



# Infectious Disease Dialogue Framework

for Community Volunteers



## Introduction

Greetings... [Good Morning/Afternoon/Evening].

My name is \_\_\_\_\_,

I am a community volunteer supporting the health department of \_\_\_\_\_

Local Government Area and the State Ministry of Health in collaboration with Breakthrough ACTION-Nigeria.

Recently there has been an outbreak of Lassa fever/mpox (monkeypox) in [name of LGAs]. I am part of a team that is informing people so they can recognize if there is an outbreak in their community, and how they can prevent themselves from getting infected.

If you do not mind, please can I take some time to discuss some of these things? Please note that everything we are going to discuss here is confidential.

Thank you.

# **Dialogue Framework for Lassa Fever**

# Prompt Care for Lassa Fever



## SBC Objective:



Increase awareness of the common signs and symptoms of Lassa Fever.



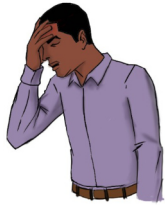
Increase the perception that Lassa fever is a serious threat.



Increase the belief that prompt care for severe Lassa fever can reduce the risk of death.

Probing Question	Desired Response
<p>Have you ever heard of a disease called Lassa Fever?</p> <p><i>If yes, probe for the signs and symptoms they know.</i></p>	<p>Lassa fever is a disease transmitted from infected rats to humans. It can also spread from humans to humans.</p> <p>The signs include fever, body weakness, headache, stomach ache, vomiting, facial swelling and chest pain, body aches, and bleeding from the mouth, eyes, and nose. Deafness is also very common.</p>
<p>Many illnesses may be similar to Lassa fever, but have you ever heard about someone getting Lassa fever?</p> <p><i>If yes, probe for what happened to the person.</i></p> <p><i>If no, ask if they have heard about an outbreak</i></p>	<p>There have been cases of Lassa fever in this area which means that anybody can get infected with it.</p>

**Call to action:** If anyone is showing signs of Lassa fever, they should quickly go to the health facility so they can start treatment on time.



Headache



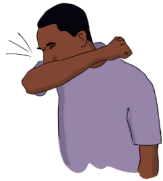
Sore throat



Back pain



Chest pain



Cough



General  
body pain



Vomiting



Fever



Diarrhoea



Stomach  
pain



Swollen face,  
eyes and neck




Redness of the eyes and  
bleeding from other  
openings in the body


# Prompt Care for Lassa Fever



## SBC Objective:

 Increase awareness of the common signs and symptoms of Lassa Fever.

 Increase the perception that Lassa fever is a serious threat.

 Increase the belief that prompt care for severe Lassa fever can reduce the risk of death.

Probing Question	Desired Response
<p>What should someone do if they notice any signs of Lassa fever (Suspect a case of...)?</p>	<p>They should quickly go to the health facility for treatment.</p> <p>When it is Lassa fever, the disease will attack many parts of the body like the kidney and the person may die. Deafness is also very common, if people don't go to the health facility early, for treatment.</p> <p>At the health facility, they have a special medicine for Lassa fever but it only works when given early in the sickness.</p> <p>If you come in contact with someone with Lassa fever symptoms, be careful to avoid contact with any body fluids, like blood, vomit or saliva, as this could be infectious.</p>
<p>Do you know what can happen if the symptoms of Lassa fever are not treated quickly?</p>	<p>If someone with Lassa fever doesn't visit a health facility early when the symptoms are starting, their condition can get worse and can lead to death.</p> <p>Some examples of complications include deafness, kidney failure, miscarriage, convulsion and even death.</p> <p>Encourage anyone in your community who has fever to seek care in the health facility immediately. Fever is a symptom of many diseases.</p>

**Call to action:** If anyone is showing signs of Lassa fever, they should quickly go to the health facility so they can start treatment on time.

