

Observation of Peer Counselor Contacts

Purpose of the Procedure:

All local WIC agency Breastfeeding Peer Counseling (BFPC) coordinators will observe peer counselors contacts with clients at a minimum of twice every six months to assure the Peer Counselor's contact with clients is courteous, educational, within the Peer Counselors scope of practice, and in keeping with the integrity of the program.

Scope of the Procedure:

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

General Procedure:

The BFPC Coordinator will observe the interaction during a client contact by phone or in person.

Documentation of the observation will be recorded on the 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 Peer Counselor following the contact, with (applicable) education provided.

Results of observations made by the Coordinator will be shared with the state BFPC Program Manager as requested, at time of the annual program site review, and/or per IowaGrants correspondence.