

Tips for Providers

Be enthusiastic about the Kit and how the Kit has helped parents.

You'll spread your enthusiasm to the parents to use the Kit.

Ask the parents what *their* questions are and answer them together.

By talking with parents about their interests, you show them that you care and that their questions are important. They learn that you're there to help them and that they can use the KIT for their other questions, too. Ask, "Is there some question about parenting that you have right now?" Take one of those questions, and open the Parent Guide, watch a video or read a pamphlet together and hear and discuss the answer.

Engage the parents in exploring the Kit for New Parents.

Let them discover what's there. Encourage the parent to open the Kit themselves, pull out the videos, brochures, Parent Guide, and baby book to look for themselves.

Make sure the parent knows how to use all the parts of the Kit.

Help make them more comfortable with the pamphlets, and reading the book to their baby, even their infant. Watch a part of a video. Then, help them find related information in the pamphlets so they see how the videos and pamphlets work together. Help the parents learn how to use the Parent's Guide with the Yellow Pages.

Encourage parents to use the Kit over time and with all their providers.

The Kit helps parents as their child grows. It contains information on caring for children of different ages up to age 5. Also, encourage parents to share the Kit with family members and friends who are pregnant or who have young children.

Ask for feedback or arrange follow-up - with you or someone else.

Tell them, "I'd like to hear what you think next time I see you." This strengthens your relationship. If you won't see them again, let them know who else knows about the Kit and will be helpful.