

Chapter Nineteen

Breastfeeding Education and Support

Contents

Chapter Nineteen Breastfeeding Education and Support	19-1
Overview	19-5
Introduction	19-5
In This Chapter	19-5
Section A Breastfeeding Promotion.....	19-6
Staffing	19-6
Funding.....	19-6
WIC Breastfeeding Committee.....	19-6
Clinic Environment	19-6
Breastfeeding Messages and Resources.....	19-7
Allowable Breastfeeding Aids	19-7
Allowable-Conditional Aids	19-7
Unallowable Breastfeeding Aids	19-7
Breastfeeding Referral: Peer Counselor Program.....	19-8
Breastfeeding Hotline.....	19-8
Breastfeeding Assessment	19-8
Breastfeeding Infant Food Package Benefits.....	19-9
Mid-Month Category Change.....	19-10
Section B Breastfeeding Education and Support Training – Staff	19-11
Purpose	19-11
Local Agency Breastfeeding Designations.....	19-11
Level 1 Breastfeeding Training	19-11
Level 2 Breastfeeding Training	19-11
Level 2 Breastfeeding Services	19-11
Level 3 Breastfeeding Training	19-12
Level 3 Breastfeeding Services Defined.....	19-12
Level 4 Breastfeeding Services	19-12
Level 4 Breastfeeding Services Defined.....	19-13
Staff – Annual Continuing Education.....	19-13
Staff – Level 3 Breastfeeding Services.....	19-13
Documentation of Staff Breastfeeding Education	19-13
Section C Breastfeeding Education/Support – Participant.....	19-14
Purpose	19-14
Documentation: Individual Participant Breastfeeding Education	19-14
Breastfeeding Education Materials.....	19-14
Medication/Herbal Supplements.....	19-14

Emergency Breastfeeding Services: General	19-15
Section D Breast Pump Distribution and Recovery Guidelines	19-16
Policy	19-16
Purpose	19-16
Administrative Costs	19-16
Breast Pump Coordinator	19-16
Managing Pump Inventory.....	19-16
Ordering Process and Available Breastfeeding Supplies	19-17
Inventory Documentation	19-17
State ID Tag (Multiple User Breast Pump only)	19-17
Issuer.....	19-17
Pregnancy.....	19-18
Breastfeeding Assessment	19-18
Common Reasons for Issuance.....	19-18
Process of Issuance: Breast Pump	19-19
Process of Issuance: Breast Pump/C1.....	19-19
Quality Assurance – Breast Pumps.....	19-20
Length of Issuance: Multiple User Breast Pump.....	19-20
Pump Denial	19-20
Waiting Lists	19-21
Second Nutrition Education Contact	19-21
Education Style	19-21
Breast Pump Follow-Up.....	19-21
Process of Return: Multiple User Breast Pump	19-21
Cleaning Procedures: Multiple User Breast Pump.....	19-22
Malfunctioning or Broken Breast Pump: Multiple User Breast Pump	19-22
Insect Infestation: Multiple User Breast Pump.....	19-23
Retrieval of Breast Pumps with an Expired Contract: Multiple User Breast Pump	19-23
Lost or Stolen: Multiple User Breast Pump.....	19-24
Malfunctioning, Broken, or Insect Infestation: Single User Breast Pump	19-24
Disposal of Single User Breast Pumps	19-25
Transfer of Participants with Breast Pumps Between Local Agencies	19-25
Transfer of Breast Pumps Between Local Agencies	19-25
Sale of Breast Pumps.....	19-25
Attempted Sale of Breast Pumps.....	19-26
Communication with Participants Under Investigation	19-26
Community Partners	19-26

Referrals.....	19-26
Section E Arizona WIC Peer Counselor Program	19-27
Overview	19-27
Goals.....	19-27
Allowable Costs	19-27
State Peer Counselor Program Coordinator.....	19-28
Local Agency Peer Counselor Program Coordinator/Manager	19-28
International Board Certified Lactation Consultant (IBCLC)	19-28
Peer Counselor Qualifications.....	19-28
Compensation / Reimbursement	19-28
Accounting for Staff Time Funded by Two or More Programs.....	19-29
Scope of Practice.....	19-29
Limitations.....	19-30
Peer Counselor Job Duties.....	19-30
Peer Counselor Contact Protocol.....	19-30
Training.....	19-31
Program Participation	19-31
Documentation	19-31
Quality Assurance Protocol.....	19-32
Quarterly Report.....	19-32
Management Evaluations	19-32
Records Retention	19-32
Index.....	19-33

Overview

Introduction

The Arizona WIC Program is committed to the goal of promoting and supporting breastfeeding, unless medically contraindicated, in which case, further evaluation of feeding needs is warranted. All WIC staff shall provide anticipatory guidance, education, promotion and support for breastfeeding to pregnant and postpartum women and breastfeeding infant-mother relationships.

In This Chapter

This chapter is divided into five sections which detail breastfeeding promotion, breastfeeding education for staff and participants, breast pump distribution and recovery, and the Peer Counselor Program.

Section A

Breastfeeding Promotion

Staffing

To ensure that all pregnant and breastfeeding/postpartum participants are encouraged to breastfeed unless it is contraindicated for health reasons, the State and Local Agency shall designate:

- A Breastfeeding Promotion Coordinator
- A Breast Pump Coordinator
- If applicable, a Peer Counselor Program Manager
- Sufficient staff to provide an efficient and effective breastfeeding promotion program
- At minimum, one International Board Certified Lactation Consultant (IBCLC) per agency, ideally one per clinic

Funding

The WIC Federal Regulations require that agencies spend \$50.28 per pregnant and breastfeeding woman (multiplied by the average number of pregnant and breastfeeding women) on breastfeeding promotion. Of that, the Local Agencies will ideally spend \$40.28 and the State Agency will spend the remaining \$10.

Note: The State shall monitor the targeted budget through the quarterly and annual cost summaries.

WIC Breastfeeding Committee

The State and Local Breastfeeding Coordinators shall meet regularly. These meetings will be conducted in person, or via webinar or conference call format.

