

Breastfeeding Peer Counseling Contact Observation Procedure

A. Purpose of Procedure:

All local WIC agency Breastfeeding Peer Counseling (BFPC) Coordinators will observe a Breastfeeding Peer Counselor's (BFPC) contact with participants at a minimum of twice every six months to ensure it is courteous, educational, within their scope of practice, and in keeping with the integrity of the program.

B. Scope of the Procedure:

BFPC Coordinators will observe individual BFPCs while contacting a client twice every six months, document findings, and address findings with the BFPC.

C. General Procedure:

The BFPC Coordinator will observe the BFPC interaction during a client contact conducted by phone, text, or in-person. Two observations are required every six months and at least one of the two must be completed during a contact conducted by phone or in-person.

Documentation of the observation will be recorded on the Breastfeeding Peer Counselor Contact Observation Tool form found under the Nutrition Services Procedures section of the WIC web portal.

Findings during the observation will be discussed with the BFPC following the contact, with (applicable) education provided.

Results of observations made by the BFPC Coordinator will be shared with the State BFPC Coordinator as requested and at time of the biannual BFPC Site Visit.