband.</p>
<p><b>FRIEND-TO- FRIEND</b></p>	<p><b>HABIBA:</b> I'm so glad to hear that client bringing her concerns to a nurse and keeping an open mind about modern child birth spacing methods. They are, indeed, very safe, effective and easy to use!</p> <p>If you would like to hear the story from Zara, PRESS 1 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>



If caller presses 0:

<b>FRIEND-TO-FRIEND WRAP-UP</b>	<b>ADAMU:</b> Now that you've heard those stories, I have a question for you. When you visit a health care provider, do you think it is important to talk about your feelings and concerns? If yes, PRESS 1. If no, PRESS 2.  [User presses 1 or 2.]	
	<b>[1]</b> Right. In order to find the right method for you, you need to be open and honest with your nurse and other health care providers.	<b>[2]</b> Actually, it is very good to <b>TALK</b> about your feelings and concerns with a nurse and other health care providers. We sometimes think nurses are the experts so we should just listen to what they have to say. They do know a lot but, remember, <u>you</u> are the one who knows yourself best.
	<b>HABIBA:</b> So, when you visit a nurse or health care provider, remember to use those "smart skills": <b>TALK</b> about your feelings and concerns with the health care provider. Maybe you have used child birth spacing methods before and want to use something different, maybe you know you don't want to get pregnant again and want something longer lasting. Just be open and honest with your nurse and other health care providers—that way, they can help you feel happy with your decisions.	
	<b>ADAMU:</b> Well, I look forward to sharing our next episode with you soon. Goodbye!	

**SMS reminder (to follow call):** Talk with a nurse about your feelings and concerns. The nurse can help ease your mind so you make a decision that is right for you!

## 10. Call Ten: Dealing with Provider Bias

**Key message:** Recognizing and dealing with provider bias

<b>INTRODUCTION</b>	<b>ADAMU:</b> Hello! It's Adamu here. I'm excited to share the next episode of <i>Beta Life</i> with you today. Do you remember in our past episode that Bala saw his sister, Dije with her secret boyfriend, Kabir? ... Let's find out what happens. Today, we return to Safiah, who has been thinking a lot about what Laila told her about child birth spacing.
<b>DRAMA</b>	<b>LAILA:</b> I'm so glad to see you, Safiah. How are things going with Mahmoud? <b>SAFIAH:</b> He is still angry. I am sorry about all of this. I have missed you. <b>LAILA:</b> Me too, sister. And Musa has been worried about you. <b>SAFIAH:</b> How is he, sister? <b>LAILA:</b> Honestly, Safiah, I don't know I fear that he has been seeing another woman. <b>SAFIAH:</b> I don't believe it, Laila. He is so happy with you and the children. Your family is everything to him. <b>LAILA:</b> Ah, I am sure you are right. I am just thinking about it too much. But what about you? <b>SAFIAH:</b> Well, I've been thinking about what you said a lot. I thought maybe I should find out more about child birth spacing and then maybe I can talk with Mahmoud again. <b>LAILA:</b> Good idea. Maybe we can go to the pharmacy. <b>SAFIAH:</b> Do you think they will serve me if I am not with my husband? <b>LAILA:</b> Of course. I know that some pharmacists, nurses and other health care providers expect their clients to take permission from their husbands, but it is not necessary, you know. <b>SAFIAH:</b> Really? <b>LAILA:</b> Of course, let's go. <i>[knocking at the door]</i> <b>LAILA:</b> Bala, how are you? What a nice surprise! <b>BALA:</b> <i>[serious]</i> Hello, Laila. Hello, Safiah. Where is Dije? <b>LAILA:</b> She is in the bedroom, Bala. What is wrong? <b>BALA:</b> Did she tell you I saw her with some boy? She said they were just friends, but I know something is going on. She must focus on her studies, Laila, and not get distracted.

	<p><b>DIJE:</b> I am here, Bala. I'm sorry, brother, that I did not tell you before, but you are right, he is not just a friend. I have fallen in love with him. He is kind and supports my studies. I would like you to meet him ... wait ... Bala, where are you going? Don't leave!</p> <p><b>BALA:</b> <i>[angry/shouting]</i> Don't try to stop me, Dije! I know where to find him.</p>
<b>FRIEND-TO-FRIEND</b>	<p><b>HABIBA:</b> So, the secret is out. But what is Bala going to do? He seems so angry...</p> <p><b>ADAMU:</b> If you want to hear a little more today, as always, we have two options for you: The first option is a story about Fatima, and the other option is a dialogue between a nurse and a client who is interested in using a child birth spacing method. Just PRESS 1 now to hear the story, or PRESS 2 for the dialogue. If you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 1:**

<b>PERSONAL STORY</b>	<p>Hello, my name is Fatima. After I got married, I started thinking about using a child birth spacing method because my husband and I were both very busy with work and weren't quite ready to have our first child. But then one day I was watching a drama on TV and saw a nurse telling a young woman that she was too young to use child birth spacing methods.</p> <p>After seeing that, I was confused and not sure what to think about child birth spacing. I didn't want to bring it up with anyone else in case they had the same response as the nurse in the drama, so I put it out of my mind for a while.</p> <p>Last year the topic came up again when my Aunty came to visit me after my third child was born. She asked me if I had ever thought of using a child birth spacing method because it seemed like I could use a little break from having children. I was kind of embarrassed to tell her that I had not ever gone to see a nurse because of something I saw in a TV drama, but when I told her she assured me that anyone can use child birth spacing, even if they are young or do not have children, and that I would be able to find a nurse at my local clinic to help me.</p> <p>She gave me the names of a few nurses at the clinic, and she assured me that they would be patient, listening to my concerns and desires, and that they are also very knowledgeable about the different child birth spacing methods.</p> <p>I was still very hesitant to go, but my Aunty was very persistent and even offered to go with me. So I went and ever since then I have been using the injectable, with no problems. I only wish I would have known that even young women before they have children could practice child birth spacing ... who knows how</p>
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	different my life would be. I am glad I talked with my Aunty and found a helpful nurse!
<b>FRIEND-TO-FRIEND</b>	<p><b>HABIBA:</b> Thank you, Fatima, for sharing your story. It is good to remember that the best source of information is the clinic where there are friendly nurses ready to help.</p> <p>Well, if you want to listen to the dialogue with the nurse and client, PRESS 2 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 2:**

