

## Anonymous Box & Bulletin Board - Set-up + Response Guidelines

What is the Anonymous Box & Bulletin Board prototype ?

This prototype is made of:

- 1x Guideline for set-up
- 1x Guideline for response
- 1x Box design - top (A4)
- 1x Box design - front & back (A4)
- 1x Question slip (A6) - to be duplicated
- 2x Publicity poster (A3) - to be printed and placed on the bulletin board
- 1x Bulletin board - to put up the responses

### Guidelines on set-up

Healthcare professionals within the clinic/health units that are in charge of setting up the Anonymous Box & Bulletin Board should follow these steps

Activity	Description
<b>Set up of the box and bulletin board</b>	<p><b>Box set-up</b></p> <ol style="list-style-type: none"><li>1. Print out the 3x A4 box design images (top, front &amp; back)</li><li>2. On an A4 box, paste the box design images as decoration</li><li>3. Cut out the hole along the dotted lines (top)</li><li>4. Print out and prepare a stack of question slips and place them beside the box</li><li>5. Provide pens for users to use</li><li>6. Place the finished box in front of a bulletin board</li></ol> <p><b>Bulletin board set-up</b></p> <ol style="list-style-type: none"><li>1. Use a large bulletin board to capture the questions and answers</li><li>2. Ensure that the box is placed near the bulletin board</li><li>3. Print out the 2x A3 publicity posters and fix them onto the bulletin board</li><li>4. (optional) Print out the banner images and fix them onto the bulletin board</li></ol>

## Guidelines on response

Healthcare professionals within the clinic/health units that are in charge of answering the queries should follow these steps

Activity	Description
What to do with the question slips received?	<p><b>Setting up a schedule</b></p> <ul style="list-style-type: none"> <li>Within your clinic/health unit, create a regular schedule or roster on which healthcare professional is in-charge of responding e.g. every Monday and Friday</li> <li>At the end of the day, pick out all the filled questions slips</li> </ul> <p><b>Responding to the questions</b></p> <ul style="list-style-type: none"> <li>Group similar/repeated questions together or into common topics (if any) e.g. side effects / usage / changes to body / discomfort etc.</li> <li>The healthcare professional in-charge should fill in the answers in the <u>right</u> column</li> <li>The healthcare professional in-charge should also fill in their names and role in the clinic/health unit at the bottom of the right column for credibility               <ul style="list-style-type: none"> <li>Should users view the answers, this could also encourage them to approach the healthcare professional directly within the clinic for additional information about a similar question</li> </ul> </li> <li>Pin the completed question slips onto the bulletin board for community members to look</li> <li>Promote this anonymous box / bulletin board to the family planning users / discontinuers / spouses within the community</li> </ul> <p><i>Ensure you are providing a factual and empathetic response to your clients</i></p>
What if I am unsure what to respond?	<ul style="list-style-type: none"> <li>Tap on the knowledge of your peers and co-workers if you come across a question you are unsure how to respond</li> <li>Consult a subject matter expert about the topic/question</li> <li>Reference DOH / official study and research materials to ensure your answers are factual and accurate</li> </ul>
What else can I do with the questions received?	<p><b>Option 1: Organise an in-person “All about Family Planning group sharing session”</b></p> <ol style="list-style-type: none"> <li>If you notice that many similar questions around a certain topic are coming up e.g. side effects after using contraception, collate these questions into a common pile</li> <li>Take note of these questions and organise a ‘All about Family Planning’ group sharing session during a weekend to meet with interested members of the community</li> <li>At the sharing session, go through the commonly asked questions and the appropriate answers with the community members</li> <li>Share more facts and educational tips about family planning to the participants of the session</li> <li>Hold a review at the end to ask users which topics they will be interested to attend</li> <li>This could be a 30 min session or even an hour, depending on how much materials to go through</li> <li>This will help users who are less literate, and may benefit more from verbal sharing sessions</li> </ol>

*An open group sharing session will reduce the barrier, and make it more approachable for shy individuals to participate*

**Option 2: Re-sharing information within popular community spaces**

1. If you notice that many similar questions around a certain topic are coming up e.g. side effects after using contraception, collate these questions into a common pile
2. Healthcare professionals can take images of the questions and answers and replicate the bulletin board in a popular community space e.g. community hall / community centre / health centre
3. Ensure that the location is safe from vandalism to prevent misinformation from spreading

*Looking at the commonly asked topics is a way to understand and identify what knowledge gaps exist within your community*

**Option 3: Targeted Family Planning educational material within schools**

1. This prototype could also be replicated and targeted for those that fall within the adolescent ages of 10-19 - that being students or young adults especially in school settings
2. Replicate this bulletin board within a school compound, to ensure the items are safe from vandalism
3. Students should be given instructions on how to properly utilise the board
4. A dedicated healthcare worker tagged to supporting students in schools will be appointed person in charge of responding to queries

*Targeting children in a school setting can be a way to break the taboo within the community about the topic. This could support students in building stronger understanding about Family Planning within a safe environment.*