Discussions/activities may include incentives for breastfeeding promotion, training, policies and procedures, needs and/or strengths assessment, social marketing media messages, World Breastfeeding Week activities, peer counselor programs, hospital certifications, and announcements.

Clinic Environment

Local Agencies shall develop a clean and comfortable clinic environment which endorses breastfeeding as the preferred method of infant feeding (i.e., displaying breastfeeding posters and materials, not displaying formula or formula messages, not displaying bottles or artificial nipples, not displaying pacifiers, and providing an area for mothers to breastfeed or pump).

Breastfeeding Messages and Resources

The State Agency shall identify and/or develop resources and educational materials for use in Local Agencies. Education, materials, classes, and displays, which include evidence-based breastfeeding messages, shall be consistent with “Breastfeeding Answers” by Nancy Mohrbacher, “Medications and Mothers’ Milk” by Thomas Hale, “Keep It Simple” by Amy Spangler, and those materials found at www.gobreastmilk.org by the Arizona Department of Health Services.

Allowable Breastfeeding Aids

Breastfeeding aids that may be provided through the WIC Program which are allowable include but are not limited to breast pumps, breast pump adapters, flanges, breast shells, nursing pads, sterilization kits for pump pieces, human milk storage bags, nursing covers or shawls, and nursing bras.

Breast pumps and other aids purchased by the Local Agency shall be approved by the State WIC Breastfeeding Coordinator prior to purchase.

When considering the purchase of aids, the benefits of providing such aids, which provide less direct support for the initiation and continuation of breastfeeding, should be weighed against the importance of breastfeeding management functions and participant benefits that otherwise could be provided.

Allowable-Conditional Aids

Nursing supplementers and nipple shields shall only be purchased and provided by Local Agencies with an approved policy and procedure for distribution. The policy and procedure shall be limited to distribution by an IBCLC who has received appropriate training on the aid and include the plan for follow-up.

The Local Agency policy and procedure shall be submitted to the State WIC Breastfeeding Coordinator prior to purchase or distribution.

Other allowable aids not for client distribution are breastfeeding or nursing pillows. These are available for use in clinic offices only.

Unallowable Breastfeeding Aids

Breastfeeding aids which do not support the initiation and continuation of breastfeeding and are not within the scope of the WIC Program cannot be purchased with WIC funds.

Examples of such aids are topical creams, ointments, vitamin E, other medicinal items, foot stools, infant scales for use by the mother at home, baby bottles, nursing pillows, and nursing blouses.

Breastfeeding Referral: Peer Counselor Program

The Local Agency shall offer, at a minimum, to enroll all pregnant and breastfeeding participants at time of certification in the WIC Peer Counselor Program using a Referral to Breastfeeding Peer Counselor Form or similar state approved document. The completed referral form shall be confirmed on the Scanned Documents & Signatures page in HANDS.

Note: After confirmed, the paper referral form may be destroyed.

Breastfeeding Hotline

The Arizona 24-Hour Breastfeeding Hotline shall be included on all referral and outreach breastfeeding materials. The hotline number is 1-800-833-4642.

Breastfeeding Assessment

A complete breastfeeding assessment shall be conducted at the time of Certification for the breastfeeding dyad, and during subsequent appointments when necessary.

Examples of when a breastfeeding assessment is required outside of a certification/mid-certification are:

- Change in the amount of human milk given
- Request for a breast pump
- Breastfeeding concern or complication
- Change in category

The breastfeeding assessment shall include information such as:

- Mom's feelings about breastfeeding or pumping
- How breastfeeding and/or pumping is going
- Number of times mom breastfeeds or expresses milk
- Number of wet/dirty diapers an infant is producing
- If applicable, how much, if any, supplementation of infant formula or complementary foods are offered

Other aspects of a breastfeeding assessment could include infant sleep patterns, infant weight gain, and mother's beliefs about normal baby behaviors.

The breastfeeding assessment shall be documented in the 'D' or Dietary screen of HANDS, and in the Notes screen using either the TGIF/GIF/ADIME/or SOAP format. At minimum,

Documentation shall include:

- Reason for the change in the amount of formula given to the infant
- Education offered
- Amount of breastfeeding and/or pumping
- Number of cans of formula issued (If applicable)
- Type of pump issued, pump serial number, reason for issuing the pump (if applicable)

Breastfeeding Infant Food Package Benefits

A breastfeeding participant shall be encouraged to breastfeed exclusively for the first six months and to continue to breastfeed after solid foods are introduced as long as mutually desired for 2 years and beyond, based on American Academy of Pediatrics recommendations. The exclusively nursing and enhanced breastfeeding food packages, certain incentives, provision of anticipatory guidance and support, and not giving formula have each proven helpful for successful breastfeeding.

An infant who is receiving human milk at least one time per day is considered a breastfed infant by the federal WIC definition. However, knowing that replacing human milk with formula decreases breast milk supply, staff shall use the [Formula Tailoring Chart](#) to accurately tailor the formula food package to supply only the amount that the mother reports giving the infant. For example, an infant who is being supplemented with two ounces of formula a day should only be issued one can of powdered formula per month. Whenever a WIC food package is tailored, the current intake is to be documented in the Notes screen using the appropriate note type - TGIF, GIF, ADIME or SOAP format.

The partially nursing infant (i.e. IPN+) is eligible to receive breastfeeding support, breastfeeding incentives, and referrals for additional assistance, as well as formula up to the WIC maximum issuance based on need and age of the infant. The Local Agency is responsible for accurate food package assignment based on the WIC breastfeeding assessment, as well as complete documentation of the amount and type of feeding an infant is receiving.

A mostly breastfeeding infant (i.e. IPN) and a partially breastfeeding infant (i.e. IPN+) that are under one month old shall be eligible to receive up to the [maximum formula issuance](#) for their category as determined appropriate as the result of a documented breastfeeding assessment. This provides an opportunity for the mother to receive one-on-one breastfeeding support and follow-up care.