**Call 421 (on an Airtel line) to learn more about Lassa fever.**



# Prevention of Lassa fever



## SBC Objective:



Increase the awareness that Lassa fever is transmitted through contact with rat urine and droppings.



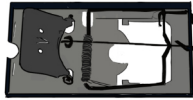
Increase the belief that rats should be kept away from food and out of the home to prevent risk of Lassa fever infection.



Increase the belief that proper disposal of a dead rat is important to prevent risk of Lassa fever infection.

Probing Question	Desired Response
<p>Do you know how rats spread Lassa fever?</p>	<p>A rat that is infected with Lassa fever can spread it through its urine and droppings. If an infected rat gets into our food, or even inside our home, we can get infected by consuming anything the rat has touched.</p> <p>It can also be spread by bites from an infected rat or inhaling dust from its dried urine and droppings.</p>
<p>How can we prevent rats from getting into our food?</p> <p><i>Probe for how the family stores its food.</i></p> <p><i>How might that be done in a way that does not attract rats?</i></p>	<p>Make sure food is properly covered and secured. A rat easily get inside food storage by climbing or chewing the container.</p> <p>Certain practises like spreading grains and cassava out to dry can attract rats, so ensure all grains and foods are properly cooked.</p>
<p>How can we prevent a rat from getting inside our home?</p> <p><i>Probe for whether there are any small gaps that a rat can use to enter the home.</i></p> <p><i>What other possible ways can a rat enter the home?</i></p> <p><i>Allow them to suggest ways to prevent rats from entering inside the home.</i></p>	<ul style="list-style-type: none"> <li>• Make sure that there are no gaps or openings in walls, windows, ceilings and doors through which a rat can enter.</li> <li>• Block any gaps or openings you notice.</li> <li>• Do not leave doors open which would allow a rat to enter.</li> <li>• Screen doors and windows with a net.</li> </ul>





Use traps, rat gums to get rid of rats in the houses



Do not touch rats, dead or alive with bare hands



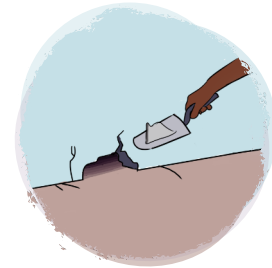
Avoid eating food/fruit eaten by rats or exposed to rats.



Store food in covered containers



Do not dry food on the ground or by the road side



Block all holes in the house

# Prevention of Lassa fever



## SBC Objective:



Increase the awareness that Lassa fever is transmitted through contact with rat urine and droppings.



Increase the belief that rats should be kept away from food and out of the home to prevent risk of Lassa fever infection.



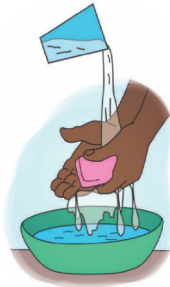
Increase the belief that proper disposal of a dead rat is important to prevent risk of Lassa fever infection.

Probing Question	Desired Response
<p>What other ways might rats be attracted to our homes or our community?</p> <p><i>Probe for how waste food is disposed of in the community.</i></p>	<p>Refuse bins which are open or overfilled with leftover food can attract rats. Always cover refuse bins and dispose before it becomes overfilled.</p> <p>Make sure that community waste sites are not kept near people's houses. The waste sites should be maintained under good sanitary condition at an agreed collection site far from people's houses.</p>
<p>What should someone do if they kill a rat?</p>	<p>You can still get Lassa fever from a dead rat, so make sure to dispose it properly.</p> <ul style="list-style-type: none"> <li>• Be extremely careful not to touch it directly</li> <li>• Use a plastic bag to pick it up and bury it somewhere that no one would dig it up.</li> <li>• Wash your hands thoroughly with soap and water immediately after disposing the rat.</li> <li>• Clean all surfaces the rat may have touched with touched with detergent water mixed with bleach.</li> </ul>
<p>How can individuals in the community work to protect themselves and others?</p>	<p>Anyone can be infected with Lassa fever if they don't take the necessary precautions. If you think anyone in the community may have Lassa fever, you can act to protect others by encouraging them seeking medical attention immediately (call the WDC or DSNO) and supporting them to isolate until they have been tested.</p> <p>We show love when we encourage and support each other.</p>

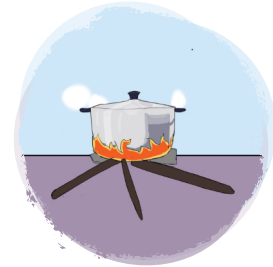
**Call to action:** Avoid all contact with rats! The best way to prevent Lassa fever is to keep rats out of our food and homes, and ensure proper disposal of any dead rats. Also, avoid contact with any body fluids, like blood, vomit or saliva from an infected person. Call 421 (on an Airtel line) to learn more about Lassa fever.



**Clean your home and ensure environmental sanitation**



**Wash hands regularly with soap under running water**



**Cook all food properly before eating**



**Avoid direct contact with someone currently sick with Lassa fever**



**Dispose waste properly in covered dustbin**



**Avoid self medication. Go to the nearest health facility**

# Dialogue Framework for mpox (Framework)

# Prompt Care for mpox (monkeypox)



## SBC Objective:



Increase awareness of the common signs and symptoms of mpox (monkeypox).

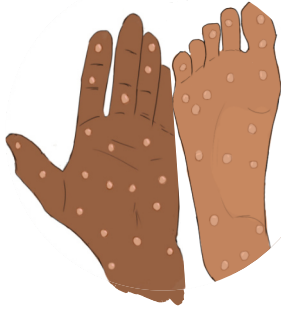


Increase the perception that mpox (monkeypox) requires urgent medical care to limit the spread.

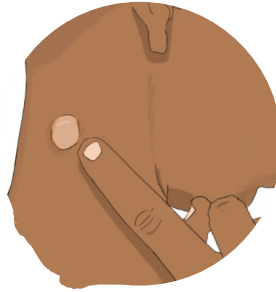


Increase the belief that prompt care for mpox (monkeypox) is a way to show love to other members of the family and community.

Probing Question	Desired Response
<p>Have you ever heard of a disease called mpox (monkeypox)?</p> <p><i>If yes, probe for the signs and symptoms they know.</i></p>	<p>mpox (monkeypox) is a disease that is transmitted from animals to humans, such as rats, squirrels and other bush animals, if they bite or scratch you.</p> <p>It can also be spread from human to human.</p>
<p>Do you know the symptoms of mpox (monkeypox)?</p> <p><i>If yes, probe for what symptoms they know.</i></p> <p><i>If no, ask if they have heard about anybody who was infected with mpox (monkeypox) in their area.</i></p>	<p>The main symptom of mpox (monkeypox) is rashes, which start from the face and then spread to other parts of the body, especially the palms of the hand, and the soles of the feet. The rashes usually contain water or pus inside.</p> <p>Other symptoms are fever, headache, wounds in the mouth and throat, red eye, back pain, muscle pain, tiredness, and especially swelling in the neck appears before the rashes.</p>
<p>Do you know how people can get mpox?</p>	<p>People can get mpox when:</p> <ul style="list-style-type: none"> <li>• They touch an animal infected with mpox</li> <li>• They get in contact with the rash or body fluids (saliva, blood, semen) of a person sick with mpox</li> <li>• Someone sick with mpox coughs or sneezes and they are in close contact</li> <li>• They touch things (cloths, bedsheet, chairs or towels) and surfaces that have been used by someone sick with mpox</li> </ul> <p>We can easily transmit mpox among our family and friends so must support each other to seek care promptly.</p>



