

11.01 **WIC Training Modules**

POLICY

All newly hired Local Agency WIC staff will complete the designated WIC Learning Online Modules. The purpose of the WIC Modules is to acquaint new staff members with the WIC Program, and to provide basic information on the services and nutrition and breastfeeding education that WIC provides.

This training program is intended for those in orientation, those seeking to obtain the title of Nutrition Assistant, who provides basic nutrition education; and those who would like to obtain the title of Competent Professional Authority (CPA).

PROCEDURE

A. Clerical/ Lab Staff:

1. Must complete the WIC Learning Online Modules (see **Attachment #2**) and other training listed below, and successfully pass the course tests.
 - a. Communicating with Participants (2021) – 1 hour
 - b. Using Active Listening in Workplace Situations (2017) – 1 hour
 - c. WIC 101 (2016) – 1 hour
 - d. HemoCue Training (see **Attachment #2**)
 - e. USDA Breastfeeding Curriculum – Level 1 (2020)
 - f. Making a Difference: Mandate to Report, Responsibility to Prevent Child Abuse & Neglect (see **Attachment #2**) – *only required to be taken once at the beginning of employment.*
 - g. Security Training (see **Attachment #2**)
 - h. Civil Rights Training (see **Attachment #2**) – *must be WIC specific and taken each calendar year.*
2. Complete any other activities as directed by supervisor.

B. Breastfeeding Counselors and Breastfeeding Coordinators:

1. Must complete the WIC Learning Online Modules (see **Attachment #2**) and other training listed below, and successfully pass the course tests.
 - a. WIC Baby Behavior (2015) – 1 hour
 - b. Communicating with Participants (2021) – 1 hour
 - c. Using Active Listening in Workplace Situations (2017) – 1 hour
 - d. WIC 101 (2016) – 1 hour
 - e. USDA Breastfeeding Curriculum – Levels 1-3; Level 4 for IBCLC only (2020)
 - f. Making a Difference: Mandate to Report, Responsibility to Prevent Child Abuse & Neglect (see **Attachment #2**) - *only required to be taken once at the beginning of employment.*
 - g. Security Training (see **Attachment #2**)
 - h. Civil Rights Training (see **Attachment #2**) – *must be WIC specific and taken each calendar year.*

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2. Complete any other activities as directed by supervisor.

Note: Breastfeeding Counselors and Breastfeeding Coordinators must attend a series of breastfeeding classes which includes a 16-hour competency-based course overseen by the Local Agency Breastfeeding Coordinator (**see policy 5.20, West Virginia Breastfeeding Program Attachment #2**).

C. Nutritionist, Nutrition Associate CPA, and Nutrition Assistant

1. Must complete the WIC Learning Online modules (see Attachment #2) and other training listed below, and successfully pass the course tests.
 - a. WIC Baby Behavior (2015) – 1 hour
 - b. Communicating with Participants (2021) – 1 hour
 - c. Using Active Listening in Workplace Situations (2017)
 - d. Confronting Your Assumptions (2017) – 1 hour
 - e. Feeding Infants: Nourishing Attitudes and Techniques (2021) – 1 hour
 - f. VENA: Connecting the Dots Between Assessment and Intervention (2016) – 1 hour
 - g. WIC 101 (2016)
 - h. USDA Breastfeeding Curriculum – Levels 1-3 (2020)
 - i. HemoCue Training (see **Attachment #2**)
 - j. Making a Difference: Mandate to Report, Responsibility to Prevent Child Abuse & Neglect (see **Attachment #2**) - *only required to be taken once at the beginning of employment.*
 - k. Security Training (see **Attachment #2**)
 - l. Civil Rights Training (see **Attachment #2**) – *must be WIC specific and taken each calendar year.*
2. Complete any other activities that the supervisor has assigned.

D. International Board-Certified Lactation Consultants (IBCLC)

1. Must complete the WIC Learning Online modules (see Attachment #2) and other training listed below, and successfully pass the course tests.
 - a. WIC Baby Behavior (2015) – 1 hour
 - b. Communicating with Participants (2021) – 1 hour
 - c. Using Active Listening in Workplace Situations (2017)
 - d. Confronting Your Assumptions (2017) – 1 hour
 - e. Feeding Infants: Nourishing Attitudes and Techniques (2021) – 1 hour
 - f. VENA: Connecting the Dots Between Assessment and Intervention (2016) – 1 hour
 - g. WIC 101 (2016)
 - h. USDA Breastfeeding Curriculum – Levels 1-4 (2020)
 - i. HemoCue Training (see Attachment #2)

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- j. Making a Difference: Mandate to Report, Responsibility to Prevent Child Abuse & Neglect (see **Attachment #2**) - *only required to be taken once at the beginning of employment.*
 - k. Security Training (see **Attachment #2**)
 - l. Civil Rights Training (see **Attachment #2**) – *must be WIC specific and taken each calendar year.*
2. Complete any other activities that the supervisor has assigned.

E. State Nutritionist Observation

1. Once a trainee has completed all required tasks, the **Official Request for Observation Form** (see **Attachment #1**) will need to be completed by both the WIC Director and the trainee's preceptor.
2. It is the responsibility of the Local Agency WIC Director to return this form, along with the certificates of the trainee, to the State Nutrition Coordinator.
3. A State Nutritionist will schedule an observation visit in a timely fashion; more time may be taken in the event of extenuating circumstances.
4. During the observation visit, the State Nutritionist will attempt to monitor the trainee performing as many duties as possible.
5. At the observation, no more than 4 hours of observation is necessary for each candidate at which point **Policy 9.01, Nutrition Monitoring Forms Internal and External Monitoring Clinic Observation, Attachment #3, pages 6 and 8-10**, needs to be completed by the State Nutritionist. The original **WV WIC Policy 9.01, Nutrition Monitoring Forms Internal and External Monitoring Clinic Observation, Attachment #3, pages 6 and 8-10**, that the preceptor completed will need to be shared with the State Nutritionist at this visit and the test scores from the modules should be made available for review.
6. After the observation, the State Nutritionist will issue a letter to approve the trainee as a Nutrition Associate CPA, based upon performance, or to suggest further areas of improvement. If the trainee is not certified, inform them that another observation can be scheduled after a three (3) month period.
7. A letter of approval will be provided once the trainee has been approved and the State Nutritionist has returned to the state office.
8. It is the responsibility of the Local Agency WIC Director and the trainee to keep the original approval letter on file for evaluation/audit and monitoring purposes. *The original must be available upon request by the state or the US Department of Agriculture.*

ATTACHMENTS:

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1. Official Request for Observation
2. Resource List