Mid-Month Category Change

If the mother of a breastfeeding infant returns to the clinic with a change in the feeding situation that results in a category change, the Local Agency staff shall conduct a breastfeeding assessment to determine the mother's desire for:

- Maintaining lactation
- Assign the appropriate category
- Void the future months' benefits
- Select and tailor the current food package
- Offer breastfeeding support for maintaining lactation if desired by the participant

Note: Efforts should be made to ensure that Food Benefits are not over-issued.

If the infant is no longer being breastfed, the appropriate infant food package containing formula shall be assigned. Document the food package issuance in the Notes screen using the TGIF, GIF, ADIME, or SOAP format. If the Authorized Representative has not redeemed any of that month's Food Benefits, void the current Food Benefits, conduct a breastfeeding assessment to determine the appropriate category, change category of both mom and baby, and issue Food Benefits. Document the food package issuance in the Notes screen using the TGIF, GIF, ADIME, or SOAP format.

Section B

Breastfeeding Education and Support Training – Staff

Purpose

Local Agency Breastfeeding Designations

To best support the pregnant and breastfeeding women enrolled in the Arizona WIC Program, USDA specific designations for Level of Breastfeeding Services shall be followed. These levels range from 1-4; upon successful completion of specified education and training, staff shall then be eligible to counsel women deemed a higher level designation.

Level 1 Breastfeeding Training

All new employees shall meet with the Local Agency Breastfeeding Coordinator or designee to get an overview of the Local Agency's breastfeeding program.

Topics to be included, but are not limited to:

- Overview of the “Breastfeeding - Keep It Simple” Book
- Breastfeeding Supplies
- Breast Pump Distribution and Recovery Guidelines
- Breastfeeding Resources and Referrals
- Role of the Peer Counselor Program
- Role of WIC Staff in breastfeeding

Level 2 Breastfeeding Training

All new employees are required to complete the Introduction to Breastfeeding LMS course in TRAIN. This online module gives a basic overview of WIC's support of breastfeeding. It also addresses the most common concerns of new breastfeeding mothers. Upon successful completion of the training, staff shall be eligible to provide Level 2 Breastfeeding Services, which include assessments and issuance of breast pumps to breastfeeding women without risk or breastfeeding concerns or complications.

Level 2 Breastfeeding Services

- Pregnancy education (any trimester)
- General breastfeeding education and follow-up
- Pump assessment and/or issuance to a mom returning to work or school
- Breastfeeding assessments and determination of appropriate food packages for breastfeeding mothers without breastfeeding concerns/complications/trauma

Note: If, at any time during the breastfeeding assessment, a concern is presented, Level 2 staff shall defer to a Level 3 or 4 WIC Breastfeeding Services provider for education and support.

Level 3 Breastfeeding Training

Staff shall complete a week-long intensive breastfeeding course that provides at least 30 hours of continuing education credit. These courses are typically five to six days in length. After the completion of the course, staff will have met Level 3 requirements. Best practice is having staff attend the five-day WIC Breastfeeding Boot Camp. Level 3 allows staff to counsel and provide Breastfeeding Services to include those listed below in addition to Level 2 services.

The State Agency shall offer WIC Breastfeeding Boot Camp or training comparable to Breastfeeding Boot Camp courses to Local Agency WIC staff quarterly.

Note: Local Agencies can choose to send staff to another appropriate course with State Breastfeeding Coordinator approval. This process is designed to ensure that the alternate course is of similar rigor and depth to the State-sponsored course.

Level 3 Breastfeeding Services Defined

- Breastfeeding issues and minor concerns
- Identification of breastfeeding complications with a referral (i.e., 602/603 WIC Codes)
- Follow-up after 602/603
- Infant unable to latch (i.e., NICU)
- Breastfeeding assessments and determination of appropriate category and food package for breastfeeding mothers with concerns

Note: If a complication is noted during the assessment, staff shall defer to a Level 4 Breastfeeding Services provider for additional education and support.

Level 4 Breastfeeding Services

Staff who have the designation of a High-Risk Dietitian, High-Risk Nutritionist, or International Board Certified Lactation Consultant IBCLC are eligible to counsel and provide Level 3 Breastfeeding Services to include those listed below, in addition to Level 1 and Level 2 services. Level 4 staff are considered by federal definition a Designated Breastfeeding Expert (DBE).

Optional Breastfeeding Training: WIC Special Ops Training

Level 4 Breastfeeding Services Defined

602/603 WIC Codes are complications or potential complications such as:

- Severe breast engorgement
- Recurrent plugged ducts
- Mastitis
- Flat or inverted nipples
- Cracked, bleeding, or severely sore nipples
- Age ≥ 40 years
- Failure of milk to come in by four days postpartum
- Tandem nursing (breastfeeding two siblings who are not twins)
- Jaundice
- Difficulty latching onto the mother's breast
- Infant with a weak or ineffective suck
- Inadequate stooling (for age, as determined by a physician or other health care professional), and/or less than six wet diapers per day

Staff – Annual Continuing Education

Staff shall also receive a minimum of six hours of continuing education per fiscal year on breastfeeding. This is part of the 24-hour overall annual training requirement. This requirement can be fulfilled through a number of training opportunities, including, but not limited to, TRAIN courses, LATCH-AZ meetings, Local Agency staff trainings, webinars and/or online training courses. For information, please see Chapter 7.

Staff – Level 3 Breastfeeding Services

All staff that provide breastfeeding services to families shall complete a week-long breastfeeding course that provides at least 30 hours of continuing education credit every five years. Local Agencies can choose to send staff to another appropriate course with the State Breastfeeding Coordinator's approval. This process is designed to ensure that the alternate course is of similar rigor and depth to the State-sponsored course. The State Agency shall offer a five-day WIC Breastfeeding Boot Camp at least quarterly.

Documentation of Staff Breastfeeding Education

All breastfeeding training, post-training competency documentation, including the Introduction to Breastfeeding LMS course, should be maintained in the Local Agency training file. See Chapter 7 for documentation of training and requirements for the Local Agency training file.

Section C

Breastfeeding Education/Support – Participant

Purpose

Studies show that participant-centered breastfeeding education and support is the single most important indicator to breastfeeding initiation and duration up to six months. Education sessions may be either in individual or group settings.

Documentation: Individual Participant Breastfeeding Education

Local Agencies shall document the contact type in the Nutrition Discussion tab of the Care Plan and the breastfeeding education and support that was offered during the appointment in the Notes screen of HANDS using a TGIF, GIF, ADIME or SOAP format for every pregnant or breastfeeding participant and their breastfed infant(s).

Breastfeeding Education Materials

The State Agency shall periodically develop and post breastfeeding materials on gobreastmilk.org for various topics to accompany the “Keep It Simple” book included in the WIC Pregnancy Bag. These materials are developed based on a need identified by the Breastfeeding Hotline based on high frequency of topic duplication or Local Agency requests.

Medication/Herbal Supplements

The Arizona WIC Program does not suggest, prescribe, or endorse any medication or herbal supplement to participants.

If asked about a specific medication or herbal supplement, staff shall refer to the Arizona Breastfeeding 24 Hour Hotline when providing remote services, or refer to the current “Medications and Mother’s Milk” resource to share the researched information and refer back to the medical provider. It is also strongly recommended that staff copy the information directly from the reference material and give it to the participant for review and to share with their medical provider.

Emergency Breastfeeding Services: General

In rare circumstances, a participant from another Local Agency may need WIC breastfeeding services on an emergency basis at a clinic or an outreach location.

In order to maintain the continuum of care, when staff provides emergency breastfeeding assistance to another program's client, the staff shall transfer the client into their own agency following all transfer policies and procedures, conduct the appropriate breastfeeding assessment and intervention, and assign the pump in HANDS with complete documentation in the TGIF, GIF, ADIME, or SOAP format.

Emergency Breastfeeding Services include:

- Breastfeeding assistance to include, but not limited to, latch and position
- Breast pump issuance

Section D

Breast Pump Distribution and Recovery Guidelines

Policy

Local WIC programs may provide breast pumps to WIC participants as a breastfeeding aid when appropriate as evidenced by a documented breastfeeding assessment and as pumps are available. Breast pumps shall not be used as prizes, gifts or incentives.

Purpose

To support and protect breastfeeding by providing breast pumps to women who need and will use them.

Administrative Costs

Costs for the management of the breast pump program should be charged to the WIC NSA grant under the cost category “Breastfeeding Promotion.” Applicable costs may include:

- Staff time for management of the program
- Space to store pumps
- Maintenance and sanitation costs

Breast Pump Coordinator

Local Agencies shall designate one contact person as the Breast Pump Coordinator whose responsibilities shall include:

- Acting as the primary contact for breast pump orders
- Overseeing the management of the breast pump inventory or reconciliation of the inventory

Managing Pump Inventory

The Breast Pump Coordinator or designee shall run and reconcile the HANDS breast pump report at least monthly to ensure adequate breast pump tracking. Reconciliation shall include accounting for, but not be limited to:

- Available inventory
- Reviewing dates of current contracts
- Issuing letters for past-due pumps
- Tracking pumps referred to the State
- Chart reviews

The breast pump report in HANDS may be used to help maintain adequate inventory for both agency and participant needs.

Ordering Process and Available Breastfeeding Supplies

Local Agencies can order breast pumps and accessories from the ADHS Warehouse using the AZ Health Zone website.

Standard supplies are:

- Multiple user double electric breast pumps
- Single user breast pumps
- Additional flanges for the multiple user double electric breast pumps
- Personal accessory systems or breast pump kits
- Breast milk storage bags
- Breast pads
- Replacement cases/clips
- Vacuum gauges
- Receipt Book

Note: With State Agency approval, manual pumps, single user breast pumps, and breast pump kits, along with additional accessories, may be purchased by the Local Agencies using NSA funds.

Inventory Documentation

It is the responsibility of the Local Agency Breast Pump Coordinator to manage the inventory at the clinic level in HANDS. After the receipt of new multiple user breast pumps and single user breast pumps, the Local Agency shall contact the WIC Service Desk with the pump type and pump serial numbers to have them added to the current inventory.

State ID Tag (Multiple User Breast Pump only)

When multiple user breast pumps arrive from the ADHS Warehouse, an Arizona State ID tag shall be placed on the bottom. If a Local Agency needs additional replacement tags, contact the State Breast Pump Logistics Coordinator.

Note: The multiple user breast pump is not eligible for loan without a State ID tag.

Issuer

Upon successful completion of Introduction to Breastfeeding LMS course in TRAIN, staff who certify are designated as Level 2 and are eligible to assess and issue a breast pump; however, if a concern or complication is present, the Level 2 WIC staff shall elevate the client to the next designated level for breastfeeding support services.

Pregnancy

Breast pumps may **not** be issued to physically pregnant women.

If the participant is in a valid Certification period as a pregnant participant and has delivered a medically-fragile infant, best practice is to certify the participant into an appropriate category and issue the pump after a complete assessment. However, if this is not practical, either the participant or the 2nd Authorized Representative may be issued a pump with the participant in a PG category. A complete TGIF, GIF, ADIME or SOAP note shall document the full breastfeeding assessment as well as when the participant shall return to be certified in the appropriate postpartum category.

Breastfeeding Assessment

Breast pumps can be provided to participants in active certifications by staff after a thorough and complete assessment of the breastfeeding relationship has been conducted to ensure that a breast pump is an appropriate intervention and/or resource to support continued or increased breastfeeding. For documentation requirements, see above.

