



Module 3: Delivering Results and Support



Allow 30 minutes if presenting this module (invite questions about counselling)

This module discusses how to support clients as they learn their HIV status, and how to link people to follow-up information and services. It also provides basic information about disclosure and partner notification. Make sure the trainees get the handout for this session and that they know about the <http://www.ohrn.on.ca/hivtesting> web site to find further resources.

The Training Slides (30 minutes)

Present the slide deck (Deliver_results.pptx) to your trainees, or have an individual trainee read and review it. If you are presenting, points to consider are available in the notes section of the slides.

Follow-up Discussion with Trainees

If you are not presenting this material to a group, you should review with your trainee(s) and follow-up anything they do not understand. Make sure to invite questions, and ensure that they know:

- What to expect when informing someone they have a reactive test – talk about your experiences and the experiences of others at your site
- Review first messages to clients and how to make links to the pre-test counselling
- Ensure that trainees understand how to link clients to HIV health care providers in your area. Can they make the call for the client? How long is the waiting period? If there will be a waiting period, are there other services and supports they can offer the client? Is it possible to begin the process after a reactive POC test?
- If trainees do not yet have phlebotomy training, tell them how to have a colleague do the standard testing required.
- Review what they should know about partner notification and make sure they are clear on what they need to tell clients (different for anonymous vs nominal sites)
- Talk about how much support they can offer clients around disclosure issues and when/how they should transition to other care providers
- Reassure trainees that it is normal to be apprehensive about providing reactive test results – the role play will allow them to practice and you will be there to support them
- Tell your trainees about the internal processes for self-care available at your site.

Interactive Learning – Role-Playing

Plan a role-play session for the trainee(s) to practice counselling as soon as possible. Some scenarios for role play and review are provided – or add your own that are relevant to your site! The role-play session will be an opportunity for trainees to practice putting all of their learning on counselling together and to get more comfortable with the counsellor's role. Tell the role players, the basic scenario and then, the outcome of testing so they can practice post-testing counselling as well. Key points for trainees to consider in the scenario given are also provided.

The role-playing can happen with you, other staff or with other trainees, if more than one person is being trained.