

Staff Training

- I. Training Module Requirements. Nutrition functional area modules include:
 - a. WIC Orientation Module
 - b. Breastfeeding Modules:
 - i. Grow & Glow Modules
 - ii. Breastfeeding Promotion & Support Guidelines (Policy and Procedure Manual).
 - iii. Breastfeeding Module
 - c. Laboratory Module
 - d. Nutrition Modules:
 - i. Basic Nutrition*
 - ii. Life Cycle Nutrition ** (obtain from State Nutrition Coordinator)
**Note: Life Cycle Nutrition module may be omitted if a copy of their transcript states they have successfully completed a Life Cycle Nutrition course at an accredited college/university. A copy of the transcripts must be kept in the staff member's file.
 1. Prenatal/Postpartum Module
 2. Infant Module
 3. Child Module
 - e. Nutrition Risk Factor Module
 - f. Food Package Module
 - g. VENA Modules:
 - i. Stages of Change
 - ii. VENA Workbook
- II. Module Preceptor. Each agency must have a designated Module Preceptor. A State RD can act as local module preceptor if the preceptor position is vacant. The preceptor is responsible for:
 - a. Coordinating use of modules and grading exams (Answer keys for most modules can be requested from the State WIC office);
 - b. Monitoring completion of application checklist; and maintaining current modules,
 - c. Instructor's guide,
 - d. Training files for staff.

- e. Preceptor for Each Module:
 - i. A Registered Dietitian grades nutrition, laboratory and VENA modules.
 - ii. A Lactation Educator grades the breastfeeding modules.
- f. When a supervisor is completing a module that requires observation, the local agency will determine the best policy for overseeing the supervisor's training.

III. Completion of Modules.

- a. New staff must complete all assigned modules within 3 months of their hire date or as otherwise indicated by the State agency. Within 3 months means that completion can be done at 1 or 2 months after hire date.
- b. Existing WIC staff need to complete new and revised/updated modules within three months of notification of development or as otherwise indicated by the State agency.
- c. New staff must be scheduled adequate work time to complete the assigned modules.
- d. New staff must not be expected to complete them on their own time.
- e. Documentation of module completion. Each staff member must have a file containing all completed required activities and evaluation components (progress checks and/or post tests) for each assigned module.
 - i. Exams must be numerically graded, dated, and signed by the module preceptor.
 - ii. Post test exams must have a score of pass or > 80% to pass. If a staff member fails a post test, the module must be read again and the test repeated until a passing grade is achieved. Preceptors should assess passing status for progress checks and activities to determine if additional training is needed.

IV. Modules to be completed. Assigned modules depend on what functions the staff member will be performing in the clinic. Staff should complete modules as their responsibilities in the clinic expand. See table below entitled "Minimum Training Recommended for Each WIC Function" for a breakdown of assigned modules.

- a. Exemption for RDs. Registered Dietitians are exempt from completing all nutrition modules with the exception of VENA modules. Registered Dietitians are required to complete VENA modules.

V. Minimum Training Recommended for Each WIC Function. Minimum training recommended for each WIC function and assigned based on the employee's predominant type of work in the WIC clinic. (All RDs are exempt from completing nutrition modules, VENA modules are required; all CPA1s are exempt from completing the Life Cycle Nutrition module.)

Minimum Training Recommended for Each WIC Function		
WIC Function	Recommended Modules	Applicable Staff
Breastfeeding Peer Counseling	USDA Best Start Using Loving Support Breastfeeding Peer Counseling Curriculum	Breastfeeding Peer Counselor
Breastfeeding Promotion and Support	<ul style="list-style-type: none"> • Using Loving Support to Grow and Glow in WIC • P&P Breastfeeding sections 	All Staff
Breastfeeding Coordination	<ul style="list-style-type: none"> • 45 Hour Comprehensive Lactation Education Course • 20 hours of professional continuing education every five years. 	CPA/RD Designated as Breastfeeding Coordinator
Lactation Education	<ul style="list-style-type: none"> • Breastfeeding Module • 45 Hour Comprehensive Lactation Education Course or Local Agency identified course • 18 hours of professional continuing education every five years. 	CPA/RD
Laboratory Screening	<ul style="list-style-type: none"> • Orientation Module • Laboratory Module 	Intake/Lab Staff
Nutrition Risk Assessment Food Package Assignment Nutrition Counseling	<ul style="list-style-type: none"> • Orientation Module • Laboratory Module • Basic Nutrition* • Life Cycle Nutrition Modules** • VENA Workbook • Food Package Module • Nutrition Risk Factor Module 	CPA

