

Making Contact With A New Match

1 FIRST TEXT



_____ FEEDING HELP - please answer incoming call. Please make sure your phone is set to accept calls from this number. Thanks! **Only the first contact requires both a text and call.**

2 THEN CALL



VOICEMAIL

Hi! My name is _____ and I am a peer volunteer with the BFBs program. I am following up on your request to receive _____ feeding support. I'm here to answer ANY questions you have. Please call or text me back so we can connect ASAP.

PARENT ANSWERS

Hi! My name is _____ and I am a peer volunteer with the BFBs program. I am following up on your request to receive _____ feeding support. I'm here to answer ANY questions you have. Is now a good time to talk?

YES

NO

When would be a good time to call or text you back?

C/T

3 NO REPLY?

Record Your Attempts

DATE	VM	TEXT
1 _____	<input type="checkbox"/>	<input type="checkbox"/>
2 _____	<input type="checkbox"/>	<input type="checkbox"/>
3 _____	<input type="checkbox"/>	<input type="checkbox"/>

On The Third Contact Attempt

Hi, this is _____ from BFBs. I'm sorry I haven't been able to reach you. I just wanted to text out one last time with our contact information. If you're ever in need of support you can reach out to me at _____. To connect with a new BFB or to learn more about the other programs we offer, visit us online at www.breastfeedingbuddies.com Wishing you and your family all the best!

Great! So if it's okay with you, I'll quickly share a little information about myself and the program, and then we'll get started - sound good?

About Me:



-
-
-

About BFBs:



My role as your BFB is to listen and support you in reaching your _____ feeding goals; by sharing resources, tools and evidence based information so that YOU can decide what works for you and your child. BFBs are here to help at ANY point during your nursing journey, so you can reach out at any time. A successful nursing journey looks different for everyone, and sometimes your definition may change over time - what would success look like for you right now?

Their Goal:

3



Use the log sheet. >>>



breastfeeding buddies

BFB's Goal:

To empathize, and offer support by sharing the information, tools and resources they need to make an informed decision.
No opinions or advice

Approved Resources:

BFB's online, Kellymom, LLL, Jack Newman, WHO, Public Health, Infant Risk etc..
**In doubt? Best to ask first.*



Match:
Child's Name:
Due Date:



Special Concerns or Information:



Reminders from last time.



Conversation Helpers

Finding Common Ground:

- How is your pregnancy going?
- What surprised you about being pregnant?
- What have you enjoyed/not enjoyed?

Their BF Knowledge/Perceptions?

- What have you heard about breastfeeding?
- Do you have any concerns? Questions?
- What are your breastfeeding/chestfeeding goals?
- What have you learned about breastfeeding? From family? Friends? Healthcare provider?

Make A Follow Up Plan:

- Would it be okay if I follow up with you closer to your due date?
- For me to help in a timely way, could you put my number on the call list for when your baby is born?
- What is the best way for us to communicate?
- Have you attended the Me Breastfeed workshop?

Topics Discussed:

- | | |
|--|---|
| <input type="checkbox"/> Benefits of BF | <input type="checkbox"/> Return To Work/School |
| <input type="checkbox"/> Biting | <input type="checkbox"/> Sleep |
| <input type="checkbox"/> Emotional Support | <input type="checkbox"/> Sore Breasts/Chest |
| <input type="checkbox"/> Feeding Patterns | <input type="checkbox"/> Sore Nipples |
| <input type="checkbox"/> Fussy Baby | <input type="checkbox"/> Starting Solids |
| <input type="checkbox"/> Hand Expression/Pumping | <input type="checkbox"/> Supplementation |
| <input type="checkbox"/> Milk Storage | <input type="checkbox"/> Tandem Nursing |
| <input type="checkbox"/> Lack Of Support | <input type="checkbox"/> Nursing While Pregnant |
| <input type="checkbox"/> Low Milk Supply | <input type="checkbox"/> Thrush |
| <input type="checkbox"/> High Milk Supply | <input type="checkbox"/> Tired Parent |
| <input type="checkbox"/> Multiples | <input type="checkbox"/> Weaning |
| <input type="checkbox"/> Nursing Strike | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Position & Latch | |



Notes

Date:



Two Strategies To Work On:

1.
2.



Referred to BFB website, programs or resources:



Affirmation to build confidence:



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BFB's Goal:

To empathize, and offer support by sharing the information, tools and resources they need to make an informed decision.
No opinions or advice

Approved Resources:

The BFB website & social media, Best Start, e-lactancia.org, Infant Risk, Jack Newman, Kellymom, La Leche League, WHO, Public Health, BASIS etc..

*In doubt? Best to ask first.



Match:

Child:

Birth Date:

Age:



Special Concerns or Information:



Reminders from last time.



Notes

Date:



Conversation Helpers

Seeking Support Is A Step To Success!

I'm glad you reached out! How can I help you?

- How breastfeeding is going today/yesterday?
- BF is a learned skill for you and your baby! What things have you found challenging/surprising/ Amazing?
- Tell me about your breastfeeding goals? How can I help you meet them?

Encourage Support Person To Be Involved:

- How has your partner/ support person supported you with breastfeeding so far?
- Discussing your feeding goals with your partner is important. What things have you shared with each other about feeding your baby?
- Bonding is not just about feeding. Partners can do many things to connect with the baby. Would you like to know more about safe skin to skin?

Make A Follow Up Plan:

- What is the best way for us to communicate?
- Would it be okay if I follow up with you in a few days to see how things are going?
- Have you heard about our Latch & Learn series?
- Would you like to "meet" via ZOOM?

Topics Discussed:

- | | |
|--|---|
| <input type="checkbox"/> Benefits of BF | <input type="checkbox"/> Return To Work/School |
| <input type="checkbox"/> Biting | <input type="checkbox"/> Sleep |
| <input type="checkbox"/> Emotional Support | <input type="checkbox"/> Sore Breasts/Chest |
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Two Strategies To Work On:

- 1.
- 2.



Referred to BFB website, programs or resources:



Affirmation to build confidence: