### SCENARIOS – ROLE PLAY

| SCENARIO 1 | Volunteer knocks on door and waits for response from mother.  
|            | Mother opens door and welcomes volunteer smiling/cheerfully.  
|            | Greetings from volunteer and explains reason of visit; enquires whether there is target age child in HH.  
|            | If target age child is in HH, proceeds with the key messages to mother and answers all questions.  
|            | Mother accepts to take child for vaccination.  
|            | Mother and volunteer end by reaffirmation of dates and sites for vaccination. |

| SCENARIO 2 | Volunteer knocks on door and waits for response from mother.  
|            | Mother opens door and rudely asks reason for visit by volunteer (Volunteer not welcome).  
|            | Refuses to listen to volunteer; says very busy no time for volunteer; calls child who was outside to get back inside house and shuts door.  
|            | Volunteer pleads, and mother opens door but listens with absent mind.  
|            | Neighbors visit and reinforce negative mother.  
|            | What should Volunteer do? What can they say to convince mother? Keep pursuing or report to supervisor and leave the house? |

| SCENARIO 3 | Volunteer knocks on door and waits for response from mother  
|            | Mother opens the door and asks the reason for visit  
|            | She immediately expresses that she will not take the children for vaccination because of a previous experience with a first child having side effects.  
|            | What should volunteer do? What can they say to convince mother? Report to the supervisor and leave the house? Collect information and leave home? |