

Peer Counselor Contact Observation Tool

Peer Counselor: _____ Observer: _____

Date: _____ WIC Agency: _____

Type of Counseling: Pregnant Mother Breastfeeding Mother Non-Breastfeeding MotherMethod of contact: Phone call Face-to-face

Counselor Expectations	Yes	No	Comments
Peer Counselor uses mother's name (and baby's name if appropriate).			
Peer Counselor engages the mother through open-ended questions.			
Peer Counselor uses probes appropriately to better understand the mother's situation.			
Peer Counselor validates the mother's feelings through affirmation.			
Peer Counselor offers simple solutions or strategies to address the mother's concerns.			
Information provided is evidence-based and within the Peer Counselor's scope of practice.			
Peer Counselor appropriately yields and refers the mother to the Designated Breastfeeding Expert, other WIC staff or other healthcare professionals as needed.			
Peer Counselor ends the counseling session on a positive note and offers appropriate follow-up.			
Focus/Documentation Proficiency			
Additional Observations/Comments			