

### 4.0 Breastfeeding

*Effective Date: 2/1/10*

#### 4.01 Breastfeeding Promotion, Protection and Support

**PURPOSE:** To implement Federal Regulations related to breastfeeding promotion and establish the local agency requirements related to breastfeeding promotion, protection and support in the WIC Program.

#### **A. POLICY:**

1. Each local agency shall designate a WIC Breastfeeding Coordinator to coordinate breastfeeding promotion, protection and support activities (see Policy 1.07 Local Agency Staffing).
2. Each local agency shall ensure that families have access to breastfeeding promotion, protection and support activities during the prenatal and postpartum periods.

Methods to accomplish this include:

- a. Promoting exclusive breastfeeding as the natural and optimal method of infant feeding and encouraging family and community support for breastfeeding.
  - b. Integrating breastfeeding education into the continuum of prenatal and postpartum nutrition education. All breastfeeding education will be documented in either the Nutrition Education or Breastfeeding Contact History screens of MI-WIC.
  - c. Providing breastfeeding support and assistance throughout the postpartum period, particularly at critical times when the mother is most likely to need assistance. Support includes, but is not limited to: Assessment of breastfeeding, assistance with latch and milk supply issues, breast pumps, breastfeeding resource lists and materials, referrals to breastfeeding professionals (breastfeeding peer counselors, lactation consultants, and other health professionals) and/or support groups in the community.
  - d. A breastfeeding assessment will be completed on all breastfeeding infants and mothers. Documentation will be made on Assessment 1 & 2 screens in MI-WIC.
  - e. Providing information and equipment, or referrals to resources that assist mothers in expressing and collecting milk for their infants (See policies 4.05 Issuance of Multiple User Breast Pumps, 4.06 Issuance of Personal Use Electric Breast Pumps and 4.07 Issuance of Manual Breast Pumps).
  - f. There will be no routine issuance of formula to the breastfeeding infant. If, after careful assessment, the CPA determines that some formula is appropriate, formula can be prescribed for infants who are partially breastfeeding.
  - g. Providing information about the potential impact of formula on lactation and breastfeeding **before** formula is given to a breastfeeding woman.
  - h. All client requests for formula will be addressed by a CPA and a breastfeeding assessment completed prior to issuing formula.
  - i. All breastfeeding promotion, support and education will be documented on the appropriate MI-WIC screens.
3. The local agency shall provide orientation and on-going, task-appropriate breastfeeding training to all WIC employees involved in direct contact with WIC clients (See Policy 4.02 Breastfeeding Training). The local agency shall:

- a. Define the roles of all staff in the promotion, protection and support of breastfeeding.
  - b. Provide orientation for new WIC employees that address clinic environment policies, program goals and philosophy regarding breastfeeding, and task appropriate information about breastfeeding.
  - c. Sensitize local agency staff to their own attitudes and beliefs about breastfeeding and ways to promote, protect and support breastfeeding to WIC clients.
4. The local agency shall provide continuing education on breastfeeding initiation and maintenance and provide information to staff on State and national activities which promote protect and support breastfeeding.
  5. The local agency shall establish and maintain a clinic environment that promotes, protects and supports breastfeeding as the preferred method of infant feeding (see Policy 4.03 Clinic Environment).
  6. The local agency shall encourage all pregnant clients to breastfeed unless there are medical contraindications.
    - a. Review client's Health History for the following contraindications:
      - i) Certain infectious diseases
        - (1) HIV infection. Women should be encouraged to know their HIV status and the local agency shall provide information about local HIV counseling and testing.
        - (2) Human T-cell lymphotropic virus type I or II (HLTV-I, II)
        - (3) Untreated, active tuberculosis
          - (i) Mother/infant separation is required until two full weeks of treatment have been completed.
          - (ii) Infants may safely consume expressed breastmilk.
        - (4) Herpes simplex lesions on a breast
      - ii) Certain medicine/drugs
        - (1) Antimetabolites/chemotherapy drugs
        - (2) Therapeutic doses of radiopharmaceuticals
        - (3) Street drugs
      - iii) Metabolic diseases of the infant
        - (1) Galactosemia
        - (2) PKU (physician may determine that some breastfeeding may be allowed)
    - b. If applicable, discuss the relevant circumstances when breastfeeding may not be in the best interest of the infant, or when it may need to be interrupted temporarily.
    - c. Refer the client to her medical advisor/primary care provider.

**B. GUIDANCE:**

1. The local agency is encouraged to review State policy promoting breastfeeding and to routinely communicate it to all WIC staff.
  - a. Review the breastfeeding promotion policy at orientation of all new WIC staff.
  - b. Review the breastfeeding promotion policy with all WIC staff at least annually.

2. The local agency is encouraged to assess community breastfeeding support annually and maintain a current list of resources and services.
3. It is recommended that the local agency:
  - a. Develop and maintain effective communications and collaboration with other private and public health care systems, educational systems, and community organizations providing care and support for women, infants and children.
  - b. Ensure optimal breastfeeding education and support for families by:
    - i. Participating in local and regional breastfeeding coalitions and networks.
    - ii. Participating in breastfeeding promotion at meetings of local professional groups.
    - iii. Disseminating current and relevant breastfeeding information to local affiliates of professional groups and collaborating agencies.
4. The local agency is encouraged to promote breastfeeding for WIC employees by:
  - a. Providing the use of a private, clean and comfortable area for expressing milk.
  - b. Providing its breastfeeding employees with adequate time during the workday to express breastmilk or breastfeed.
  - c. Providing employee breastfeeding support in order to model a supportive working environment for clients and other community employers.
  - d. Informing all new WIC employees, during their orientation, of the breastfeeding support available.
  - e. Informing pregnant WIC employees of policies, facilities, information and resources to support breastfeeding.