<b>SAMPLE DIALOGUE</b>	<p><b>NURSE:</b> Thank you for waiting. How can I help you today?</p> <p><b>CLIENT:</b> Good afternoon. I am here for child birth spacing services. My older sister told me about the I-U-D, so I think I want to try that.</p> <p><b>NURSE:</b> Very good. I am glad to hear you have thought about this already. How about we start with you telling me a little more about yourself? From your record, I see that you are 19 years old and have a 7-month-old son. How is your son?</p> <p><b>CLIENT:</b> Oh, he is very well! He is growing so quickly and now that he is a bit older, I would like to go back to school. I want to finish my education before I have another child.</p> <p><b>NURSE:</b> Great, it is very good to think about what you can do to stay on track to achieve your dreams. And have you talked with your husband about child birth spacing?</p> <p><b>CLIENT:</b> Yes, yes, we both agree that it would be a good idea to practice child birth spacing so we can be in a good position to provide a better life for our family.</p> <p><b>NURSE:</b> Very good. Have you used any child birth spacing methods before?</p> <p><b>CLIENT:</b> Well, condoms, since the birth of my son. But when I heard from my sister how happy she is with her I-U-D and that it provides protection for up to ten years, it sounded like a better fit. Although she did say that sometimes young women are not able to get this method at clinics.</p> <p><b>NURSE:</b> Yes, in the past, some people believed that young women should not use child birth spacing methods, including the I-U-D. But</p>
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	<p>things have changed, and now nurses provide I-U-Ds for all women after they have had their first period. The I-U-D is safe for breastfeeding mothers like yourself. So if that is the method you would like to use, I can tell you a little bit more about how it works, common side effects, how you can deal with the side effects and I can even insert it today if you would like.</p> <p><b>CLIENT:</b> Thank you, that sounds very good.</p>
<p><b>FRIEND-TO-FRIEND</b></p>	<p><b>HABIBA:</b> I agree that nurses and other health care providers should always provide you, the client, with accurate information and then let you decide which method you want to use.</p> <p>If you would like to hear the personal story about Fatima, PRESS 1 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

If caller presses 0:

<p><b>FRIEND-TO-FRIEND WRAP-UP</b></p>	<p><b>HABIBA:</b> We hope you enjoyed the call today. Before you go, now I have a question for you: Does a woman need her husband’s permission to get a child birth spacing method? If you think yes, PRESS 1. If you think no, PRESS 2. If you aren’t sure, PRESS 3.</p> <p>[User presses 1, 2 or 3.]</p>
	<p><b>ADAMU:</b> Sometimes, a nurse, pharmacist or other health care provider may think that women should have their husband’s permission to use child birth spacing methods. But although it is good for spouses to talk together, and hopefully agree, a good nurse or pharmacist should support you no matter what your personal situation is—married, unmarried, many children or no children. Every woman and man can choose to space the births of their children in a way that best suits them and their future plans. Remember, most nurses, pharmacists and other health care providers will be happy to help you no matter what. But if you do talk with someone who thinks you shouldn’t be practicing child birth spacing, or you should be using a method they prefer, use your “smart skills” and tell them your needs and preferences. If they won’t help you, talk with friends to find a friendly health care provider who will.</p> <p>Well, I look forward to sharing our next episode with you soon. Goodbye!</p>

***SMS reminder (to follow call):***

Women who get the child birth spacing method they want are more likely to be happy with it—so TALK about your needs with a child birth spacing nurse.

## 11. Call Eleven: Asking Questions during Child Birth Spacing Counseling

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**Key message:** Asking questions and seeking clarification during counseling

<b>INTRODUCTION</b>	<b>HABIBA:</b> Hello, again! It's me, Nurse Habiba. I hope you have been keeping well. In our past episode, Dije told Bala about Kabir and he got very angry. Today, Laila returns to the clinic and is talking with the nurse. Let's find out what happens...
<b>DRAMA</b>	<b>NURSE:</b> So, Mrs. Bagudu, I am glad you returned. <b>LAILA:</b> Thank you, nurse. My husband and I took some more time to think about it and there was something you said last time about the injectable that I did not understand. ... You said my monthly bleeding may change ... is that safe? <b>NURSE:</b> Typically, women have irregular bleeding for the first several months and then no monthly bleeding. Which is perfectly normal. If you have any worries, you can always come back and see me. Do you have any other questions? <b>LAILA:</b> Just one more, nurse. Can you remind me how often I must return to the clinic? <b>NURSE:</b> Every three months, Mrs. Bagudu. Will that be possible? <b>LAILA:</b> Yes, nurse. That is no problem. My husband will help me remember to come back every three months. <b>NURSE:</b> OK, I will give you the first injection and you can be on your way. <b>LAILA:</b> Thank you, nurse.
	<i>[transition]</i> <i>[plates/cooking noises]</i> <b>LAILA:</b> Musa! Dinner is ready. Where is Dije? I was expecting her home by now. <b>MUSA:</b> I'm sure she will be here soon. So how are you feeling after seeing the nurse today? <b>LAILA:</b> Just fine! I am so relieved. The nurse answered all of my questions and I feel really happy with our decision. She even said if I have any problems to come back to the clinic. But what about you? You are not eating. Is it the food? <b>MUSA:</b> I just don't feel so well, Laila. I think I will lay down. <i>[Door opens]</i> <b>LAILA:</b> Ah, Dije, here you are finally! Where have you been?

	<b>DIJE:</b>	<i>[worried/whispering]</i> Oh, Laila. I am so worried. I have been waiting for Kabir all afternoon and he never showed up. It is not like him! Something is wrong, Laila, I just know it. I don't know what to do!
<b>FRIEND-TO-FRIEND</b>	<b>ADAMU:</b>	Oh, dear. Where could Kabir have disappeared to? Dije sounded so worried.
	<b>HABIBA:</b>	Well, we will have to wait for the next episode to find out, but if you want to hear a little more today, we have three options: The first option is a story from Hauwa, who tells us what it was like to talk with a nurse. The second is from Babangida, a young man talking about his wedding day. The third is a dialogue between a nurse and a woman who has lots of questions. Just PRESS 1 now to hear Hauwa's story or PRESS 2 for Babangida's story. PRESS 3 to hear the dialogue. If you are done listening, PRESS 0 to answer a quick question about what you heard today.

**If caller presses 1:**

<b>PERSONAL STORY</b>	<p>Hello, my name is Hauwa. I was barely 18 when I married my first husband. Unfortunately, he died in a horrible accident, leaving me alone and pregnant. It was at this time I started making snacks to sell to earn a living and take my mind off my mourning. Not long after my son was born, I was catering a wedding and caught the eye of Sanusi, the man who would become my current husband.</p> <p>I couldn't ask for a better husband. From the start, Sanusi accepted my son as his own child and was very supportive of my business. It wasn't long before I got pregnant again and had a beautiful daughter. Sanusi was very happy but he encouraged me to consider starting child birth spacing so that I could rest and have time for our family and my business. I saw the need for using child birth spacing, but the problem was that I was too shy to talk about private things like that with a stranger. Sanusi helped me get my courage up, and even suggested some things to talk with the nurse about. He took me to the clinic on his way to work and waited with me until the nurse was ready to see me. Now I feel so silly for having worried so much because the nurse I met there was so friendly. First she asked about my life and my future goals regarding my family. She then explained all the different options of child birth spacing and gave me an opportunity to ask questions and did not mind repeating things so I understood properly. She didn't force me to make a decision that day. In fact, she advised me to discuss it with my husband first so that we could decide together about which method would be best for us.</p>
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Since then, my nurse has become a great friend to me, and someone I can ask anything. I cannot believe I did not want to go at first. If I had known how friendly the nurses were, I would have gone sooner!
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<b>FRIEND-TO-FRIEND</b>	<p><b>ADAMU:</b> Thank you, Hauwa, for sharing your story. A brave woman, indeed, for facing her fears—though it turned out she had nothing to fear!</p> <p>If you want to hear the sample dialogue between a nurse and a woman with lots of questions now, PRESS 2, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>
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**If caller presses 2:**