Common Reasons for Issuance

Breast pumps are commonly provided in the following circumstances:

- Hospitalization of a parent or their baby
- Feeding difficulties, medical or situational conditions
- Parents who choose to pump rather than latch their baby
- Separation of parent and their baby that could result in missed feedings

Process of Issuance: Breast Pump

These steps shall be followed when issuing a breast pump:

1. Retrieve the breast pump and kit from inventory.
2. Verify that the breast pump serial number is in the HANDS inventory, and, if applicable, the State ID tag is adhered to the pump.
3. Verify that the pump is in working order.
4. Demonstrate how to assemble the breast pump.
5. Discuss how to maintain a milk supply.
6. Review breastmilk storage guidelines.
7. Discuss how to clean the breast pump.
8. Send the corresponding Pump Release Form through DocuSign or print the form from the client file.
9. Review the Pump Release Form.
10. Obtain a signature and, if applicable, the initials from the participant.
11. Verify signature through DocuSign or scan the document to be saved in the participant's HANDS file.
12. Mark the pump as 'Issued' in the participant's file and select the appropriate 'Return Date, if applicable.
13. Document in the Notes screen of HANDS in TGIF, GIF, ADIME or SOAP format; documentation shall include the reason for the request, education given, type of pump and if applicable, Serial Number.
14. For a Multiple User Pump, verify that the 'pump issued' icon is now displayed in the active record with the current pump due date.

Process of Issuance: Breast Pump/C1

Participants in a C1 category may be issued or reissued a breast pump if the results of the breastfeeding assessment deem it an appropriate intervention and if applicable, there is no longer a pump attached to the parents file.

- Document the Breastfeeding Assessment including the Pump Information on the Notes Screen of the C1 participant's HANDS file.
- Confirm that a scanned pump contract has been scanned into HANDS in the C1 file or that DocuSign has been emailed to the client to sign for the pump renewal
- Submit a request to have the pump attached to the participant's (C1) file to the WIC Service Desk that includes:
 - Family ID
 - Client ID/Name
 - Pump Serial number
 - Date pump was issued or reissued
 - Pump due date

Quality Assurance – Breast Pumps

In addition to being cleaned, a breast pump needs to be evaluated for efficiency before it can be loaned or given to a participant.

Directions: Efficiency Testing for all Breast Pumps

1. Assemble the pumping kit for single pumping. Cover the hole for the unused side.
2. Attach it to the breast pump.
3. Attach the vacuum gauge to the breast flange.
4. Turn the suction to the following:

Hygeia Endeare (medium/27 mm flange)
LOW/MIN and read the value, approx. 50mmHg.
HIGH/MAX and read the value, approx. 270 mmHg (250 mmHg is acceptable)

Ameda Pearl (25 mm flange)
LOW/MIN 50 mm Hg
HIGH/MAX 220-250 mm Hg

Mya Joy (25 mm flange)
LOW/MIN: 50 mmHg (letdown mode/expression mode)
HIGH/MAX: 200 mmHg (letdown mode) and 235-250 mmHg (expression mode)

Length of Issuance: Multiple User Breast Pump

Length of issuance, as identified on the Multiple User Breast Pump Release Form, shall match the dates entered in HANDS and shall not exceed three months or 90 days. If the participant is certifying and has forgotten documentation at the time of pump issuance, the WIC staff shall only issue the multiple user pump for a one-month period to coincide with the 30-day 'forgot documentation' grace period.

If a participant would like to continue using the breast pump after the Date of Return, the pump does not need to be brought into the clinic in order to complete an updated form.; a new Multiple User Breast Pump Release Form shall be completed with a signature. The new document shall be scanned into the participant's HANDS file. In the Breast Pump Issuance and Return Screen, update the Reissued Due Date.

Pump Denial

If, upon completion of the breastfeeding assessment, the pump is determined not to be the appropriate intervention, the details of the assessment shall be documented in the Notes screen.

Waiting Lists

Prior to starting a breast pump waitlist, the Local Agency shall submit a waitlist policy, to be kept on file at the State Agency, to include priority needs assessment, follow-up procedures, and an estimated timeline for an established waitlist. The State Agency shall be notified within five days of instituting a waitlist within a Local Agency.

Second Nutrition Education Contact

Breast pump education and instruction that occurs subsequent to and separate from the Certification visit may be counted as the second education contact.

Education Style

Breast pump education and instruction may be conducted individually or in a group.

Breast Pump Follow-Up

It is strongly encouraged for staff to follow up with participants who have received a breast pump from WIC within 1-2 business days. This follow-up contact is to assure that the pump is operating correctly and that the mother is using it properly without concerns.

Process of Return: Multiple User Breast Pump

These steps shall be followed when a participant returns a loaned multiple user pump:

1. In the participant file, update the status in the Breast Pump Issuance and Return Screen to Returned.
2. Verify that the pump icon in the active record is deactivated.
3. Fill out the Breast Pump Receipt for Return of Multiple User Double Electric Breast Pump. Remove the white copy (top), scan it, and save it in the client's file in HANDS; the participant receives the pink copy (second copy), and leave the remaining yellow copy (third copy) in the receipt booklet.
4. Follow the appropriate cleaning procedure for all pumps.
5. Update the status to Available when the pump is ready to be returned to current clinic inventory.

Cleaning Procedures: Multiple User Breast Pump

Always wear protective gear, as recommended by the cleaning agent label. At a minimum, wear gloves to protect hands from the chemical disinfectant.

Use a commercial disinfectant. Examples of appropriate disinfectant products include, but are not limited to, Cavicide, Citrace, Lysol I.C., bleach solutions, wipes specific to a manufacturer's recommendation. Be sure to read and follow all instructions on the cleaning agent. Failure to follow label instructions will mean that the pump is not properly cleaned.

Directions:

1. Remove the pump from the case.
2. Wet paper towels until saturated with the cleaning solution or use sanitation wipes. Do not pour or spray liquid directly onto the pump.
3. Apply the sanitizer to the inside and outside of the pump case and body of the pump. Make sure that the pump stays wet for the recommended length of time so that germs are killed.
4. Allow the pump and case to air dry.
5. Verify that the State ID tag is still intact and adhered to the pump.
6. Place the pump back in the case.