#### References:

AAP Policy Statement, 2005  
Federal Regulations 246.11 (c)(2), 246.11 (c) (7)(i)-(iv), 246.11 (e)(i)  
Lawrence, Ruth, "A Review of the Medical Benefits and Contraindications to Breastfeeding in the United States," October 1997.  
Nutrition Services Standards, USDA, October 2001  
USPHS Recommendations for HIV Counseling and Voluntary Testing for Pregnant Women

#### Cross-References:

1.07 Local Agency Staffing  
4.02 Breastfeeding Training  
4.03 Clinic Environment  
4.05 Issuance of Multiple User Breast Pumps  
4.06 Issuance of Personal Use Electric Breast Pumps  
4.07 Issuance of Manual Breast Pumps

**4.0 Breastfeeding***Effective Date: 2/1/10***4.02 Breastfeeding Training**

**PURPOSE:** To implement Federal Regulations concerning local agency staff training requirements for breastfeeding promotion, protection and support in the WIC Program.

**A. POLICY**

1. A WIC Breastfeeding Coordinator shall be designated to provide coordination for, and evaluation of, local agency breastfeeding training activities (see Policy 1.07 Local Agency Staffing).
2. All WIC staff and others who routinely provide WIC services shall receive breastfeeding education at least 4 times a year. This shall include but is not limited to:
  - a. Initiation and maintenance of breastfeeding.
  - b. Cultural diversity: sensitizing staff to their own attitudes and beliefs about breastfeeding, and ways to promote, protect and support breastfeeding for WIC clients.
  - c. Information on State and national activities that promote, protect and support breastfeeding.
3. The local agency shall incorporate task-appropriate breastfeeding promotion and support training into orientation programs for new WIC staff. Orientation training shall address:
  - a. Clinic environment policies.
  - b. Program goals and philosophy regarding breastfeeding.
  - c. Task appropriate information about breastfeeding.
  - d. Ways to promote, protect and support breastfeeding to WIC clients.
4. Documentation of WIC staff breastfeeding training shall be maintained by the local agency.

**B. GUIDANCE**

It is recommended that:

1. All WIC staff attend Breastfeeding Basics Training and maintain documentation of attendance.
2. New staff attend Breastfeeding Basics Training within one year of employment
3. Local WIC agencies provide all staff the opportunity to attend State and local breastfeeding training including, but not limited to:
  - a. Breastfeeding Basics (provided by MDCH WIC Program).
  - b. WIC Annual Conference (sessions on breastfeeding).
  - c. Milk Expression Training (provided by trained local agency staff).
  - d. Breastfeeding Competency Training
  - e. Speakers.
  - f. Updates by Local Agency Breastfeeding Coordinator.
  - g. Audio-visual presentations.

4. CPA staff attend at least one continuing educational opportunity annually that provides training in breastfeeding initiation and support. Educational opportunities may include, but are not limited to:
  - a. Breastfeeding Basics (provided by MDCH WIC Program).
  - b. WIC Annual Conference (sessions on breastfeeding).
  - c. Milk Expression Training.
  - d. Blackboard.com WIC Staff Training “Module #12 – How Can I Best Promote Breastfeeding?” available on the Michigan WIC website.
  - e. Breastfeeding conferences sponsored by hospitals, Michigan Association of Lactation Consultants (MALC), Western MALC, LaLeche League, etc.
  - f. Lactation Consultant Preparation Course, Lactation Educator Training Program, or Lactation Counselor Training Program.
  - g. Breastfeeding Competency Training

References:

Federal Regulations 246.11 (c)(2), 246.11 (c)(7)(ii)-(iii)  
Nutrition Services Standards, USDA, October 2001  
WIC Coordinator Letter 2006-11

Cross References:

1.07 Local Agency Staffing  
4.01 Breastfeeding Promotion, Protection and Support

**PURPOSE:** To implement Federal Regulations, and establish the local agency requirements for maintaining a positive clinic environment for breastfeeding promotion and support.

**A. POLICY**

1. The local agency shall establish and maintain a clinic environment that promotes and supports breastfeeding as the preferred method of infant feeding.
2. All staff will make WIC clients feel comfortable asking questions about breastfeeding and breastfeeding their infant in the clinic (See Policy 4.01 Breastfeeding Promotion, Protection and Support and Policy 4.02 Breastfeeding Training).
3. The local agency shall provide a private area in the WIC clinic for clients to receive assistance with breastfeeding and/or to breastfeed privately, if requested. Comfortable chairs with arms shall be provided in an area away from the clinic entrance.
4. The local agency shall display posters, pictures and/or photographs that promote breastfeeding in each clinic room/area visible to WIC clients. These images should reflect the diversity of the client population served by the local agency.
5. The local agency shall ensure that all materials distributed or visible to clients be free of language that undermines the mother's confidence in her ability to breastfeed.
  - a. Evaluate educational materials to determine whether they are accurate and present breastfeeding in a positive tone.
  - b. Ensure educational materials and incentive items (pens, note pads, mugs, etc.) that are displayed or provided to WIC clients are free of formula product names and/or logos.
  - c. The local agency shall not distribute commercial literature or magazines that promote formula feeding through advertising, articles or offers of free samples or club memberships.
  - d. Ensure formula, bottle-feeding equipment, and formula feeding materials are stored out of view of clients.
6. The local agency shall provide culturally sensitive breastfeeding educational materials in appropriate languages and, where possible, at the reading level of clients.

## **B. GUIDANCE**

1. The local agency is encouraged to promote a positive clinic environment that promotes and supports breastfeeding. Local agencies are encouraged to display a poster, sign or window cling stating “Breastfeeding Welcome Here”.

### References:

Federal Regulations 246.11 (c ) (3), 246.11 (c) (7)(i)

### Cross-References:

4.01 Breastfeeding Promotion, Protection and Support  
4.02 Breastfeeding Training

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#### 4.04 Breastfeeding Equipment Inventory and Maintenance

**PURPOSE:** To establish a method for ordering, tracking, storing, distributing and maintaining breastfeeding equipment.

#### A. POLICY

1. The Breastfeeding Coordinator shall oversee the local agency breast pump program. This includes the ordering, inventory, distribution and maintenance of breastfeeding equipment and completion of required documentation in the MI-WIC system as requested by the State WIC office (See Policy 1.07 Local Agency Staffing).
2. Local agencies shall maintain a multi-user breast pump for work place use.
3. Breast pumps, attachment kits and other breastfeeding aids shall be stored in a locked area or cabinet(s).
4. Personal use breast pumps and attachment kits must be stored in original, unopened, individual packaging until issuance to a WIC client. Corrugated shipping boxes should be disposed of upon receipt of order.
5. Local agencies shall maintain an inventory of all breast pumps and attachment kits purchased with state or local agency WIC funds.
  - a. Individual clinics shall maintain an inventory of all breast pumps and attachment kits in the MI-WIC system.
  - b. Physical breastfeeding equipment stock shall be reconciled prior to the addition of new shipments and at the end of the fiscal year.
6. Multiple-user electric pumps and pedal pumps shall have an inventory/serial number affixed to or displayed on them.
7. Upon return of a multi-user electric breast pump or pedal pump to the clinic, the local agency shall:
  - a. Inspect the pump for damage.
  - b. Ensure all pump parts are present.
  - c. Plug the electric pump in to determine if it is working properly.
  - d. Return the pump in the client's MI-WIC record on the BF Aids & Notes screen.
  - e. Staff will obtain the client electronic signature on a Loaner Breast Pump Return Receipt, complete the form and issue to the returnee (See Exhibit 4.04A).
  - f. Clean the pump and case before re-issuance to another client.
  - g. Place the pump back in "In Stock" status in the administration module of MI-WIC.
8. Local agencies shall be responsible for returning broken or defective multiple-user breast pumps to the manufacturer for repair/replacement (See Exhibits 4.04B and 4.04C). For broken or defective Nurture III pumps notify the State WIC office. State WIC will then determine the cost-effectiveness of repairing the pump with Bailey Medical. Multiple-user electric breast pumps that are no longer serviceable shall be returned to the MDCH WIC Division for salvage.

9. Local agencies shall not issue a replacement personal use electric breast pump to a client until warranty information is verified and the client returns the broken or defective electric breast pump to the clinic.  
The local agency shall contact the pump manufacturer to arrange replacement of a defective, returned pump.
10. Local agencies may issue only one attachment kit to a WIC client.
  - a. Local agencies may only replace manufacturers' defective attachment kits if they are returned to the WIC clinic.
  - b. Attachment kits that are defective due to user negligence or abuse will not be replaced by the local agency.

### **B. GUIDANCE**

1. The local agency may use local funds to purchase/order spare parts for occasional repair of damaged breast pumps and attachment kits.
2. Because WIC cannot always guarantee what environment the multi-user pumps might be subjected to, the local agency should institute a thorough cleaning procedure for returned pumps which includes:
  - a. Thorough inspection of the pump and pump case.
  - b. Gently shaking the pump to dislodge debris or contaminants.
  - c. Cleaning the pump case, the exterior of the pump and all accessible crevices with an anti-bacterial cleanser or mild (1:10) bleach solution. Products containing Phenolic should not be used to clean pumps, as the chemical is known to cause hyperbilirubinemia in newborns/infants.
  - d. Use of compressed air to clean pump crevices.
  - e. Storage of pumps in sealed, clear plastic bags until re-issuance to another client.
3. Infested pumps may be returned to the company for sanitizing. Fees related to sanitizing shall be the responsibility of the local agency.

#### Reference:

Federal Regulations 246.12 (n)(2)  
USDA Policy Memoranda 95-15, 99-WIC-73  
NAWD Position Paper: Guidelines for WIC Agencies Providing Breast Pumps (97-003)

#### Cross-reference:

4.05 Issuance of Multiple-User Breast Pumps  
4.06 Issuance of Personal Use Electric Breast Pumps  
4.07 Issuance of Manual Breast Pumps

#### Exhibits:

4.04A: Loaner Breast Pump Return Receipt  
4.04B: Multiple-User Electric Breast Pump Repair Procedure for Evenflo/Ameda Elite Pumps  
4.04C: Multiple-User Electric Breast Pump Repair Procedure for Medela Lactina Pumps

# MI-WIC POLICY

## ***Breastfeeding***

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**4.0 Breastfeeding**

**4.04A Breastfeeding Equipment Inventory and Maintenance**

### **Loaner Breast Pump Return Receipt**

**Pump Was Issued To:** \_\_\_\_\_  
Participant Last Name, First Name

**WIC Family Number:** \_\_\_\_\_

**Pump Was Issued From:** \_\_\_\_\_  
Local Agency/Clinic Name and/or Number

**Pump Returned To:** \_\_\_\_\_  
Local Agency/Clinic Name and/or Number

<b>Circle Pump Model:</b>	Elite	Lactina	Nurture III	Pedal
<b>Serial Number</b>	_____			
<b>Circle Condition:</b>	Clean	Dirty	Broken Parts	
If not working, describe problem(s) such as suction, cycling, power, etc:				
_____				
_____				

**I certify that I returned this breastpump in the condition described above.**

\_\_\_\_\_  
PRINT Returnee's Name

\_\_\_\_\_  
Relation to Client: Client, Mother, Friend, etc.

Returnee's Signature \_\_\_\_\_ Date \_\_\_\_\_

WIC Representative Signature \_\_\_\_\_ Date \_\_\_\_\_  
First Name PLUS Middle and Last Initials

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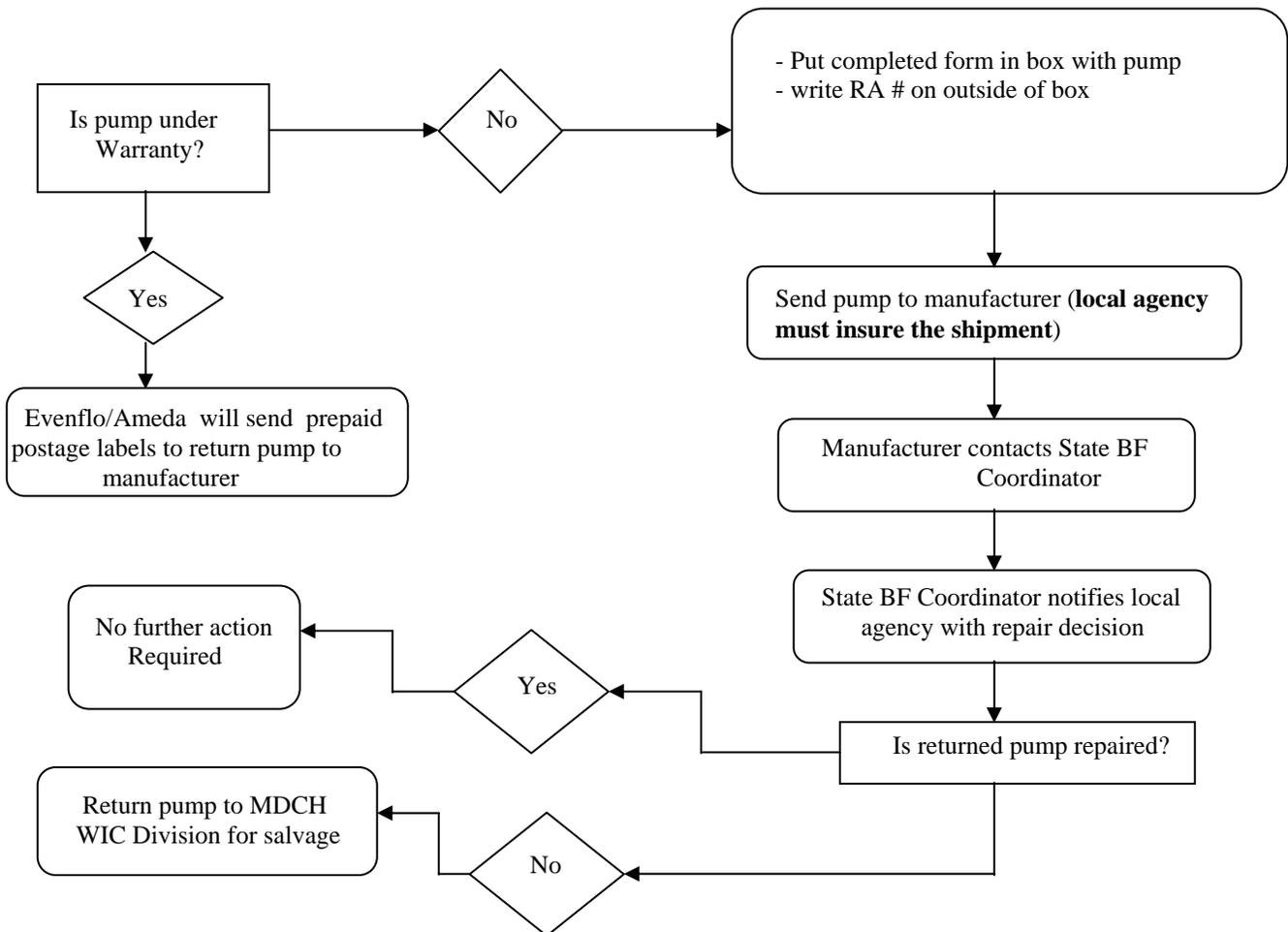
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#### 4.04B Breastfeeding Equipment, Inventory and Maintenance

##### Multiple-User Electric Breast Pump Repair

##### Procedure For Evenflo/Ameda Elite Pumps:

- Step 1: Call State Breastfeeding Coordinator or designee and an electronic repair request will be sent to your agency
- Step 2: Complete the highlighted sections on the repair form electronically and email to State:
  - a. Date
  - b. Contact information
  - c. Shipping address
  - d. Serial number
  - e. Description of problem
- Step 3: State office will contact Evenflo/Ameda for a Return Authorization (RA) #
- Step 4: The RA # will be filled in and form returned to the local agency
- Step 5: LA to return pump
  - a. a copy of the form needs to be included in the box with pump
  - b. Return Authorization # must be written on the outside of box



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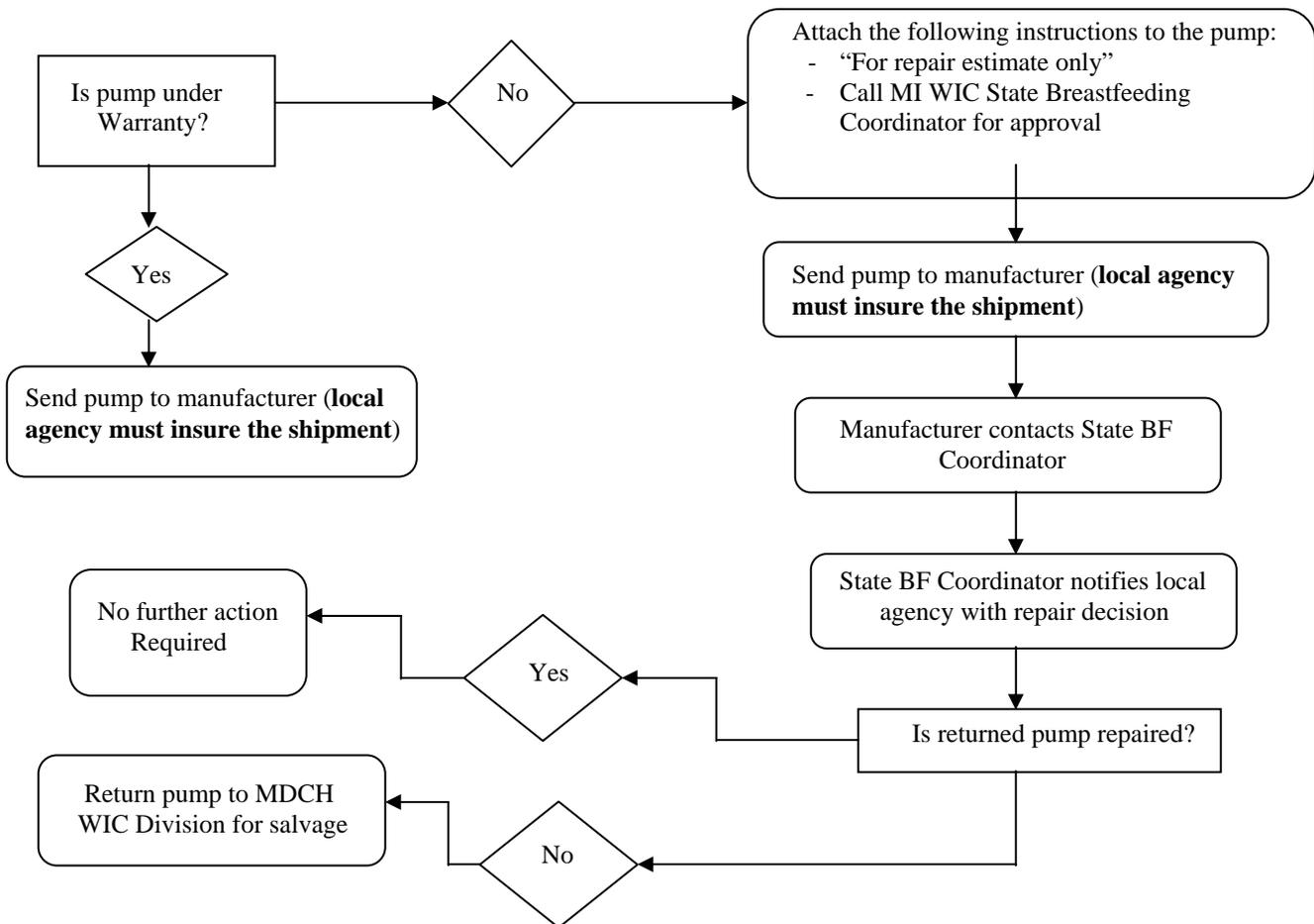
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#### 4.04C Breastfeeding Equipment Inventory and Maintenance

##### Multiple-User Electric Breast Pump Repair

###### Procedure For Medela Lactina Pumps

- Step 1. Call State Breastfeeding Coordinator and provide:
- Pump model name/number
  - Serial number
  - Description of problem
- Step 2. State will obtain Return Merchandise Authorization number from Medela
- Step 3. For No Cost Repairs the Local Agency will:
- Write the RA# on outside of shipping box
- Step 4: For Cost Repairs
- Write the RA# on outside of shipping box
  - Include in the box instructions:
    - For repair estimate only
    - Call MI WIC State Breastfeeding Coordinator for Approval



### 4.0 Breastfeeding

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#### 4.05 Issuance of Multiple User Breast Pumps

**PURPOSE:** To implement Federal Regulations related to the issuance of breastfeeding aids. The purpose of this policy is to enable WIC clients to initiate breastfeeding and increase the duration of breastfeeding in special circumstances.

#### A. **POLICY:**

1. Breast pumps and/or attachment kits may not be given prenatally to WIC clients.
2. Multiple user breast pumps may be issued by the Breastfeeding Coordinator or other designated WIC staff that has completed Breastfeeding Basics and Milk Expression trainings. Staff must also be familiar with breastpump documentation requirements (See Policy 1.07 Local Agency Staffing, Policy 4.02 Breastfeeding Training and Policy 4.04 Breastfeeding Equipment, Inventory and Maintenance).
3. A multiple-user breast pump is not to be used as a replacement for putting the infant to breast, if the infant is home and physically able to breastfeed.
4. Pumps must be distributed to WIC mothers who meet eligibility criteria at their time of need. A pump may be recalled for use with a higher priority client.
5. Local agency staff shall demonstrate hand expression of breast milk using a breast model or balloon, for mothers, prior to pump issuance.
6. Before issuing a breast pump, WIC staff shall train mothers using a demonstration kit. Training shall include:
  - a. Assembly, use and cleaning of the breast pump.
  - b. Handling and storage of human milk.
  - c. Who to contact if problems arise.