<b>SAMPLE DIALOGUE</b>	<p><b>NURSE:</b> Madam, your results are back and they are negative.</p> <p><b>WOMAN:</b> Oh, thank you for that news, nurse.</p> <p><b>NURSE:</b> Is everything OK? It has been only two months since your last visit for a pregnancy test.</p> <p><b>WOMAN:</b> Yes ... I guess I have been more anxious than usual lately.</p> <p><b>NURSE:</b> Last time you were in we talked about child birth spacing methods—have you been thinking more about that?</p> <p><b>WOMAN:</b> Yes, my husband and I are using the withdrawal method but I have some questions. My sister says that she and her husband were using withdrawal, but she got pregnant with her last child, so she does not recommend that method. Now she gets the injectable every three months. Is that true, the withdrawal method does not work?</p> <p><b>NURSE:</b> The withdrawal method is a traditional form of child birth spacing that can be difficult for couples to do correctly every time, making it one of the least effective methods. The most effective modern child birth spacing methods are the implant or intrauterine device—the I-U-D. They protect against pregnancy and stay where placed in your body so you do not have to remember to do anything.</p> <p><b>WOMAN:</b> OK, but my Aunty said that the modern methods have side effects, and the withdrawal method is better because it has no side effects. Is that true?</p> <p><b>NURSE:</b> It is true that there can be side effects with modern child birth spacing methods. With the implant or I-U-D, most women experience some kind of bleeding change. We can discuss the specific side effects for each method so you will know what to</p>
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	<p>expect. For many women, modern child birth spacing methods give them greater peace of mind because they are safe and reliable.</p> <p><b>WOMAN:</b> So what if I want to get pregnant again next year or the year after; is that possible with those methods?</p> <p><b>NURSE:</b> Of course, the modern methods provide protection for just as long as you use them. Depending on the method you choose, when you are ready to get pregnant, you can either stop taking the contraceptive tablet, getting the injection, or return to the clinic to have the implant or I-U-D removed. Now, would you like me to talk more about each method, explain how they work and common side effects, and you can ask all the questions you would like?</p> <p><b>WOMAN:</b> Yes, nurse, that would be very helpful. Thank you.</p>
<b>FRIEND-TO-FRIEND</b>	<p><b>ADAMU:</b> I am glad that the client is asking some good questions about modern child birth spacing. I hope it will bring her peace of mind, like the nurse said.</p> <p><b>HABIBA:</b> I hope so, too! Well, if you want to hear the personal story about Hauwa, PRESS 1 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 0:**

<b>FRIEND-TO-FRIEND WRAP-UP</b>	<p><b>HABIBA:</b> Thanks for joining us today. Before you go, I have a question for you. Do you feel confident to ask questions when talking with a nurse? If yes, PRESS 1 now. If no, PRESS 2 now.</p> <p>[User presses 1 or 2.]</p>		
	<table border="1"> <tr> <td> <p><b>[1]</b> Great! You need answers to all of your questions so that you can make a good decision. So when you visit a nurse or other health care provider, use those “smart skills” and TALK about your questions. Health care providers are there to help you and they want you to be a happy client!</p> </td> <td> <p><b>[2]</b> It can be hard to ask questions, I know, but remember, you need answers to all of your questions so that you can make a good decision. So when you visit a nurse or other health care provider, use those “smart skills” and TALK about your questions. Health care providers are there to help you and they want you to be a happy client!</p> </td> </tr> </table>	<p><b>[1]</b> Great! You need answers to all of your questions so that you can make a good decision. So when you visit a nurse or other health care provider, use those “smart skills” and TALK about your questions. Health care providers are there to help you and they want you to be a happy client!</p>	<p><b>[2]</b> It can be hard to ask questions, I know, but remember, you need answers to all of your questions so that you can make a good decision. So when you visit a nurse or other health care provider, use those “smart skills” and TALK about your questions. Health care providers are there to help you and they want you to be a happy client!</p>
<p><b>[1]</b> Great! You need answers to all of your questions so that you can make a good decision. So when you visit a nurse or other health care provider, use those “smart skills” and TALK about your questions. Health care providers are there to help you and they want you to be a happy client!</p>	<p><b>[2]</b> It can be hard to ask questions, I know, but remember, you need answers to all of your questions so that you can make a good decision. So when you visit a nurse or other health care provider, use those “smart skills” and TALK about your questions. Health care providers are there to help you and they want you to be a happy client!</p>		

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**ADAMU:** Well, I look forward to sharing our next episode with you soon.  
Goodbye!

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***SMS reminder (to follow call):*** When visiting a child birth spacing nurse, remember to ask questions! It can help to practice before you go.

## 12. Call Twelve: Quiz 2

**Objective:** Summarize and evaluate understanding of “smart skills” during child birth spacing counseling

<b>FRIEND- TO- FRIEND</b>	<p><b>ADAMU:</b> Hello! It’s Adamu here. I’m glad you called. Today, we are going to have another short quiz about those “smart skills” you can use when visiting a nurse or other health care provider. I’ll ask you a question, and you answer by pressing 1 for “yes” and 2 for “no.” Ready? Here we go.</p> <p>Would a smart client TALK about her feelings and concerns with a nurse or other health care provider? If you think yes, PRESS 1. If you think no, PRESS 2.</p>	
	<p><b>[1]</b> Great job! Yes, a smart client TALKS about feelings and concerns.</p>	<p><b>[2]</b> TALKING about feelings and concerns is important to help you feel happy with your decision.</p>
<p>Now, our next question. Should a smart client still TALK about her needs and preferences for a child birth spacing method with a nurse or other health care provider, even if the provider seems to prefer another method? If you think yes, PRESS 1. If you think no, PRESS 2.</p>		
<p><b>[1]</b> Great job! Yes, a smart client TALKS about her needs and preferences.</p>		<p><b>[2]</b> Just like your feelings and concerns, TALKING about your needs and preferences is important to help you feel happy with your decision.</p>
<p>OK, now, our third question. Would a smart client SHARE questions with a nurse? If you think yes, PRESS 1. If you think no, PRESS 2.</p>		
<p><b>[1]</b> Great job! Yes, a smart client SHARES questions.</p>		<p><b>[2]</b> It is important to SHARE any questions you have—you deserve all the information to make your decision.</p>
<p>So, SHARING is an important smart skill when you visit a nurse or other health care provider: SHARE your feelings and concerns, SHARE your preferences and SHARE your questions.</p> <p>Now, I have one more question for you. Have you visited a nurse or pharmacist since listening to our stories? If yes, PRESS 1. If no, PRESS 2.</p>		

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<b>[1]</b> OK. Last question. During your visit, how many of these “smart skills” did you use? PRESS 0, 1, 2 or 3 now.	<b>[2]</b> Well, when you are ready to visit a nurse or pharmacist, don’t forget to use these “smart skills”!
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<b>[1]</b> OK. Last question. During your visit, how many of these “smart skills” did you use? PRESS 0, 1, 2 or 3 now.	<b>[2]</b> Well, when you are ready to visit a nurse or pharmacist, don’t forget to use these “smart skills”!
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Well, that’s all for today. Thanks for answering our quiz! You won’t want to miss our next episode of *Beta Life* when Laila gets a visit from the police. Until next time!