Teaching Classes	<ul style="list-style-type: none"> • Laboratory Module • Basic Nutrition* • Life Cycle Nutrition Modules** • VENA Workbook 	CPA Health Educators
Teaching Classes	<ul style="list-style-type: none"> • Laboratory Module • Basic Nutrition* 	CA Health Educators
Writing or Approving High Risk Care Plans	<ul style="list-style-type: none"> • Laboratory Module • VENA Workbook • Nutrition Risk Factor Module 	RD
Approving Special and Non-contract formula prescriptions	<ul style="list-style-type: none"> • Laboratory Module • Basic Nutrition* • Life Cycle Nutrition Modules** • VENA Workbook • Food Package Module 	<p>RD required for authorization of all special formulas</p> <p>RD required for authorization of Nutramigen, Alimentum, or Pregestimil only in high risk cases</p> <p>RD or CPA required for non-contract formula approval.</p>
Preparing Nutrition Education Evaluation and Plan	<ul style="list-style-type: none"> • Laboratory Module • Basic Nutrition* • Life Cycle Nutrition Modules** 	RD in conjunction with Administrator and Breastfeeding Coordinator
Nutrition and Breastfeeding Module Preceptor	<ul style="list-style-type: none"> • Breastfeeding Module • Laboratory Module • Basic Nutrition* • Life Cycle Nutrition Modules** • VENA Workbook 	RD

*RDs are exempt; required for CPA2s

**Required for CPA2s

VI. Training Required for Breastfeeding Activities.

- a. Ongoing training and in-services on breastfeeding management and promotion is required for all staff in order to provide an accurate, consistent, and positive message to participants.
 - i. All Lactation Educators ,CPAs, and Senior Peer Counselors staff who issue breastfeeding equipment and aids, must be trained appropriately; documentation must be recorded.

- ii. All staff need to complete training on USDA’s Using Loving Support to Grow and Glow in WIC Breastfeeding Training for WIC Staff.
- b. Each local agency must designate a Breastfeeding Coordinator. All clinics are encouraged to have a designated breastfeeding contact person. Each local agency must have at least one Peer Counselor as part of the agency’s staffing pattern.
- c. All CPA staff is required to attend a 45 hour lactation training course as part of a minimum requirement. The Breastfeeding Coordinator and all CPA staff must attend a 45 hour lactation course within 2 years of their hire date. Those that have completed a 45 hour lactation training course may be referred to as a Lactation Educator. It is recommended that any individual who completes two 45 hour lactation training courses or one 90 hour lactation training course, sit for the international Board Certified Lactation Consultant (IBCLC) exam within three years of completing this training. For more information on the IBCLC credential visit: <http://americas.iblce.org/>
- d. The Breastfeeding Coordinator should:
 - i. Ensure new staff members (clerical, CPAs, etc.) are oriented to their role of supporting breastfeeding, understand all breastfeeding policies (see Training Required for Breastfeeding Activities table below), and receive the “Grow and Glow” training.
 - ii. Distribute breastfeeding materials in a timely manner to their local agencies (i.e. World Breastfeeding Week materials.)
 - iii. In conjunction with the local Nutrition Preceptor, ensure the agency’s breastfeeding educational materials are appropriate (i.e. evidenced based, up to date/current, reading level appropriate).
 - iv. Keep current with the latest breastfeeding information and informing staff of new recommendations.
 - v. Serve as a breastfeeding resource person for staff.

