

CCG as Champion

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CCGs as community champions

As a CCG you are respected in the community and many people will look up to you for help and advice. The community expects the CCG to behave in a certain way:

- Show respect for your clients at all times
- Always tell the truth to your client about his/her health
- Always maintain confidentiality by not sharing the information with everyone, unless the client has given you permission to share their information with others
- If you are refused entry into the household, remember to remain polite and do not force the issue. Report the matter to your supervisor as soon as possible
- Build a good relationship with your clients
- Be a good listener
- Dress in a suitable manner and present yourself in a way that is accepted by your clients
- Behave well in the community. People are always watching. You must be a good example
- Whenever you have concerns, report it to your supervisor or to the clinic sister or social worker when necessary

Dear CCG

Congratulations! You have completed the CCG Foundation Course.

When you go back to the community, you will have a lot of information to take with you. Let's look at the main things you need to do when you get back to work as you walk this journey to assist your community.



Journey of a CCG

1. Community entry

Remember that entry to the community in the correct way is vital for you to be able to do your work well. So remember you need to know your area and dress in a way that is acceptable in the community. Build a relationship with the traditional leadership and get involved in the community. (Attend meetings, go to health and welfare campaigns, mobilise people in the area to attend health and welfare campaigns).



2. Introduction to the household

Be well-mannered and respectful and gain the trust of the clients.

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3. Profile household members

Complete the Household Profiling tool and hand in to the War Room.



4. Identifying household members, screen, educate and refer

During the filling in of the Household Profiling tool, you will have identified members of the household who need to be screened for different things. Screen, educate and refer them to the resources in the community.



5. Follow-up with households to check they have received services

Visit the home each month to check if they have received the services they were referred for, provide support and monitor progress.

6. Attend War Room meetings, if one is set up in your community, or CCG meetings, to share information

Go to the War Room and CCG meetings. It is very helpful to share your experiences, ask for help and just to spend time with your fellow CCGs who are experiencing similar things.



7. M&E (record and complete your M&E forms)

Don't forget to fill out and submit all the forms every month. These forms hold very important information that helps to plan for enough resources for the community.

8. Care of the caregiver

Always look after yourself and the other CCGs in your team and do the self-assessment at least once a month, to ensure you stay healthy in both body and mind. Don't forget to seek help if you feel you are not coping.



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Tips and important points:

- Use your skills that you have learnt to help you ask questions and build trust with your clients. Listening, observing, facilitation, advocacy and communication skills [see Lesson 1.1 on CCG Skills in the OSS Programme]
- Keep all the information safe and do not leave information lying around. Confidentiality is important
- Treat everyone, including yourself, with respect
- Take care of yourself as the caregiver
- You are a role model, so set a good example. To empower others, you must empower yourself first
- Highlight the importance that prevention is better than cure. Many diseases and issues can be prevented if we live a healthy lifestyle
- Change takes time; this is why it is important to follow up on clients to assist them in making any necessary changes to improve their lives and the lives of their families
- Always stay positive. Change happens very slowly but you must not give up

Making it a success

It is important to understand yourself as a CCG. This means knowing what you are good at and what you are not so good at. This will help you as you work in your teams when you go back to the community as you can build on each other's strengths and help each other overcome weaknesses. This is also important when working with clients.



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Group Exercise

Each person should choose an animal that best describes them. Draw the animal on a piece of paper. DO NOT write the name of the animal. Each person then has to show the class their picture. The class must guess what type of animal it is. After they have guessed the right name, the person must explain why they have chosen the animal and use the animal to show their good and 'not so good' points.

The facilitator will summarise the exercise by explaining that no one is perfect. Each of us has good parts and parts that we need to work on. When we go back to the communities, we must remember that our teammates have good and not so good points and that our clients also have good parts and parts that they need to improve but we must still respect each other and work together to make the programme a success. Ubuntu is about people caring for each other. It is 'I am, because we are'. We can only win the battle against poverty and disease if we work together as a team, as a community.

Commitment pledge

As a CCG, you are committed to improving the lives of the people in your community. This is not an easy job but it is very rewarding when you see how each household is improving and how the community is improving. Always remember, you are a community champion, helping people help themselves. In order to help CCGs remember this when times are difficult, sign the pledge.

Community Caregiver's Commitment Pledge

I pledge to:

- *Respect myself and my clients*
- *Stand up for my rights and those of the clients in my care*
- *Fight against stigma and discrimination*
- *Continue learning and using the screening tools so I can improve the lives of people in my community*
- *Take care of myself and my team*
- *Be a good role model (walk the talk)*
- *Be a change agent in my community*

Signed:

Date:

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Conclusion

Well, now you have come to the end of the course. It should have become clear just how important CCGs are in the health and social development of our communities and what a huge responsibility they are given. You can help empower your community by targeting one household at a time. Thank you for taking part actively in the course. Sharing your experiences and talking about any challenges you may encounter or strengths that could help CCGs when you go back to the community will strengthen you all as individuals and as a team. To be good at your job, you need education, skills and also commitment. You have signed the pledge and given your commitment to making the lives of the people in your communities better.

Thank you for sharing your experiences during the course with us!



Disclaimers

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The official version of the national anthem, combining Nkosi Sikelel' iAfrika/God Bless Africa and Die Stem/ The Call of South Africa, with a translation in English given in brackets:

Nkosi Sikelel' iAfrika

(God Bless Africa)

Maluphakanyisw' uphondo lwayo,

(Raise high Her glory)

Yizwa imithandazo yethu,

(Hear our Prayers)

Nkosi sikelela, thina lusapho lwayo

(God bless us, we her children)

isiXhosa
and isiZulu

Morena boloka setjhaba sa heso,

(God protect our nation)

O fedise dintwa le matshwenyeho,

(End all wars and tribulations)

O se boloke, O se boloke setjhaba sa heso,

(Protect us, protect our nation)

Setjhaba sa South Afrika - South Afrika.

(Our nation South Africa - South Africa)

Sesotho

Uit die blou van onse hemel,

(Ringing out from our blue heavens)

Uit die diepte van ons see,

(From the depth of our seas)

Oor ons ewige gebergtes,

(Over our everlasting mountains)

Waar die kranse antwoord gee,

(Where the echoing crags resound)

Afrikaans

Sounds the call to come together,

And united we shall stand,

Let us live and strive for freedom,

In South Africa our land.

English

