

## Minimum Client Contact Schedule for Breastfeeding Peer Counselors

### Policy

**WIC Nutrition Services Standards:** Standard 9. C. - The State agency establishes and the local agency implements standardized breastfeeding peer counseling program policies and procedures. These policies and procedures ensure that the local agency:

6. Has established protocol in place for timely participant contacts by breastfeeding peer counselors, especially during the prenatal and early postpartum periods.

### Authority

WIC Nutrition and Services Standards: Standard 9. Breastfeeding Peer Counseling; *Loving Support*© for Peer Counseling: For WIC Managers

### Procedures

All WIC breastfeeding peer counseling programs in Iowa use the schedule of contacts in this policy in order to provide a common baseline of service to mothers. Additional contacts may be added based on the client's needs.

- A. Client contacts may occur face-to-face in the WIC agency, at a neutral location, in a hospital, or in the client’s home under special circumstances with approval of the state office.
- B. The table below indicates the minimum schedule of contacts for breastfeeding peer counselors.

If the WIC participant is...	Then contact the mother...
Pregnant	Monthly during pregnancy and weekly two weeks prior to expected delivery date, and More frequently as indicated.
1st week	Every two or three days during the first week, and Within 24 hours if a problem occurs
2-4 weeks old	Weekly, and Within 24 hours if a problem occurs.

1-6 months old	Monthly, Within 24 hours if a problem occurs, Two weeks before the breastfeeding mother returns to work or school and within three days after she starts back, and Around the time the baby's appetite spurt occurs: six weeks, three months and six months.
7-12 months old	Monthly, and Within 24 hours if a problem occurs.

B. All contacts with the client made by the peer counselor will be documented in the WIC electronic data system within 48 hours of the contact.

### Best Practices

Preference should be given to documenting simultaneously or immediately following the contact.

Contact notes may be recorded on hardcopy at the time of the contact, but will be entered into the WIC electronic system within 48 hours.

Peer counselors should be respectful and welcoming when making contact with the client, using the client’s first name (mother and baby).

Peer counselors should take into consideration the client’s primary language and culture when making contacts.

Clients should be asked for their preferred method of contact (call, text, email, etc.), day of the week, and the time of day that they prefer to be contacted. Every attempt will be made to use the preferred method, day and time, when contacting the client.