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***SMS reminder (to follow call):*** How will you share your concerns with a child birth spacing nurse? What do you want from a child birth spacing method? What questions do you need answered?

### 13. Call Thirteen: Discussing Side Effects

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**Key message:** Child birth spacing method side effects and options to switch methods; supportive partners when using child birth spacing methods

<b>INTRODUCTION</b>	<b>ADAMU:</b> Hello! Adamu here. I hope you have been keeping well. In our past episode, Dije was worried when Kabir did not show up to meet her. ... Today, it seems the police have visited Laila. Let's find out what happens...
<b>DRAMA</b>	<p><b>POLICE OFFICER:</b> Mrs. Bagudu. Please answer the question.</p> <p><b>LAILA:</b> I'm sorry, sir. I just don't know. He was here one day and the next he just didn't show up. It has been two weeks now and my sister has not heard anything from him.</p> <p><b>POLICE OFFICER:</b> Well, I understand that your brother Bala recently found out about their relationship and he wasn't happy about it. Can you tell me about that?</p> <p><b>LAILA:</b> Well, yes, ever since our parents died, he has been very protective of Dije and, well, he wants her to focus on her studies and was upset that she has been meeting with Kabir. She tried to talk with him about what was going on but he was quite upset, of course. But, wait, you aren't suggesting he was involved in this, are you?</p> <p><b>POLICE OFFICER:</b> I can't say anything yet, Mrs. Bagudu. We will be in touch.</p> <p><i>[transition]</i></p> <p><b>LAILA:</b> Musa, where have you been? You have no idea what has happened here this afternoon. I have been waiting for you.</p> <p><b>MUSA:</b> I'm sorry, Laila. I had some business to take care of.</p> <p><b>LAILA:</b> Business? What is this "business" that you have been so busy with recently?</p> <p><b>MUSA:</b> Never mind, Laila. Tell me, what has gotten you so upset?</p> <p><b>LAILA:</b> The police, Musa. They were here questioning me about Kabir's disappearance. And I don't know, they seem to think Bala is involved.</p> <p><b>MUSA:</b> I'm sure it will be OK.</p> <p><b>LAILA:</b> Oh, dear. It is too much. I have a headache again—I never used to get this many headaches. Maybe it is the injectable.</p> <p><b>MUSA:</b> But you are having fewer headaches in the past couple of weeks, aren't you? Remember, the nurse mentioned the side effects would probably go away. It seems like they are starting to go away. Just rest a while and see how it goes.</p>

<b>FRIEND-TO-FRIEND</b>	<p><b>ADAMU:</b> Oh, dear, so Kabir is still missing! Poor Laila, not only is she worried about Bala and Dije, but Musa seems to be keeping a secret, too.</p> <p><b>HABIBA:</b> So much suspense again! Well, if you want to hear a little more today, we have two options for you: The first option is a story from Zuberu, a young man who is doing what he can to provide the best life for his family. The other option is a dialogue between a nurse and a client, discussing the side effects of child birth spacing methods. Just PRESS 1 now to hear Zuberu’s story, PRESS 2 for the dialogue or PRESS 0 if you are done listening to answer a quick question about what you heard today.</p>
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**If caller presses 1:**

<b>PERSONAL STORY</b>	<p>Hi. I am Zuberu. When I was a young man, my family was going through hard times so I had to stop school and became a delivery man for a bakery, which is how I met my wife, Jamilah. She worked at one of my regular shops and was the most beautiful woman I had ever met. After we married, we quickly had two children. Unfortunately, I did not get to spend much time with them because I had to work long hours in order to be able to provide for my family. I was embarrassed that I did not make enough money to do much more than put food on the table, so one day I went to my uncle for some advice.</p> <p>My uncle is a very religious man and a scholar, so I trusted his judgment. But when he told me that I should talk with Jamilah about child birth spacing, I thought I heard him wrong. He explained to me that spacing children’s births is an expression of devotion because it supports the health and well-being of the family.</p> <p>I took my uncle’s advice back to Jamilah and we decided to try using the contraceptive tablet. But after a little while, Jamilah was not feeling well, with dizziness and feeling of vomiting. We did not know what was wrong and I felt so guilty because I first brought it up. I remembered that my uncle said if we had any problems or questions, we could just go to a clinic.</p> <p>When Jamilah and I went to the clinic, the nurse told us that what Jamilah was experiencing could be side effects from the tablet. She said side effects are more common when you first start using the tablet but then often go away after time. That put us at ease, but then the nurse gave us even more helpful information about other methods that we didn’t hear about when we got the tablet at the pharmacy. We eventually decided to use the I-U-D and we have been happy with this method.</p>
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	Our children are growing up so fast now and I am glad that I can spend more time with them. I am happier when we are together because I am more confident I can provide a better life for them than I had growing up.
<b>FRIEND-TO-FRIEND</b>	<p><b>HABIBA:</b> Thank you, Zuberu, for sharing your story. I always remind my clients that every person’s experience with their chosen child birth spacing method can be unique, so it is important to monitor any side effects and talk with a nurse if you are concerned or have questions. There are many options, so if one does not suit you, then you can talk with your health care provider about the possibility of switching methods.</p> <p>Now if you want to listen to the dialogue with a nurse and client, just PRESS 2 now. Or if you are done listening, you can PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 2:**

<b>SAMPLE DIALOGUE</b>	<p><b>NURSE:</b> Good morning, Hajiya. Who have you brought with you today?</p> <p><b>CLIENT:</b> This is my sister. She offered to come with me because I was feeling a little shy and she helps me feel more comfortable.</p> <p><b>NURSE:</b> Oh, great. Well, it is nice to meet you both. So how can I help you today, Hajiya?</p> <p><b>CLIENT:</b> Well ... <i>[hesitantly]</i> Since I have been getting the injection, I have been having some bleeding between my menstrual cycles and I wonder if something is wrong with my body.</p> <p><b>NURSE:</b> I’m sorry to hear that you are experiencing that. Has your menstrual period been regular?</p> <p><b>CLIENT:</b> Yes, I have not noticed anything different with it, just in between.</p> <p><b>NURSE:</b> Well, I can understand how that can be very inconvenient and even concerning. With the injectable, bleeding changes are common but not harmful. Typically, a woman can experience bleeding between periods for the first couple of months and after a year her monthly period could be irregular or even not at all! And that is OK, but if this is something that really bothers you, we can talk about using a different method.</p>
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	<p><b>CLIENT:</b> Well, my sister uses the implant and has been very happy with it...</p> <p><b>NURSE:</b> I am glad to hear she has had a good experience; however, every woman’s body is different. Even if you are sisters, one sister may respond differently to a method than the other sister.</p> <p><b>CLIENT:</b> OK, I understand. I know our bodies are different—I like spicy food and it makes her feel ill [<i>laughs, slight pause</i>]. So what are the side effects of the implant?</p> <p><b>NURSE:</b> I will start by answering your questions about the implant. Would it be OK if I also tell you about other methods, in case there is another method that sounds like it might suit your needs and preferences?</p> <p><b>CLIENT:</b> Sure, that sounds good...</p>
<b>FRIEND-TO-FRIEND</b>	<p><b>HABIBA:</b> Wow, I really like how that nurse explained to those sisters how side effects from child birth spacing methods can vary with every person.</p> <p>If you want to hear the story from Zuberu, just PRESS 1, or if you are done listening, PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 0:**