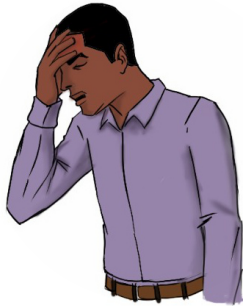
Rash containing  
pus or fluid



Swollen lymph  
nodes



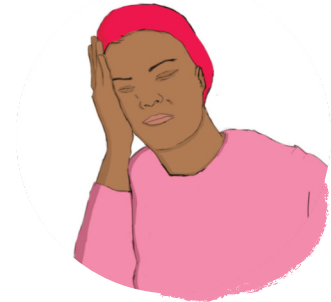
Body aches



Headache



Sudden fever





Weakness


# Prompt Care for mpox (monkeypox)



## SBC Objective:

 Increase awareness of the common signs and symptoms of mpox (monkeypox).

 Increase the perception that mpox (monkeypox) is a serious threat.

 Increase the belief that prompt care for mpox (monkeypox) can reduce the risk of death.

Probing Question	Desired Response
<p>What should you do if you notice any signs of mpox (monkeypox)?</p>	<p>If you notice any signs of mpox (monkeypox), quickly go to the nearest health facility for treatment.</p> <p>It is important to visit the health facility quickly to make sure that the symptoms do not get worse and the disease does not spread to others.</p>
<p>Do you know what can happen if the symptoms of mpox (monkeypox) are not treated quickly?</p>	<p>If someone with mpox (monkeypox) doesn't visit a health facility early when the symptoms are starting, they would spread the disease to their loved one.</p> <p>Encourage anyone in your community who has any form of rashes to seek care in the health facility immediately.</p>

**Call to action:** If anyone is showing signs of mpox (monkeypox), they should quickly go to the health facility so they can receive medical attention in time.





# Prevention of mpox (monkeypox)



## SBC Objective:



Increase the awareness of the risk factors for mpox (monkeypox).



Educate people on the measures they can take to prevent their exposure to the mpox (monkeypox) virus.

Probing Question	Desired Response
<p>Do you know how you can protect yourself from getting mpox (monkeypox)?</p> <p><i>Probe for suggestions on preventive measures.</i></p>	<p>Reduce your risk of catching mpox (monkeypox) by limiting close contact with people who have suspected or confirmed mpox (monkeypox), or with animals who could be infected.</p> <p>Do not share eating utensils or cups and toilets with a person infected with mpox (monkeypox).</p> <p>If you must share a toilet with an infected person, please wash the toilet with bleach. Other utensils, cups etc can be kept separately for the infected person and washed after use.</p> <p>Avoid sharing, touching or handling clothing, bedsheets, towels etc of an infected person.</p> <p>Wash hands frequently with soap under running water or use alcohol-based hand sanitizer, especially after caring for or visiting an infected person.</p> <p>Clean all frequently touched surfaces like door handles, phones, etc with bleach or sanitizer. Wash all infected clothing or beddings with bleach.</p> <p>Handle and prepare all meats safely. Cook all animal meats and products thoroughly before eating.</p>
<p>How can individuals in the community work to protect themselves and others?</p>	<p>If you think anyone in the community may have mpox, you can act to protect others by encouraging them to seek medical attention immediately (call the WDC or DSNO) and supporting them to isolate until they have been tested.</p> <p>We show love when we encourage and support each other.</p>

**Call to action:** It is important to keep yourself informed about mpox (monkeypox) in your area, as well as talk openly about symptoms you or others may have.



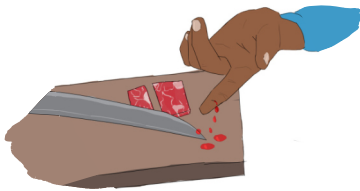
**Cook all animal meats and products thoroughly before eating**



**Wash hands frequently with soap under running water or use alcohol-based hand sanitizer**



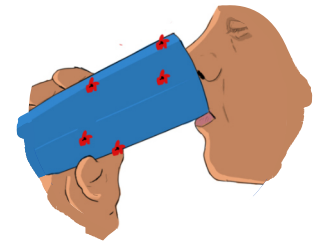
**Avoid close or skin-to-skin contact with persons infected with or showing symptoms of mpox (monkeypox)**



**Handle and prepare all meats safely and avoid cutting yourself**



**Avoid sharing, touching or handling clothing, bedsheets, towels etc of an infected person**



**Do not share eating utensils or cups and toilets with a person infected with mpox (monkeypox).**

# **Reducing Disease-related Stigma Against People**

# Reducing Disease-related Stigma Against People



## SBC Objective:



Increase the understanding that someone who has recovered, or is on treatment for infectious diseases is not contagious.