The WIC client should be able to perform a return demonstration of the proper assembly and use of the breast pump before leaving the local agency.

7. Documentation requirements for breast pump issuance include:
  - a. Breast pump and attachment kit issuance must be documented on the appropriate MI-WIC screens.
  - b. A Multiple-User Breast Pump Loan and Release Agreement form must be signed prior to release of the pump to the WIC client. A client's electronic signature will be obtained on the forms and a copy printed for the client. If there is no access to a signature pad at the time of issuance the paper forms must be used then scanned into the MI-WIC system (See Exhibit 4.05B).
  - c. Contact information for at least one additional person will be collected and must be documented in Breastfeeding Notes of the mother.

- d. When a multiple-user breast pump is returned to the clinic, A Loaner Breast Pump Return Receipt must be completed. A client's electronic signature will be obtained on the form and a copy printed for the client. If there is no access to a signature pad at the time of issuance the paper form must be used then scanned into the MI-WIC system. The original signed form will be given to client. (See Exhibit 4.04A Loaner Breast Pump Return Receipt)
  - e. Multi-User pumps and kits issued using paper forms (i.e. Peer or MIHP) will be entered into the MI-WIC within 10 business days.
8. Breast pumps supplied by MDCH WIC Division must be loaned to clients free of charge.
    - a. A refundable deposit may be held at the local agency until a pump is returned.
    - b. Multiple-user breast pumps may not be loaned via raffles, lotteries, or other similar forms of distribution.
  9. Attachment kits are single-user only and shall not be returned to the local agency.

### **Multiple-User Electric Breast Pumps**

1. To be eligible to loan multiple-user electric breast pumps, a local WIC program must have a signed agreement with their administration to replace pumps that are not returned due to improper follow up by the local agency. (See Policy 4.08 Lost/Stolen Breastfeeding Equipment)
2. A multiple-user electric breast pump (See Exhibit 4.05A) may be loaned, and a double attachment kit given, to postpartum WIC clients to establish and maintain breastfeeding when milk supply is at risk.

Reasons for issuing a multiple-user electric breast pump include:

- a. Mother/infant separation due to hospitalization.
- b. Infant with special needs such as prematurity, congenital or genetic defects or developmental disabilities.
- c. Infant with physical or neurological impairments such as inability to suck, weak suck or uncoordinated suck/swallow pattern.
- d. Mother and infant working with Breastfeeding Peer Counselor to establish breastfeeding.
- e. Other special circumstances determined by the Breastfeeding Coordinator.

**Note:** Mother trying to relactate or increase milk supply will be given second priority. The baby must be going to the breast.

3. Multiple-user electric breast pumps shall be loaned for short-term usage. Multi-user breast pumps should be issued for no longer than 1 month at a time. Situations requiring longer use must be re-evaluated at monthly intervals. Monthly follow up must be documented in the client's record.

4. Agencies are required to have at least monthly documented follow up with clients loaned multi-user electric breast pumps. Required documentation will be kept in the mother's MI- WIC record in the BF Support-contact history or BF Aids & Notes screens. All attempted and actual contacts must be documented.
5. If return date for the multi-user pump is extended the LA staff will enter new return date in the mother's MI-WIC record. Return date should be either changed on the BF Aids section under "due date" column or a note added in the BF Notes section.
6. Local agency staff will use the MI-WIC Overdue Loaner Breast Pump Report at least monthly to contact clients who have overdue breast pumps.
7. If services are available and client is eligible, the mother must be willing to participate in the BFI Mother to Mother Peer Program and/or the Maternal Infant Health Program.

**Pedal Pumps**

1. A pedal pump (See Exhibit 4.05A) may be loaned, and a double attachment kit given, to postpartum women to maintain breastfeeding when milk supply is at risk.

Reasons for issuing a pedal pump include:

- a. Mother/infant separation.
  - b. Mother trying to relactate or increase milk supply.
  - c. Mother transitioning from multi-user electric pump.
  - d. Long term need for a double pumping system.
2. Pedal Pumps may be loaned for long-term use.
    - a. The local agency shall follow up with the client at least monthly to determine continued need for pump. Required documentation will be kept in the mother's MI-WIC record in the BF Support-contact history or BF Aids & Notes screens. All attempted and actual contacts must be documented.
  3. If return date for the multi-user pump is extended the LA staff will enter new return date in the mother's MI-WIC record. Return date should be either changed on the BF Aids section under "due date" column or a note added in the BF Notes section.
  4. The local agency must assemble pedal pumps and include the spring prior to loaning the pump to a client.
  5. If services are available and client is eligible, the mother should be encouraged to participate in the BFI Mother to Mother Peer Program and/or the Maternal Infant Health Program.