Training Required for Breastfeeding Activities		
Staff Members	Frequency	Training/In-services Provided

Utah WIC Local Agency Policy and Procedures Manual

All WIC employees	Within first month of hiring	<ul style="list-style-type: none"> • Read the breastfeeding sections: Breastfeeding Promotion and Support, Positive Breastfeeding Clinic Environment, Breastfeeding Positive Peer Influence • Read and discuss local agency guidelines for breastfeeding promotion and support with their local agency Breastfeeding Coordinator • Read roles and responsibilities for breastfeeding promotion and support based on job position
ALL WIC employees	Within first 3 months of hiring	<ul style="list-style-type: none"> • Complete curriculum: <i>Using Loving Support to Grow and Glow in WIC Breastfeeding Training for Local WIC Staff</i> by video tapes and self-paced modules.
Breastfeeding Coordinators, Peer Counselor Supervisor, or Staff Managing Peer Counseling Program	Within first 3 months of hiring	<ul style="list-style-type: none"> • Read <i>Loving Support Through Peer Counseling: A Journey Together – For WIC Managers</i> • Breastfeeding Coordinators must complete a minimum of 20 hours of professional continuing education every five years. • Complete Breastfeeding Module
All WIC employees	Yearly	<ul style="list-style-type: none"> • Participate in a minimum of one breastfeeding in-service trainings per year. This may include workshops, conferences, in-services, etc.
All CPAs	Within first 3 months of hiring	<ul style="list-style-type: none"> • Complete Breastfeeding Module • The local breastfeeding coordinator should orient them to: <ol style="list-style-type: none"> 1. Culturally appropriate breastfeeding promotion strategies 2. Current breastfeeding management techniques to encourage and support the breastfeeding mother and infant 3. Appropriate use of breastfeeding education materials 4. Identification of individual needs and concerns about breastfeeding. 5. Respect a mother’s informed decision as to choice of infant feeding method

All CPAs	Upon availability by the State Office or approved by the State Office and if budget allows	<ul style="list-style-type: none"> • Attend and complete a 45 hour lactation training course. • After completing the 45 hour lactation training course, all CPA's must maintain 18 hours of professional continuing education every five years.
Lactation Educator	Upon designation and if budget allows	<ul style="list-style-type: none"> • Completion of a state approved lactation educator course (approximately 45 hour course with exam and/or required coursework) • Attendance required at Utah WIC Program sponsored breastfeeding conferences or meetings
Breastfeeding Peer Counselor	After they have completed the Peer Counselor Training Program	<ul style="list-style-type: none"> • Routine weekly/monthly meetings with their Breastfeeding Coordinator. The frequency should be documented by the local agency in their peer counselor plan.

VII. Training of Staff on Using Loving Support to Grow and Glow in WIC Breastfeeding Training for Local WIC Staff.

- a. All staff must successfully complete training on the USDA's Using Loving Support to Grow and Glow in WIC Breastfeeding Training for Local WIC Staff ten modules within three months of hire date.
- b. Staff may accomplish training by one of the following:
 - i. Attending the state offered training.
 - ii. Attending local agency training.
 - iii. Reviewing the Using Loving Support to Grow and Glow in WIC Breastfeeding Training for Local WIC Staff curriculum of ten modules as self-paced lessons in conjunction with the available video-taped modules. This must be accomplished under the supervision of the Local Agency Breastfeeding Coordinator.
- c. It is the responsibility of the local agency to make requests for state training i.e. when new staff are hired. This training is offered at the state office as needed and requested by local agencies.
- d. The State Breastfeeding Coordinator may provide technical training assistance to ensure that the newly hired staff complete this USDA training.

VIII. Formal training is required for all staff who provide, issue or distribute breastfeeding equipment and aids or assists participants with their use. Training must be received prior to serving a WIC participant.

- a. Appropriate staff includes Lactation Educators and CPAs.
- b. The training must be provided by the representative of the company designated by the State WIC Office, by the local Breastfeeding Coordinator or their designated training coordinator, or by the State Breastfeeding Coordinator.
- c. Training may include:
 - i. Reading manufacturer instructional information.
 - ii. Viewing manufacturer's instructional video.
- d. A training form must be completed and signed for each staff member trained. Training objectives are listed on the form. Completion of the form indicates objectives have been met. This training form must be kept in the staff/peer counselor's training/module file.
- e. All training documentation must be kept on file.
- f. Sponsorships for trainings, lunches and other free items from a manufacturer (e.g. breast pump or infant formula manufacturer) must be authorized by the State Breastfeeding Coordinator.
- g. Budgetary considerations may restrict attendance to conferences or trainings, especially those out of state.
- h. Refer to the "Breastfeeding Aids" section for staff training requirements to distribute breastfeeding aids,