<b>FRIEND-TO-FRIEND WRAP-UP</b>	<p><b>ADAMU:</b> I hope you enjoyed those stories today as much as I did! Before you go, I have a question for you. Do side effects of child birth spacing methods usually go away after a few months? If you think yes, PRESS 1. If you think no, PRESS 2.</p> <p>[User presses 1 or 2.]</p>	
	<p><b>[1]</b> Correct. Most side effects usually go away after a few months. And other side effects are manageable, but if you have any concerns, you can talk with a health care provider about switching to another method that might work better for you.</p>	<p><b>[2]</b> Actually, most side effects usually go away after a few months. Most side effects are manageable but, if you have any concerns, you can talk with a health care provider about switching to another method that might work better for you.</p>
	<p><b>[Women:]</b> If you are already using a child birth spacing method, use your</p>	<p><b>[Men:]</b> So, use your “smart skills” and TALK with your partner. Offer support</p>

	<p>“smart skills” and TALK with your nurse or health care provider about any side effects.</p>	<p>if she is experiencing or worried about side effects and encourage her to TALK with a health care provider if she is unhappy.</p>
<p><b>HABIBA:</b> Thanks for calling in. I look forward to sharing our next episode with you soon. Goodbye!</p>		

***SMS reminder (to follow call):*** Are you experiencing side effects from a child birth spacing method? They will probably go away soon, but talk with a child birth spacing nurse if you are concerned.

## 14. Call Fourteen: Advocating for Child Birth Spacing

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**Key message:** Social communication and personal advocacy

<b>INTRODUCTION</b>	<b>HABIBA:</b> Hello, again! It's me, Nurse Habiba. I hope you have been keeping well. In our past episode, the police were investigating Kabir's disappearance. Let's find out what happens in today's episode.
<b>DRAMA</b>	<b>LAILA:</b> Safiah! I'm so pleased to see you. Please come in! How are you, sister? <b>SAFIAH:</b> I'm very well, Laila. I'm sorry we have not spoken in such a long time. I wanted to stop by to tell you everything is OK and thank Musa for talking with Mahmoud. Musa has so much of his own to worry about and yet he still finds time to take care of his sister. <b>LAILA:</b> Safiah? What do you mean? <b>SAFIAH:</b> Well, what the doctors told him. You must be so worried too, Laila. Is there anything I can do? <b>LAILA:</b> Doctors? Safiah, what are you talking about? <b>SAFIAH:</b> The tests that he took for his stomach pain. Oh, dear, Laila, he didn't tell you? <b>LAILA:</b> Yes, yes, of course. It's OK. I just, well, never mind. But you heard about Dije, I presume? Her boyfriend has disappeared and we haven't heard a word from him! <b>SAFIAH:</b> Oh, dear, sister. I am so sorry. <b>LAILA:</b> Now, how about you? Is Mahmoud still angry? <b>SAFIAH:</b> No, we have even talked about child birth spacing. I was thinking of going to the clinic, but, well, I am too nervous. <b>LAILA:</b> The nurse there is really helpful and I can go with you if you like. But you know, being smart about it before you go helps to ease your worries. Why don't we sit and let me SHARE what I know.

<b>FRIEND-TO-FRIEND</b>	<p><b>HABIBA:</b> It was nice to hear that Safiah is doing well, although it seems she may have told Laila something Musa was hiding...</p> <p><b>ADAMU:</b> Well, if you want to hear a little more today, we have two options for you again. The first option is a touching story from Jemimah, who discovered some valuable advice from her mother, and the other option is a dialogue with a very satisfied child birth spacing user. PRESS 1 if you want to hear Jemimah's story, PRESS 2 for the dialogue or PRESS 0 now if you are done listening to answer a quick question about what you heard today.</p>
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**If caller presses 1:**

<b>PERSONAL STORY</b>	<p>My name is Jemimah. As children, we were told we should listen to our mothers because they always know best, but I am here to tell you we can still learn from our mothers when we are adults.</p> <p>I fell in love with my husband, Gambo, at a very young age and had three children before I was 22. After my first child was born, my mother asked me if Gambo and I had discussed how many children we wanted and what plans we had for our future and our family. I told her that we had not really discussed it, but she said that it was an important discussion and she advised that we find out more about child birth spacing methods.</p> <p>At the time, I was so young and overjoyed about my first child that I didn't think I needed to worry about child birth spacing because I only had one child. But before my first-born was six months old, I found myself pregnant again, this time with twins! I was still very happy with my children, but I began to feel the stress of having three small ones to take care of and Gambo having to work extra hours to earn enough money to provide for our family.</p> <p>When I went to visit my mother, she was not happy that I had not listened to her advice about child birth spacing. When I brought it up with my husband, he told me he was very glad I had raised the topic because for some weeks he had been listening to a radio program and thought that child birth spacing could be very good for us. Since then we have been using modern child birth spacing methods and have been happy with our decision. It has reduced our stress because we no longer worry about having another child before we are ready and it has given us more time to spend with our children and each other.</p>
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<b>FRIEND-TO-FRIEND</b>	<p><b>HABIBA:</b> Thank you, Jemimah, for sharing with us! That was a very wonderful story about the special advice our mothers can give us.</p> <p>If you want to hear the dialogue of the satisfied user, PRESS 2 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>
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**If caller presses 2:**

<b>SAMPLE DIALOGUE</b>	<p><b>NURSE:</b> Good afternoon, madam, how are you today?</p> <p><b>CLIENT:</b> Good afternoon, nurse, I am fine.</p> <p><b>NURSE:</b> How is the I-U-D working out for you?</p> <p><b>CLIENT:</b> My husband and I are very happy with the I-U-D. With my busy life, I don't have to remember to take something every day or come here every three months. And my husband and I can be more spontaneous. For the first three months, I had a heavier monthly bleeding and pain, but that has lessened.</p> <p><b>NURSE:</b> I am glad to hear it is working out for you.</p> <p><b>CLIENT:</b> It has really changed our lives and both of us have shared our positive experience with our friends. Many are amazed to hear how I do not have to do anything once it is inserted. My sister is even interested in getting one now that she has had her fourth child. Her husband is in favor, too, after talking with my husband.</p> <p><b>NURSE:</b> That is great to hear. Thank you for sharing the news and letting people know that we are here for them and happy to provide an I-U-D or any other method of their choice.</p> <p><b>CLIENT:</b> I know many women would be interested in talking with you, so I will continue to tell them to come see you.</p> <p><b>NURSE:</b> Thank you!</p>
<b>FRIEND-TO-FRIEND</b>	<p><b>HABIBA:</b> It is so nice to hear how a satisfied client is sharing her positive experience using child birth spacing.</p>