Increase the empathy towards people who have been infected with infectious diseases.



Increase support for people recovering from infectious diseases to complete their treatment.

Probing Question	Desired Response
<p>How are people with infectious diseases usually treated in the community?</p> <p><i>Probe for reasons they may be treated this way.</i></p>	<p>Most diseases can be cured or managed, so infected persons should be encouraged to go promptly for care. Once they are on treatment, they should not be stigmatized or shamed.</p> <p>Sometimes, misinformation about a disease can make the community act negatively towards an infected person out of fear, however, infected persons can no longer infect others once they are on medication for some time or fully recovered.</p> <p>Anyone can get sick from an infectious disease, just like anyone can get a headache or a sneeze.</p>
<p>What can happen when a person with an infectious disease or their relatives are stigmatized or shamed by others?</p>	<p>Stigmatizing or shaming people infected or affected by any disease could lead to them trying to hide the disease, withdrawing from others or activities, delay in seeking care, or dropping out of treatment programs.</p> <p>This is not good for the community because people who do not seek care or complete their treatment can infect others whereas anyone who has fully recovered cannot infect others again.</p>



# Reducing Disease-related Stigma Against People



## SBC Objective:



Increase the understanding that someone who has recovered, or is on treatment for infectious diseases is not contagious.



Increase the empathy towards people who have been infected with infectious diseases.



Increase support for people recovering from infectious diseases to complete their treatment.

### Probing Question

How can we support people in the community who have been diagnosed with an infectious disease and help them get their lives back?

*Probe for other things that can be done to proactively support people recovering/recovered from an infectious disease.*

What can people in the community do to make sure they complete their treatment?

*Probe for other ways the community can provide support to people on any infectious disease treatment.*

### Desired Response

When people get sick, they may miss out on work, lose friends, and experience financial and social hardships. They also do not eat well.

People in the community should support them by checking on them regularly to ensure they feel cared for. The community should support their business or trade.

They can also support them with good food and fruits/vegetables to maintain good inner strength and encourage them to complete their medication.

The treatment and recovery period for different diseases will vary and people on treatment may struggle to complete their medication.

Direct caregivers and other members of the community can be counseled and equipped with skills needed to support survivors during the recovery period by checking on them and encouraging them to continue taking their medicine.

Knowing how long medicines should be taken and encouraging the patient to take the medicine as prescribed is helpful.

Thank you for being such a good community member.

**Call to action: If you know someone who is affected or infected by any infectious disease, encourage and support them.**



# Vaccinations and Immunizations



## SBC Objective:



Increase the acceptance and uptake of vaccines.



Increase trust and confidence in vaccines.



Improve knowledge of where to go or who to call for vaccine-related services.



Improve access to quality immunization services and vaccines.

Probing Question	Desired Response
<p>Are there other ways we can protect ourselves and our community?</p>	<p>Another way we can protect ourselves and our community is by taking necessary vaccinations. Our children are protected from serious diseases this way. Adults also can protect themselves, especially from diseases that vaccines are available for. For example, meningitis and COVID-19. These vaccines are usually free.</p>
<p>Are you protected from COVID-19 and other diseases?</p>	<p>Vaccines are always available at your closest health center. It is important to make out time to go and get your COVID-19 vaccine to protect yourself, your family and your community.</p> <p>I can give you a referral card to take to the health facility and take the vaccine free.</p>

**Call to action:** Protect yourself and your loved ones. Visit your nearest health center to get your vaccinations or get more information. You can also call 7722.

**Remember:** Give a referral card to anyone who is interested in getting vaccinated and direct them to the nearest health center. Also, listen for rumours during the discussion and note them on the M&E form.





# Prompt Care Seeking



## SBC Objective:



Increase awareness of common signs and symptoms of common infections.



Improve the knowledge to promptly seek care when symptoms arise for common infections especially a fever.

Probing Question	Desired Response
<p>Can you give me examples of any common illnesses in this community?</p> <p><i>Listen for Lassa fever, yellow fever, mpox (monkeypox) etc especially in the local languages.</i></p>	<p>Malaria, Cholera, Pneumonia, Typhoid, Diarrhoea, Tuberculosis, Yellow fever, and Measles.</p>
<p>What are their usual signs and symptoms?</p> <p><i>Probe for their ideas of the common signs and symptoms.</i></p>	<p>Some common symptoms include <b>fever</b>, diarrhoea, weakness, headache, body pains, sore throat and cough.</p> <p>These symptoms mean your body is sick.</p>
<p>What will you say to someone who shows any of the usual signs of infections?</p>	<p>Since many illnesses present with similar symptoms, anyone that feels sick should immediately visit the health centre for proper checkup and treatment.</p> <p>When you have a fever, your body is sick and is having trouble fighting the illness. Go immediately to the health centre.</p>

**Call to action:** Visit the health centre immediately whenever you experience any symptoms of infection especially a fever.



Fever



Avoid self medication. Go to the nearest health facility

# Personal and Environmental hygiene



## SBC Objective:



Increase the perception that common infectious diseases can be prevented through personal and environmental hygiene.

### Probing Question

What are the simple actions you can take to protect yourself, your family, your animals and your community from infectious diseases?

### Desired Response

Practice of good personal and environmental hygiene protects individuals and households from infectious diseases. These practices include:

- **Hand washing:** Regularly wash hands with soap under running water, especially, before and after cooking and eating, using the toilet, touching an animal or caring for anyone who is sick.
- **Water hygiene:** Collect and use water that is treated or boiled. The clean water should always be stored in a closed container.
- **Food hygiene:** Wash all food items thoroughly under running water before preparing. Cook foods properly before eating. Store food items in airtight containers to avoid contamination.
- **Respiratory hygiene:** When you feel sick or around people who are sick, wear a mask. Sneeze or cough into your elbow or a tissue and wash your hands afterwards. Ensure proper ventilation by opening windows to allow free flow of air.
- **Safe distancing:** When coughing or have rashes on your skin, maintain a safe distance to avoid infecting other persons close to you. Avoid touching sick or dead animals. Keep and slaughter animals in designated areas, outside your home.
- **Environmental sanitation:** Stop open defecation. Routinely clean, and disinfect the environment (including latrines and where animals are kept) to minimize the risk of transmission of infections.
- **Vaccination:** Humans and animals should be vaccinated in keeping with government recommendation against common infectious diseases. This will protect them and their loved ones from life-threatening forms of the disease.
- **Waste disposal:** Practicing safe disposal of waste including safe burial will keep all community members safe and healthy.

**Call to action:** A health community is a collective responsibility. Daily practicing of personal and environmental hygiene will keep the community clean, safe and healthy.



Hand washing



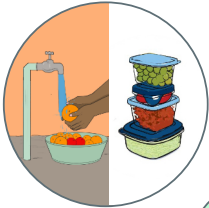
Environmental sanitation



Water hygiene



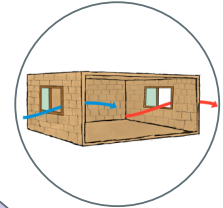
Safe distancing



Food hygiene



Respiratory hygiene



House with Cross Ventilation



Vaccination



# Notes

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**Together, We are Healthy!**