### **B. GUIDANCE**

1. It is recommended that the Breastfeeding Coordinator or designee follow-up with the WIC client within 48 hours of pump issuance to determine if the client is experiencing any problems with use of the breast pump. Clients should be instructed to discontinue use of the pump if discomfort occurs and contact the local agency immediately or the next business day.
2. If no pumps are available for loan, the local agency should refer WIC clients to providers who rent or sell breast pumps such as hospitals, breast pump manufacturers, private lactation consultants, or durable medical equipment dealers. The local agency should provide manual expression education and ongoing breastfeeding support.
3. For cleaning and maintenance procedures for returned pumps, refer to Policy 4.04 Breastfeeding Equipment Inventory and Maintenance.
4. The local agency may use local funds to purchase spare parts for occasional repair of damaged breast pumps and attachment kits.

#### Reference:

Federal Regulations 246.12 (n)(2), 246.13(a), 246.25  
USDA Policy Memorandum 95-15 Providing Breast Pumps to WIC Clients  
NAWD Position Paper: Guidelines for WIC Agencies Providing Breast Pumps, 97-003

#### Cross Reference:

1.10 Records Retention and Destruction  
4.02 Breastfeeding Training  
4.04 Breastfeeding Equipment, Inventory and Maintenance  
4.04A Loaner Breast Pump Return Receipt  
4.08 Lost/Stolen Breastfeeding Equipment

#### Exhibits:

4.05A Description of Multi-User Breast Pumps  
4.05B Multi-Use Breast Pump Loan and Release Agreement

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#### 4.05A Issuance of Multiple User Breast Pumps

### Description of Multi-User Breast Pumps

Name of Pump and Company	Description	Uses
<b>Lactina</b> by Medela	Hospital grade breast pump  Allows mother to control suction strength  Double or single pumping  Multiple-user: each mother needs own kit	Applies to Lactina and Elite: <ul style="list-style-type: none"> <li>• Long-term pumping for NICU</li> <li>• Special needs babies</li> <li>• Mother-baby separation</li> <li>• Breastfeeding problems</li> <li>• Baby not latching</li> <li>• Increasing milk supply</li> <li>• Workplace lactation rooms</li> </ul>
<b>Elite</b> by Evenflo/Ameda	Hospital grade breast pump  Allows mother to control and adjust suction strength and cycling speed  Double or single pumping  Multiple-user: each mother needs her own kit	
<b>Nature III</b> by Bailey Medical	Allows mother to control and adjust suction strength  Mother manually controls cycling speed  Double or single pumping  Multiple-user: each mother needs her own kit  Overflow filter needs to be changed every 6 weeks	<ul style="list-style-type: none"> <li>• Mother-baby separation</li> <li>• Breastfeeding problems</li> <li>• Baby not latching</li> <li>• Increasing milk supply</li> <li>• Returning to work/school</li> <li>• Pumping multiple times a day</li> </ul>

**Description of Pedal Pumps**

<b>Name of Pump and Company</b>	<b>Manufacturer’s Description</b>	<b>Uses</b>
<b>Pedal Pump</b> by Medela	Medela's Pedal Pump Breastpump uses the strong muscles of the leg and foot to make single or double pumping even easier. This pump requires no electricity and features a unique spring in the pump cylinder, which helps you power the pump. The spring cylinder is attached to an attractive, natural wood pedal and base.	Use in situations where electricity is not available  Mother/ infant separation (i.e. return to work/school)  Increasing milk supply after breastfeeding is established  Mother transitioning from multi-user electric pump  Long term use of a double pumping system

# MI-WIC POLICY

## Breastfeeding

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#### 4.05B Issuance of Multiple User Breast Pumps

### Michigan WIC Program Multi-User Breast Pump Loan and Release Agreement

Date: _____	WIC ID: _____	DL No: _____
Name _____	Medicaid No: _____	Infant DOB: _____
<i>Last</i> <i>First</i> <i>Middle</i>		
Mailing Address _____	City _____	Zip _____
Residence Address _____	City _____	Zip _____
Home Phone No. _____	Message No. _____	
1 <sup>st</sup> Additional Contact Person: _____	Phone No. _____	
Mailing Address _____	City _____	Zip _____
2 <sup>nd</sup> Additional Contact Person: _____	Phone No. _____	
Mailing Address _____	City _____	Zip _____

#### Check as appropriate:

- I have received and understand instructions for:
  - Hand expression of breastmilk
  - Operating/cleaning this breast pump
  - Handling and storing breastmilk
- I have received instructions for returning this breast pump.
- I agree to follow the instructions for operating and cleaning this breast pump.
- I understand this breast pump is the property of, and on loan from, the \_\_\_\_\_ WIC Program. I must return the breast pump by \_\_\_\_\_ or sooner if I no longer use it. I may be required to return it sooner for use by a higher priority WIC participant.
- I understand that the breast pump is the property of \_\_\_\_\_ WIC Program/State of Michigan and if I fail to return it, the breast pump will be reported to the local and/or State authorities as stolen.
- I understand that I am under no obligation to use this breast pump, and that I may discontinue its use at any time. I release the Michigan WIC Program and its representatives from any and all liability regarding my use of this breast pump.**  
If I have problems I should call \_\_\_\_\_ at \_\_\_\_\_

WIC Client Signature \_\_\_\_\_ Date \_\_\_\_\_

WIC Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

#### For Office Use Only

<b>Multiple Use Pump:</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Lactina (Medela)</li><li><input type="checkbox"/> Elite (Ameda)</li><li><input type="checkbox"/> Nurture III</li><li><input type="checkbox"/> Pedal Pump</li></ul> Serial No. _____ <ul style="list-style-type: none"><li><input type="checkbox"/> Double Lactina kit</li><li><input type="checkbox"/> Dual Hygienikit</li><li><input type="checkbox"/> Nurture III kit</li></ul>	<b>Reason for Issuance:</b> <ul style="list-style-type: none"><li><input type="checkbox"/> Mother/Infant separation due to illness, prematurity, hospitalization</li><li><input type="checkbox"/> Premature infant at home who is unable/has not yet learned to feed effectively at breast</li><li><input type="checkbox"/> Infant with severe feeding problems</li><li><input type="checkbox"/> Multiple birth</li><li><input type="checkbox"/> Infant has not yet learned how to latch on/effectively feed at breast</li><li><input type="checkbox"/> Maternal/Infant illness causing difficulty establishing/maintaining milk supply</li><li><input type="checkbox"/> Need to increase milk supply</li><li><input type="checkbox"/> Returning to work full time</li></ul>
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WIC is an equal opportunity provider.