Malfunctioning or Broken Breast Pump: Multiple User Breast Pump

Local Agency staff shall test any reported malfunctioning multiple user breast pump and document the current status in HANDS prior to sending a pump back for repair.

Local Agency staff shall:

1. In the active record, select the client. Use the Navigation Pick List and select Pump Issuance and Return. Document the problem with the pump in the Comments section of the Pump screen. Examples include arm not moving, cord frayed, and not maintaining suction. Change the status to Returned. Complete a Receipt for a Multiple User Breast Pump and exit the client file.
2. From the WIC Services screen, use the Navigation Pick List and select Pump Issuance and Return. Enter the pump serial number and search. Use the Change Status button to update the pump status in HANDS to Broken/Infested.
3. Contact the State Breast Pump Logistics Coordinator or the State Breastfeeding Coordinator for information regarding pick-up, shipping, or hand-delivery of the pump to any ADHS-sponsored event.
4. Along with the pump, the Local Agency shall provide the Multiple User Breast Pump Request for Repair Form (see Appendix B) and include:
 - a. Contact person's name
 - b. Agency name
 - c. Address
 - d. Phone number
 - e. Email
 - f. Reason for the return

Insect Infestation: Multiple User Breast Pump

If the Local Agency suspects that a multiple user breast pump may be infested with insects, the Local Agency staff needs to:

1. In the active record, select the client. Use the Navigation Pick List and select Pump Issuance and Return. Make note of the suspected pump in the Comments section on the Pump screen and save. Change the status to Returned. Complete a Receipt for a Multiple User Breast Pump. Exit the client file.
2. From the WIC Services screen, use the Navigation Pick List and select Pump Issuance and Return. Enter the pump serial number and search.
3. Use the Change Status button to update the pump status in HANDS to Broken/Infested.
4. Place the suspect pump into a bag and seal it.
5. Place the sealed pump into a second bag.
6. Seal the second bag.
7. Along with the pump, the Local Agency shall provide the Multiple User Breast Pump Request for Repair form and include:
 - a. Contact person's name
 - b. Agency name
 - c. Address
 - d. Phone number
 - e. Email
 - f. Reason for the warehouse return

Retrieval of Breast Pumps with an Expired Contract: Multiple User Breast Pump

If a participant fails to return a pump by the due date specified on the Multiple User Breast Pump Release Form, the Local Agency shall attempt to contact the participant (or alternate contact, if necessary) by phone within 30 days of the breast pump return due date.

If attempts do not result in the return of the breast pump or a new signed release form, the Local Agency shall:

- Change the participant to monthly food benefit issuance.
 - Food Benefits may not be withheld in order to retrieve a pump.
- Mail a letter instructing the participant to return the breast pump.
- In the Breast Pump and Return Issuance screen, select Letter Sent as the pump status.

The pump icon will continue to display in the active record after the status of the pump is changed to Letter Sent.

If the participant fails to return the breast pump within 30 days after the letter is mailed and is in an **active Certification**, the Local Agency shall continue to pursue the return of the breast pump at each visit. Upon the pump's return, the participant may resume a normal pick-up schedule.

If the participant is **no longer in an active Certification**, the Local Agency should send a copy of the letter and a copy of the Multiple User Breast Pump Release Form to the State Breast Pump Logistics Coordinator. In the Breast Pump and Return Issuance screen, select the checkbox Referred to State, fill in the corresponding date of the referred pump, document in the Comments box the name of the referring staff, and save.

Note: All attempts to retrieve the breast pump should be documented as a General Note in the Notes screen in HANDS.

Lost or Stolen: Multiple User Breast Pump

Upon receiving notification about a lost/stolen multiple user breast pump from a participant, local agencies shall notify the State Agency Pump Coordinator; in the participant's file, select the checkbox Lost/Stolen on the Breast Pump Issuance and Return screen. The Local Agency shall assist the State Agency in retrieving the appropriate statements, documentation, or any other relevant correspondence from the participant.

- In the event that a participant reports a multiple user breast pump as **lost**, a statement from the participant (e.g., email, handwritten, etc.) must be provided to the WIC Program explaining the circumstances surrounding the loss of equipment.
- In the event that a participant reports a multiple user breast pump as **stolen**, the participant is encouraged to immediately file a police report. The police report, along with a detailed written statement, should be provided to the Arizona WIC Program in a timely manner, explaining the circumstances surrounding the loss of equipment.

The Local Agency shall keep participants on monthly issuance until a personal statement or police report is received or informed otherwise by the State Agency.

Once received, Local Agencies shall notify the State Breast Pump Logistics Coordinator and immediately scan the documents into the participant's active record. Detailed notes documenting this incident shall be placed in the Comments box on the Breast Pump Issuance and Return screen as well as in the Notes screen as a General Note.

Based on the results of the investigation and if it is determined that the participant was negligent, the State Agency reserves the right to issue a claim for restitution against a participant for the full or prorated cost of the issued multiple user pump.

Malfunctioning, Broken, or Insect Infestation: Single User Breast Pump

The participant shall contact the vendor for issues related to the single user breast pumps.

Disposal of Single User Breast Pumps

Single user pumps may not be loaned or sold to others due to sanitation concerns. These cannot be cleaned to the extent that would prevent cross-contamination from person to person. When the participant has finished using the single user breast pump, it can be saved for a subsequent pregnancy or discarded rather than sold or given away.

In the event that a participant returns a single user breast pump to the Local Agency for disposal, the Local Agency shall label it “broken” or disassemble the pump prior to discarding to discourage pilfering from the trash.

Transfer of Participants with Breast Pumps Between Local Agencies

The State WIC Agency purchases breast pumps for Local Agencies to distribute to participants. These pumps remain assets of the State of Arizona.