IX. Training of the Breastfeeding Peer Counselors.

- a. All Peer Counselors hired into the Utah WIC Program must successfully complete training on the USDA's 2016 curriculum Loving Support Through Peer Counseling: A Journey Together within three months of hire date. The State Breastfeeding Coordinator will offer Peer Counselor training twice a year (March/September) depending on state schedule, available funds and participation (10 or more participants).
- b. Peer Counselors may accomplish this by one of the following:
 - i. Attending the state offered training,
 - ii. Attending local agency training,
 - iii. Reviewing the Loving Support through Peer Counseling curriculum of twelve modules as self-paced lessons; this must be accomplished under the supervision of the Local Agency Breastfeeding Coordinator.

- c. This training process should start immediately at time of hire and Peer Counselors should be closely supervised by the Local Agency Breastfeeding Coordinator and/or Peer Counselor Supervisor when performing Peer Counselor duties i.e. counseling WIC participants.
 - d. It is the responsibility of the local agency to make requests for state training as needed i.e. when new Peer Counselors are hired.
 - e. The State Breastfeeding Coordinator may provide technical training assistance to ensure that the newly hired Peer Counselors complete this USDA training.
- X. Staff Competencies Required. Assess and develop CPA staff competencies based on USDA VENA Guidance listed below. (Refer to Risk Factor Manual for further details.)
- a. Foundational knowledge of nutrition
 - b. Understanding of the basic concepts of nutrition
 - c. Technical knowledge in maternal, infant, and child nutrition, and breastfeeding promotion and support
 - d. Understanding of the components of WIC nutrition assessment.
 - e. Familiarity with the WIC nutrition risk criteria.
 - f. Good technique in anthropometric measurement and drawing blood.
 - g. Strong communication skills to build rapport and partnering.
 - h. Active listening.
 - i. Sensitive questioning.
 - j. Writing clearly and concisely.
 - k. Critical thinking skills.
 - l. Using a systematic approach to collecting information.
 - m. Ability to organize, synthesize, analyze, and evaluate information collected.
 - n. Drawing appropriate conclusions and relationships from the information collected.

- o. Using appropriate open-ended questions to gather needed information.
- p. Ability to identify solutions and prioritize the issues discovered.
- q. Practicing concise and meaningful documentation.
- r. Cultural competency

XI. Nutrition In-Services and Continuing Education Hours.

- a. Each full-time CPA and CA must obtain 12 hours nutrition education annually.
- b. The local agency must provide nutrition in-services to all their CPAs/CAs at least quarterly.
- c. Additional in-service hours may be obtained through State agency provided training.
- d. In-services must be directly related to WIC nutrition education and be coordinated by a dietitian or other qualified staff.
- e. Each year, one in-service must be devoted to familiarizing local agency staff to their yearly Nutrition Education Plan.
- f. One in-service per year must also address a breastfeeding topic.
- g. It is necessary, on an annual basis, to provide information to all levels of WIC staff about the harms of smoking and second hand smoke, as well as cessation services and any new research findings in these areas.
- h. Staff Requirements:
 - i. Nutrition in-services are mandatory for all staff that provides nutrition education for WIC participants.
 - ii. All clinic staff must attend the yearly breastfeeding in-service. If a staff member is absent during an in-service, they must make up the time by attending in-services at other clinics, watching professional videotapes, or reading pertinent nutrition articles.
 - iii. Document excused absences and make-up exercises from in-services in staff member's training file.
- i. Evaluation of In-services. All in-services must be evaluated using the state "Nutrition In-service Evaluation form" or another evaluation form that has been approved through the annual Nutrition Education and Evaluation (NEP) process. An in-service file must be kept current at each local

agency. This file will be reviewed during the annual management evaluation visit.

- j. Staff Documentation of Nutrition Education Hours. Each CPA and CA must keep a log of continuing nutrition education hours acquired. RDs do not need to keep a record of their CEUs. Appropriate education includes:
 - i. Local agency nutrition in-services;
 - ii. Any conference/course/workshop that is approved for CEUs by the Academy of Nutrition and Dietetics;
 - iii. Nutrition related workshops or lectures sponsored by Universities, hospitals or other credible organizations;
 - iv. Time spent completing WIC nutrition training modules;
 - v. Any State agency sponsored nutrition/breastfeeding conference/workshop.