	If you want to hear Jemimah’s story, PRESS 1 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.
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**If caller presses 0:**

<b>FRIEND-TO-FRIEND WRAP-UP</b>	<b>ADAMU:</b> Thanks for calling in today. Before you go, I have a question for you. Do you think what you have learned so far about being a “smart” child birth spacing client would be useful to a friend or family member? If you think yes, PRESS 1. If you think no, PRESS 2.	
	<b>[1]</b> Great. I know I always appreciate hearing what my friends think—so, remember your experiences are valuable. Use those “smart skills” and SHARE what you know about methods or a particular clinic that you like.	<b>[2]</b> Are you sure? I know I always appreciate hearing what my friends think—so, remember your experiences are valuable. Use those “smart skills” and SHARE what you know about methods or a particular clinic that you like.
	<b>[Women:]</b> SHARE with a friend about child birth spacing and encourage them to be a smart client.	<b>[Men:]</b> Remember, men can talk about child birth spacing, too—just like Musa and Mahmoud. So SHARE with a friend what you have learned about child birth spacing.
	<b>HABIBA:</b> Thanks again for calling in! I look forward to sharing our next episode with you soon. Goodbye!	

**SMS reminder (to follow call):**

SHARE what you know about child birth spacing with a friend and encourage them to be a smart client.

## 15. Call Fifteen: Talking with a Nurse

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**Key message:** Talking with a nurse or other health care provider about problems with child birth spacing methods

<b>INTRODUCTION</b>	<b>HABIBA:</b> Hello, again! It's me, Nurse Habiba. I hope you have been keeping well. In our past episode, Laila found out that Musa had been hiding something and Kabir was still missing. Let's find out what happens in today's episode.
<b>DRAMA</b>	<b>NURSE:</b> Mrs. Bagudu. Please come in. I see from your chart you are using the injectable. But you have only been using it for a few months. Is something wrong? <b>LAILA:</b> Well, nurse, I have been experiencing headaches and I have been spotting before my menses are due. <b>NURSE:</b> I see. Any other problems? <b>LAILA:</b> No, that is all, nurse. <b>NURSE:</b> Well, I'm glad you did come back, Mrs. Bagudu. Those are all normal side effects. You should know that things will probably settle down soon and you can rest or treat the headaches with pain relief medicine, but if you are still experiencing issues after another month or two, please come back to see me then. <b>LAILA:</b> OK, nurse. That is good to know. <b>NURSE:</b> Very good. Remember, if you aren't happy, please do come back and talk with us. We can try switching to another method that might work better for you.
	<i>[street noises]</i> <b>LAILA:</b> Musa. You waited for me? Thank you, you are very sweet. <b>MUSA:</b> Actually, Laila, I returned home after walking you to the clinic. But, well, on my way I heard some news, and I wanted to tell you. <b>LAILA:</b> Musa, what is it? <b>MUSA:</b> It's Bala. They arrested him. They seem to think he was involved in Kabir's disappearance.



<b>FRIEND-TO-FRIEND</b>	<p><b>ADAMU:</b> Hmm, arrested. What do the police know about Bala? Laila must be very upset to hear this news. But I'm glad she returned to the clinic. At least her mind is at ease about that.</p> <p><b>HABIBA:</b> Well, if you want to hear a little more today, we have two options for you. The first option is a great story from Laraba, who learned firsthand how important it can be to speak up if you are unhappy with your child birth spacing method. The other option is a dialogue between a nurse and a couple who are curious about switching methods. Just PRESS 1 now to hear the story or PRESS 2 for the dialogue. Or, if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>
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**If caller presses 1:**

<b>PERSONAL STORY</b>	<p>My name is Laraba. I can't believe the day is already here when I am sending my youngest child off to school! Raising three children is a lot of work, but I am very grateful that my husband, Zakari, and I used a modern child birth spacing method because it made it possible for me to keep up with my children and work as a primary school teacher.</p> <p>I used the contraceptive tablet to help me space between the births of my children. I took one every day without fail except when my husband and I decided we were ready for another child. However, just after our second child was born, Zakari was transferred to another state for his work and during that time it became difficult for me to continue to take the tablet daily. They became like a daily reminder of his absence.</p> <p>A few months after my husband visited home, I found out I was pregnant and, at first, my husband was shocked and blamed our child birth spacing method.</p> <p>I felt so embarrassed to tell him that there was nothing wrong with the method; I just had not been taking my tablet every day as instructed. He was not upset with me, just with himself for not taking a greater role in our use of child birth spacing by making sure I was happy with our chosen method and encouraging me to use it regularly.</p> <p>After I had our baby, we returned to the nurse and shared my concerns about the tablet. Because we already had three children, we asked about long-term methods and the nurse told us about the I-U-D and the implant, and even permanent methods like sterilization. We went home to think about it and plan to go back soon to ask for the I-U-D.</p>
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	So the lesson we learned is that one child birth spacing method may not always be the best choice—our lives change and the child birth spacing method can change with it.
<b>FRIEND-TO-FRIEND</b>	<p><b>ADAMU:</b> Laraba really said it all when she shared the lesson that she learned about how different methods may be better for you at different stages of your life.</p> <p>If you want to hear the dialogue between the nurse and couple, PRESS 2 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 2:**

<b>SAMPLE DIALOGUE</b>	<p><b>NURSE:</b> Hello, Mallam da Mallama Bako. It is so nice to see you both today. We are always glad to see supportive husbands like yourself coming with their wife to the clinic.</p> <p><b>HUSBAND:</b> Well, child birth spacing is something that affects both men and women.</p> <p><b>NURSE:</b> That is very true. So, how can I help you today?</p> <p><b>WOMAN:</b> We have been thinking about switching to another child birth spacing method. Now that I am back at work, it is difficult for me to take time off to come to the clinic for my injections every three months.</p> <p><b>HUSBAND:</b> Plus, we are getting older and want to focus on taking care of our beautiful children.</p> <p><b>NURSE:</b> That is very responsible of you! A long-acting method would be a good option for you, such as the intrauterine device, also known as the I-U-D, that can last up to 10 years; or the implant that can last from three to five years.</p> <p><b>HUSBAND:</b> <i>[questioning]</i> I heard that men can feel the I-U-D when having sex...</p> <p><b>NURSE:</b> The I-U-D usually cannot be felt during sex, but some men do report feeling the strings of the I-U-D. If this is the case, a nurse can trim the I-U-D strings to be shorter.</p> <p><b>WIFE:</b> Where is the implant inserted? Does it hurt?</p>
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	<p><b>NURSE:</b> The implant is inserted by a trained health care provider in the upper arm under the skin, and the procedure usually takes only a few minutes. You may feel a little pressure, but to prevent pain, we give you a special “injection” in the upper arm where the implant will be inserted.</p> <p><b>HUSBAND:</b> But what if we change our minds and want to have another child—is that possible with these methods?</p> <p><b>NURSE:</b> Of course, these methods are not permanent. If you want to have another child, you just come back to the clinic and we remove it so you can get pregnant.</p> <p><b>WIFE:</b> You have given us very good information, nurse. We need to think about the methods and talk it over before we make a decision.</p> <p><b>NURSE:</b> That is a very good idea. When you have made up your mind, or if you have any more questions, just come back to the clinic and we will be happy to help you!</p>
<b>FRIEND-TO-FRIEND</b>	<p><b>ADAMU:</b> As our lives change over time, so can our needs and preferences with child birth spacing, so it is good to check in with a nurse or other health care provider about how things are going and discuss other options if needed.</p> <p>Laraba also talks about her changing needs, so if you want to hear her story, PRESS 1 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 0:**