If a WIC participant who has a multiple user breast pump loaned by a Local WIC Agency transfers to a different Local Agency, the new Local Agency shall:

- Accept the breast pump from the participant
- Document the pump’s return in the Breast Pump Issuance and Return Screen
- Issue a Receipt for a Multiple User Breast Pump
- Retain the pump for their Local Agency’s use

Transfer of Breast Pumps Between Local Agencies

If a WIC participant who has a multiple user breast pump loaned by a Local Agency returns the pump but does not wish to continue WIC services or transfer WIC services to another Local Agency:

- Accept the breast pump from the participant
- Contact the WIC Service Desk with the pump serial number, Family ID number and Participant Name, if available, to transfer only the pump into the current Local Agency inventory.

Sale of Breast Pumps

Participants found to be selling WIC-issued breast pumps for any reason or purpose shall be investigated to the fullest extent by the State Agency.

Upon confirming the sale of benefits (e.g., breast pump, breast milk bags) for the purpose of personal gain/profit, a participant shall be required to pay restitution. The participant shall be, at a minimum, held responsible for restitution in the amount that the breast pump was sold for (e.g., a participant posted an advertisement and successfully sold a breast pump for \$200.00).

Attempted Sale of Breast Pumps

Participants found to have attempted the sale of a WIC-issued breast pump will be instructed to immediately return the pump to their Local Agency clinic. Upon return of the pump back to the clinic, the Local Agency shall contact the State Agency for further direction on handling the disposal of the pump and/or any pump accessories.

Communication with Participants Under Investigation

The State Agency shall handle communication with a participant regarding any initiated investigation to include, but not be limited to, informal dispute resolutions and terms of restitution.

When appropriate, and at its sole discretion, the State Agency shall provide electronic copies of such documents to the Local Agency WIC Director for informational purposes only.

In the event that a participant contacts the Local Agency to inquire about an ongoing investigation, the participant shall be referred to the State Agency. The State Agency shall maintain the comprehensive details and shall have the ability to provide accurate, up-to-date information regarding a case.

Community Partners

Local Agency programs may distribute multiple user electric breast pumps to participants through a third party (e.g., hospital, community clinic, community health nurse, school nurse, or counselor). The Local Agency must ensure that the third party:

- Verifies that the participant is enrolled in the WIC Program
- Provides appropriate instruction and education
- Completes appropriate loan agreements and forwards these forms to the Local Agency for documentation in HANDS

Note: It is recommended that the Local Agency follow up with the participant/community partner within one week of breast pump distribution. This follow-up contact is to assure the pump is operating correctly and that the mother is using it properly without concerns.

Referrals

If a Local Agency chooses not to issue breast pumps, it is strongly encouraged that the Local Agency provides participants with referral information on breast pump availability in the community to include other Local WIC Agencies that choose to issue breast pumps.

Section E

Arizona WIC Peer Counselor Program

Overview

Combining peer counseling with the ongoing breastfeeding promotion efforts in WIC has the potential to significantly impact breastfeeding rates among WIC participants, and, most significantly, increase the harder-to-achieve breastfeeding duration rates. The long range vision and goal of the USDA/FNS is to institutionalize peer counseling as a core service in WIC and assure that breastfeeding peer counselors are available to as many WIC participants as possible.

Goals

The overall goals of all WIC breastfeeding projects, in alignment with Healthy People 2030, including the peer counseling project, are to:

- Increase the proportion of infants who are breastfed exclusively through 6 months of age
- Increase the proportion of infants who are breastfed at 1 year
- Increase WIC participants' knowledge of the advantages of breastfeeding
- Develop community partnerships to maximize resources and increase effectiveness of community support efforts.

Allowable Costs

Allowable cost determinations for a particular Local Agency shall be made within the context of reviewing the Local Agency's implementation plan to ensure that all components of the USDA WIC Breastfeeding Curriculum are included and that an appropriate balance between direct service delivery by peer counselors and the purchase and use of equipment and materials is in evidence.

Examples of allowable costs include:

- Compensation for peer counselors and designated peer counselor managers/coordinators
- Training
- Breastfeeding resources directly related to peer counseling
- Telephone and/or cell phones expenses for participant contacts
- Travel for home and hospital visits
- Recruitment of peer counseling staff
- Virtual conferences
- Demonstration materials (i.e., breast pumps for demonstration purposes, videos)
- Written materials to educate WIC participants about the Peer Counselor Program
- T-shirts, buttons or similar low cost items that identify the peer counselors
- Furniture
- Indirect costs

Note: General breastfeeding resources for participants and exam fees for staff shall be purchased with WIC NSA funds.

State Peer Counselor Program Coordinator

ADHS BNPA shall employ the Peer Counseling Coordinator who shall oversee the implementation of the State Peer Counselor plan and projects. The Coordinator shall be someone with formal breastfeeding training, program management experience, personal breastfeeding experience, and experience working with the WIC population. This position shall work closely with the State Breastfeeding Coordinator and State WIC program staff. ([Job Description](#))

Local Agency Peer Counselor Program Coordinator/Manager

The coordinator/manager shall be someone with:

- Formal breastfeeding training (International Board Certified Lactation Consultant preferred)
- Personal breastfeeding experience
- Experience working with the WIC population
- Be familiar with community resources. ([Job Description](#))

International Board Certified Lactation Consultant (IBCLC)

In order to assist the peer counselors with cases that extend beyond their scope of practice as defined in the USDA WIC Breastfeeding Curriculum, the Local Agency shall employ or contract with an International Board Certified Lactation Consultant (IBCLC). ([Job Description](#))

Note: IBCLCs who strengthen general breastfeeding expertise with WIC staff or participants should receive WIC funding as part of their compensation.

Peer Counselor Qualifications

Qualifications shall be: previous personal experience with breastfeeding, enthusiasm for helping others succeed at breastfeeding, and similarities with the WIC population (including similar age, ethnic background, and language spoken). When possible, peer counselors should be current or previous WIC participants. ([Job Description](#))

Compensation / Reimbursement

Peer counselors shall be paid employees, rather than volunteers. Employers shall also cover travel expenses for home and hospital visits, required training(s), and reimbursements for cell/phone and other expenses.

