



HOW...

often should I contact mom or dad?

this question depends on a few factors:

1. How is mom or dad currently managing?
2. Availability of data or airtime to make contact
3. Availability of mom or dad to visit
4. The expectations from mom or dad regarding your relationship – ask her/him if it is okay for you to phone or visit regularly, as you would like to support and encourage them

remember to:

- Be respectful of the time of day
- Always check first if you can call or have a conversation
- Ask mom or dad how often you can check in

once a week conversation:

If mom or dad are generally managing and doing well - then a weekly check-in (via a phone call or text conversation or visit if mom is up for that) is a good way to stay connected. This conversation is finding out how mom or dad is doing; what is working well and what they may be struggling with or needing prayer for. The tone of this check-in is "I see you; I hear you; I value you." It is positive and affirming of mom and dad. It is an opportunity to be a listening ear for a parent to talk to and be heard.

in between check-in conversations you can send:

- An encouraging message saying, "I'm thinking of you today [insert topic]" (e.g. as you go to the clinic, that baby sleeps better tonight); or
- A scripture or a prayer such as "I am praying for you today for [insert topic]" or
- Information on [insert topic] that was discussed previously



check in more regularly if mom or dad is in crisis (twice a week; daily; twice a day; or hourly):

If mom or dad are in crisis, struggling with depression, have a fussy baby that isn't sleeping/eating/crying a lot, if someone in the household is sick, or they feel overwhelmed, or there is fear and anxiety about [insert topic], then we would advise that you make more regular contact. It is vitally important to **refer** mom or dad to professional help or encourage them to seek their health care provider's advice if they are struggling emotionally or have concerns about baby's health/eating/sleeping. You can check-in to see if she/he has contacted or seen their health care provider. You can say "I will phone you in 1 hour (hourly)" or "I'll phone you this evening (twice a day)" or "I'll phone you tomorrow morning" (Daily)... to see how [insert topic] has gone. Try take the pressure off mom or dad and encourage them to focus on 1 hour or 1 day at a time.