<b>FRIEND-TO-FRIEND WRAP-UP</b>	<p><b>HABIBA:</b> What great stories we heard today! Before you go, I have a question for you. Do you think it is important for a woman who has problems with her child birth spacing method to talk with a nurse or other health care provider? If you think yes, PRESS 1. If you think no, PRESS 2.</p> <p>[User presses 1 or 2.]</p>
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<p><b>[1]</b> That’s right, some women just stop using their method if they experience side effects, but Laila used her “smart skills” and TALKED with her nurse about it. If need be, she can pick another method that might work better for her.</p>	<p><b>[2]</b> Unfortunately, some women just stop using their method if they experience side effects. But there is no need to be unhappy using a method. Laila used her “smart skills” and TALKED with her nurse about it. If need be, she can pick another method that might work better for her.</p>
<p><b>[Women:]</b> If you are experiencing any problems with your method, use your “smart skills” and TALK with a friendly nurse or other health care provider.</p>	<p><b>[Men:]</b> If your partner is using a child birth spacing method and experiencing any problems, encourage her to use those “smart skills” and TALK with a friendly nurse or other health care provider. If she is happy, continue to offer your support, such as reminding her to take a tablet, or attend a follow-up appointment.</p>
<p><b>ADAMU:</b></p>	<p>In our next call, we will hear the final episode of our story, so try not to miss it! Thanks for calling in today and I look forward to sharing our final episode with you soon. Goodbye!</p>

***SMS reminder (to follow call):*** If you are experiencing any problems with your child birth spacing method, use your “smart skills” and TALK with a child birth spacing nurse.

## 16. Call Sixteen: Talking with Your Partner

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**Key message:** Ongoing couple (spousal) communication

<b>INTRODUCTION</b>	<b>HABIBA:</b> Hello, again! It's me, Nurse Habiba. I hope you have been keeping well. In our past episode, Bala was arrested under suspicion of Kabir's disappearance. Today is our final episode, so let's find out what happens.
<b>DRAMA</b>	<p><i>[Door opens and shuts as Musa enters the house]</i></p> <p><b>MUSA:</b> Laila? You are still awake. What is wrong? Are the children OK?</p> <p><b>LAILA:</b> Yes, Musa. They are OK. I have just been waiting for you.</p> <p><b>MUSA:</b> Laila, I just had something to take care of.</p> <p><b>LAILA:</b> You don't need to hide anymore, Musa. I know about the doctors. I just don't understand why you wouldn't tell me. I thought we talked about everything.</p> <p><b>MUSA:</b> Oh, Laila. How did you find out? It doesn't matter. I am glad you know; it was so hard to keep this from you. You see, I have been having these pains in my stomach for some months now, but I didn't want to worry you.</p> <p>Well, I have seen many different doctors but they didn't know what was wrong. Finally, a doctor gave me a test this week and he says I need an operation.</p> <p><b>LAILA:</b> Musa! My goodness. You should have told me. What will happen?</p> <p><b>MUSA:</b> Well, the good news is that the operation should make me completely better. I will just have to rest for a few weeks.</p> <p><b>LAILA:</b> Thank goodness, Musa. I wish you had talked to me before. I am here for you.</p> <p><b>MUSA:</b> I know, I should have talked to you right away. I see that trying to keep it from you made you worry more.</p> <p><i>[door opens]</i></p> <p><b>DIJE:</b> Laila! Laila! They found him! They found Kabir!</p> <p><b>LAILA:</b> Oh, Dije. What a relief. Is he OK? What happened?</p> <p><b>DIJE:</b> He was in an accident. He was in a coma and no one knew it was him.</p> <p><b>MUSA:</b> Is he OK?</p> <p><b>DIJE:</b> Yes, I just came from the hospital. He has woken from the coma and was able to tell the doctors who he was and what happened.</p>

	<p><b>MUSA:</b> But what about Bala?</p> <p><b>DIJE:</b> The police released him.</p> <p><b>LAILA:</b> Thank goodness. I knew he could not have been involved.</p> <p><b>DIJE:</b> I know. But wait, sister. You haven't heard the good news! Kabir proposed to me and we decided to get married after we both finish our university studies!</p> <p><b>LAILA:</b> Proposed! Well, this is a lot of news in one day. Come, sit, you must tell me everything.</p>
<b>FRIEND-TO-FRIEND</b>	<p><b>ADAMU:</b> What great news to end our story on! They have a new future to plan for!</p> <p>As usual, we have two options for you if you want to hear a little more today. The first option is a story from Zubeida, who didn't think that child birth spacing was for her, but then it ended up changing her life for the better. The other option is a dialogue between a nurse and a couple, talking about long-term plans for their family. PRESS 1 if you want to hear Zubeida's story, PRESS 2 for the dialogue, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 1:**

<b>PERSONAL STORY</b>	<p>Hello, my name is Zubeida. Today, I'm taking my daughter for her immunizations. If you had asked me two years ago whether I would be in this situation, I would have laughed, or maybe cried. I cried a lot in those days and do not know how I would have gotten through it without the love and support of my husband.</p> <p>I was so happy being married to Ahmed. We both really wanted children, so when I was not pregnant after one year, I started to feel depressed. It didn't help that my mother-in-law seemed upset with me and even my younger sisters were having babies, but nothing was happening for me. All the while Ahmed was very supportive, telling me that God would bless us with a child in good time, but I could not even believe that to be true.</p> <p>Just when things started to get really bad, we got some new neighbors. The woman was very friendly and upon hearing my plight she asked me why I didn't go see a nurse. I thought she was mad because I thought that was only for women who wanted to rest after having their children. But she explained that those nurses are for anyone interested in having a good family life. I was immediately interested because I had no idea that clinics had any services to offer me, a woman struggling with infertility.</p> <p>When I went to the clinic, it was an eye-opening experience. The nurse told me about different causes of infertility and that there are certain times in the month</p>
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	<p>that are good for women to get pregnant. She told me about fertility awareness methods, like the “<i>Standard Days</i>” method, that can be used to help women identify the days of the month when they can most likely get pregnant.</p> <p>A few months after that visit, I found out that I was pregnant and it felt like the weight of the world was lifted off my shoulders. My husband said I seemed like a different person. During my pregnancy, we kept talking about our dreams for the baby—how we wanted to give it a good life—and made a plan for child birth spacing after our baby was born. Now look at us!</p>
<p><b>FRIEND-TO-FRIEND</b></p>	<p><b>HABIBA:</b> Another happy ending—and what a smart child birth spacing client she is!</p> <p>If you still want to hear more, you can PRESS 2 for the dialogue between the nurse and the couple. Or, if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 2:**