Accounting for Staff Time Funded by Two or More Programs

Employees funded by two or more programs (e.g., WIC, Peer Counselor, Special Project) shall generate documentation supporting the distribution of their time and effort. For example, A “Personnel Activity Report” (PAR) may be completed by staff as part of their time sheets. Employees shall indicate on their timesheets how many hours each day they spent on WIC activities versus Peer counseling activities. Please see Chapter 15 on Audits and Management Evaluations for more details.

Scope of Practice

Peer counselors shall have a combination of personal and practical experience, along with formal training and evidence-based knowledge, that allows them to do the following in order to support normal breastfeeding. This Scope of Practice encompasses the activities for which a peer counselor is trained and in which they are authorized by the Arizona WIC Program to engage:

- Offer breastfeeding encouragement
- Provide information on the advantages of breastfeeding
- Help participants identify their common concerns and barriers around breastfeeding
- Recognize signs of normal breastfeeding
- Provide basic education, problem solving and support for breastfeeding
- Teach basic techniques that help ensure a successful start in breastfeeding
- Provide suggestions to help solve common breastfeeding problems
- Help plan to return to work and/or school that supports the continuation of breastfeeding
- Shall be allowed to issue a breast pump after the WIC staff has completed and documented the breastfeeding assessment
- Refer families to appropriate resources
- Identify situations out of their scope of practice ([When to Yield](#)) and make appropriate referrals in a timely manner

The peer counselor shall not:

- Diagnose conditions
- Provide medical advice
- Prescribe or recommend medications
- Attempt to remedy potentially serious complications

Limitations

So as not to supplant WIC services, while serving as a peer counselor, staff shall not:

- Conduct or assist in the Certification of WIC participants
- Issue Food Benefits
- Conduct anthropometric or hematologic assessments
- Provide the second nutrition education contact
- Schedule appointments for WIC services
- Conduct a formal WIC breastfeeding assessment
- Develop or implement breastfeeding training for WIC staff
- Have sole or primary responsibility for breast pump distribution, retrieval, or cleaning

Note: For clients that are receiving WIC services and peer counselor services on the same day due to the need for extra time/support, a follow-up contact Breastfeeding Peer Counselor attempt will be made within five business days.

Peer Counselor Job Duties

Job duties include, but are not limited to:

- Phone, email, or text contacts
- Clinic, home, and hospital visits
- Availability to support BFPC participants outside usual clinic hours
- Assist in the facilitation of prenatal/breastfeeding classes or breastfeeding support groups

Peer Counselor Contact Protocol

The peer counselor shall follow the general contact protocol for each Breastfeeding Peer Counseling participant on at least a monthly basis with additional follow-up contacts as needed.

Training

Trainings for peer counselors shall include:

- USDA WIC Breastfeeding Curriculum: Mini Series Modules 1-6
 - Module One: WIC and Breastfeeding
 - Module Two: Counseling
 - Module Three: Preparing for Breastfeeding
 - Module Four: Normal Breastfeeding
 - Module Five: Problem Solving
 - Module Six: Peer Counseling
- Perinatal Mood and Anxiety Disorder (PMAD) e-learning course Module 1.

Within 30 days of hire or before providing services and each federal fiscal year thereafter, all Peer Counseling Staff are required to complete:

- Civil Rights
- Conflict of Interest and Confidentiality

Additional training for peer counselors shall include cross-training of peer counselors to familiarize them with WIC services, breastfeeding training for WIC staff, LMS Pump Course etc.

Program Participation

A WIC participant must agree to participate in the Peer Counselor Program. This is done through the completion of the “Referral to Peer Counselor” form or a State Approved Alternative by WIC staff. The form shall be scanned into the client’s record in HANDS and the referral shall be documented within the TGIF, GIF, ADIME or SOAP note.

Documentation

In order to ensure consistency for client services in both the WIC Program and WIC Peer Counseling Program, the peer counselor shall document in HANDS. Documentation shall take place on the screens listed below:

- Contact type and duration in the Peer Counselor screen
- Specifics of the discussion shall be written in a TGIF, GIF, ADIME or SOAP format as the Peer Counselor note type on the Notes screen

Quality Assurance Protocol

The Local Agency Peer Counseling Coordinator/Manager shall evaluate the individual peer counselor and Peer Counseling Program by:

- Shall review a minimum of one client file for a participating pregnant client and one client file for a breastfeeding client monthly
 - a. [Breastfeeding Peer Chart Review Form](#)
 - b. [Rubric for AZ WIC Appointments](#)
- Shall conduct a minimum of one observation for a participating pregnant client and one observation for a participating breastfeeding client every quarter
 - a. [Breastfeeding Peer Counseling \(BFPC\) Observation Tool](#)
- Optional: conduct annual assessments of the Peer Counseling Program
 - a. [Annual Self Evaluations](#)

Quarterly Report

[Quarterly reports](#) are due on the 30th of month following the close of the quarter.

Management Evaluations

The Arizona WIC Peer Counselor Program shall be evaluated in conjunction with the WIC Management Evaluation.

Records Retention

Records shall be maintained and available for program audit. Records shall be kept for five years, five months, including the contract year.

Index

Accounting for Staff Time Funded by Two or More Programs, 19-4, 19-29	Documentation of Staff Breastfeeding Education, 19-2, 19-13
Allowable Breastfeeding Aids, 19-2, 19-7	Lost or Stolen
Breastfeeding Assessment, 19-2, 19-3, 19-8, 19-18, 19-19	Multiple User Breast Pump, 19-3, 19-24
Breastfeeding Infant Food Package	Process of Issuance, 19-3, 19-19
Benefits, 19-2, 19-9	Quality Assurance – Breast Pumps, 19-3, 19-20
Breastfeeding Referral	Quarterly Report, 19-4, 19-32
Peer Counselor Program, 19-2, 19-8	Retrieval of Breast Pumps with an Expired Contract
Cleaning Procedures	Multiple User Breast Pump, 19-3, 19-23
Multiple User Breast Pump, 19-3, 19-22	Staff – Annual Continuing Education, 19-2, 19-13
Common Reasons for Issuance, 19-3, 19-18	