<p><b>SAMPLE DIALOGUE</b></p>	<p><b>NURSE:</b> Good afternoon! How are you both today?</p> <p><b>WIFE:</b> We are very well, thank you.</p> <p><b>NURSE:</b> So, I see you are here today to have the implant removed. Was there anything wrong with your implant?</p> <p><b>HUSBAND:</b> Oh, no, nothing is wrong. We are ready to add another child to our family!</p> <p><b>NURSE:</b> Oh, how exciting! Your son will be a very good big brother!</p> <p><b>WIFE:</b> Yes, he is so caring and even enjoys helping me cook, so that will be a great help! So can you remove the implant today?</p> <p><b>NURSE:</b> Certainly, it should be just as quick as when it was inserted. Before I do that, have you thought about your plans for after your next child is born? I know it seems early to think about that now, but I like to say that it’s never too early to think about child birth spacing!</p> <p><b>HUSBAND:</b> In fact, we have talked about it. We may still want more children later on, but will start using child birth spacing again after our next child is born because things have been somewhat unpredictable with my business.</p>
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	<p><b>NURSE:</b> That sounds like a good plan!</p> <p><b>WIFE:</b> And we will use the implant again because it has been so easy and has not caused any problems with me. I even recommended my sister try using the implant, too!</p> <p><b>NURSE:</b> I am very glad to hear that you have been a satisfied user! All right, I will prepare to remove the implant now.</p> <p><b>HUSBAND:</b> Thank you!</p>
<b>FRIEND-TO-FRIEND</b>	<p><b>HABIBA:</b> It's wonderful to hear of a couple planning ahead and talking with each other about short-term and long-term child birth spacing methods. It is good to revisit that discussion at different points in your life because things change and there may be a method that works best at some times and another that works best at other times.</p> <p>If you want to listen to Zubeida's story, PRESS 1 now, or if you are done listening, just PRESS 0 to answer a quick question about what you heard today.</p>

**If caller presses 0:**

<b>FRIEND-TO-FRIEND WRAP-UP</b>	<p><b>ADAMU:</b> Well, I hope you have enjoyed our calls and are feeling like a "smart client" yourself! Before you go, I have a question for you. Do you think it is important for couples to keep talking about their needs and make plans for their family? If you think yes, PRESS 1. If you think no, PRESS 2.</p> <p>[User presses 1 or 2.]</p>		
	<table border="1"> <tr> <td><b>[1]</b> I agree. Couples need to talk with each other about the important things that affect their family. Only then can they make good decisions together.</td> <td><b>[2]</b> It can be hard for men to talk sometimes, and women, too. But couples need to talk with each other about the important things that affect their family. Only then can they make good decisions together.</td> </tr> </table>	<b>[1]</b> I agree. Couples need to talk with each other about the important things that affect their family. Only then can they make good decisions together.	<b>[2]</b> It can be hard for men to talk sometimes, and women, too. But couples need to talk with each other about the important things that affect their family. Only then can they make good decisions together.
<b>[1]</b> I agree. Couples need to talk with each other about the important things that affect their family. Only then can they make good decisions together.	<b>[2]</b> It can be hard for men to talk sometimes, and women, too. But couples need to talk with each other about the important things that affect their family. Only then can they make good decisions together.		



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<b>HABIBA:</b>	Well, this is the last episode in our story. We have one more quiz coming up—I will send you a reminder to complete it soon. Until then, use your “smart skills” and keep TALKING with your partner and SHARE the things that are important to you—such as your dreams and goals and how child birth spacing is working for your family.
<b>ADAMU:</b>	Goodbye and good luck on the quiz!

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***SMS reminder (to follow call):*** Keep talking with your partner about your future hopes and dreams! Talking makes for a happy family.

## 17. Call Seventeen: Quiz 3

**Objective:** Summarize and evaluate understanding of “smart skills” when using child birth spacing

<p><b>FRIEND-TO-FRIEND</b></p>	<p><b>HABIBA:</b> Hello, again! It’s me, Nurse Habiba. Today, we are going to do a final short quiz about those “smart skills” you can use when using a child birth spacing method. I’ll ask you three questions, and you answer by pressing 1 for “yes” and 2 for “no.” Ready? Here we go.</p> <p>Would a smart client TALK with a nurse or other health care provider if she is unhappy with her child birth spacing method? If you think yes, PRESS 1. If you think no, PRESS 2.</p>	
<p>Now for our next question. Would a smart client SHARE what she knows with friends? If you think yes, PRESS 1. If you think no, PRESS 2.</p>		
	<p><b>[1]</b> Great job! Yes, a smart client will TALK with a nurse or other health care provider if she is unhappy with her method.</p>	<p><b>[2]</b> It can be tempting to just stop using child birth spacing methods if you have problems—but each method is different and there is sure to be one that is right for you so TALK with a nurse or other health care provider to find out.</p>
<p>OK, now, our third question. Would a smart client keep THINKING about what she wants and TALKING with her partner about it? If you think yes, PRESS 1. If you think no, PRESS 2.</p>		
	<p><b>[1]</b> Great job! Yes, often in life, things change. So a smart client will keep thinking about hopes and dreams and how child birth spacing can help achieve them.</p>	<p><b>[2]</b> It can be easy to watch the days pass without making plans but often in life, things change. So a smart client will keep thinking about hopes and dreams and how child birth spacing can help achieve them.</p>

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So, how did you do? If you answered yes to all of these questions, you have the “smart client” skills to find the child birth spacing method that is best for you and your family.

Now, I have just three more questions for you:

Are you or your partner currently using a child birth spacing method? If yes, PRESS 1. If no, PRESS 2.

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**[1]** How confident do you feel about talking with a nurse or other health care provider if you have any problems with the method you are using? If you feel very confident, PRESS 1. If you feel somewhat confident, PRESS 2. If you do not feel confident, PRESS 3.

**[2]** How confident do you feel about talking with a nurse or other health care provider about getting the child birth spacing method you want? If you feel very confident, PRESS 1. If you feel somewhat confident, PRESS 2. If you do not feel confident, PRESS 3.

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**[3]** And, lastly, did our phone calls help you build confidence? If they helped a lot, PRESS 1. If they helped a little, PRESS 2. If they did not help, PRESS 3.

Thanks for answering our quiz! Keep using those “smart skills” and don’t forget to share what you have learned with a friend!

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We have just a few more questions for you, similar to the ones you answered at the beginning of the study. Your responses should reflect what you currently think or are doing.<sup>4</sup>

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***SMS reminder (to follow call):*** Thank you very much for participating in *Beta Life*! You should receive airtime on your phone soon. Wishing you success with *Beta Life* skills!

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<sup>4</sup> At this point, the call transitioned to the post-study survey.