DCH-1214

### 4.0 Breastfeeding

*Effective Date: 2/1/10*

#### 4.06 Issuance of Personal Use Electric Breast Pumps

**PURPOSE:** To implement Federal Regulations related to the issuance of personal use electric breastpumps. The purpose of this policy is to enable WIC clients to maintain breastfeeding and increase the duration of breastfeeding in special circumstances.

#### **A. POLICY:**

1. Breast pumps and/or attachment kits shall not be given prenatally to WIC clients.
2. To be eligible to receive a personal use electric breast pump (See Exhibit 4.06A), the client must meet the following criteria:
  - a. Be at least four weeks postpartum.
  - b. Be breastfeeding exclusive category in MI-WIC system, not receiving formula from the WIC program.
  - c. Be separated from the infant more than six hours at a time.
  - d. Be separated from the infant at least three days a week.
  - e. Reviews a pumping plan to continue breastfeeding during mother-infant separation. Refer to DCH-1201 Babies First: Breastfeeding and Work or School.
3. Reasons for issuing personal use electric breast pumps include:
  - a. Mother returning to work or school.
  - b. Other special circumstances that meet the criteria as determined by the Breastfeeding Coordinator.

Personal use electric pumps are not appropriate for problems associated with initiating breastfeeding, poor latch, or temporary breastfeeding issues such as engorgement or sore nipples.

4. Personal use electric breast pumps are not to be used as a replacement for putting the infant to breast.
5. Personal use electric breast pumps may be issued by the Breastfeeding Coordinator or other designated WIC staff who have completed Breastfeeding Basics and Milk Expression trainings. Staff must also be familiar with breastpump documentation requirements (See Policy 1.07 Local Agency Staffing, Policy 4.02 Breastfeeding Training and Policy 4.04 Breastfeeding Equipment Inventory and Maintenance).
6. Pumps must be distributed to WIC mothers who meet eligibility criteria at their time of need.
  - a. Breast pumps supplied by MDCH WIC Division must be given to WIC clients free of charge.

- b. Personal use electric breast pumps may not be given away in raffles, lotteries, or other similar forms of distribution.
  - c. Personal use electric breast pumps purchased with State funds may not be donated for any purpose.
7. The local agency shall not issue a personal use electric breast pump to a client at the same time as a multiple-user electric breast pump. The multiple-user electric breast pump must be returned to the WIC clinic before a personal use electric breast pump may be issued.
  8. Local agency staff shall demonstrate hand expression of breastmilk using a breast model or balloon, for mothers, prior to pump issuance.
  9. Before issuing a personal use electric breast pump, WIC staff shall train/discuss mothers on:
    - a. A pumping plan to maintain the mother's milk supply when separated from her baby.
    - b. Assembly, use, and cleaning of the breast pump.
    - c. Handling and storage of human milk.
    - d. Who to contact if problems arise.

The WIC client should be able to perform a return demonstration of the proper assembly and use of the breast pump before leaving the local agency.

10. Documentation requirements for breast pump issuance include:
  - a. Breast pump issuance must be documented on the appropriate MI-WIC screens.
  - b. A Single-User Breast Pump Release Agreement form must be completed and signed prior to release of the pump to the WIC client. A client's electronic signature will be obtained on the form and a copy printed for the client. If there is no access to a signature pad at the time of issuance the paper form must be used then scanned into the MI-WIC system (See Exhibit 4.06B).
  - c. Personal pumps issued using paper forms (i.e. Peer or MIHP) will be entered into the MI-WIC within 10 business days.
11. Local agencies shall not issue a replacement personal use electric breast pump until warranty information is verified and the client returns the broken or defective electric breast pump to the clinic (See Policy 4.04 Breastfeeding Equipment Inventory and Maintenance). The local agency will inform the State Breastfeeding Coordinator of any broken/defective pumps. The local agency shall contact the pump manufacturer to arrange replacement of a defective, returned pump.
12. Personal use electric pumps are single-user pumps and shall not be returned to the local agency for re-use by another person.

**B. GUIDANCE**

1. It is recommended that the Breastfeeding Coordinator or designee follow-up with the WIC client within 48 hours of pump issuance to determine if the pump is operating correctly and if she is experiencing any problems using the breast pump. Clients should be instructed to discontinue using the pump if discomfort occurs and contact the local agency immediately or by the next business day.
2. If no pumps are available, the local agency should refer WIC clients to providers who sell breast pumps such as breast pump manufacturers, private lactation consultants or durable medical equipment dealers. The local agency should provide manual expression education and ongoing breastfeeding support.
3. The local agency may use local funds to purchase spare parts for occasional repair of damaged breast pumps and attachment kits.

## References:

Federal Regulations 246.12 (n)(2), 246.13(a), 246.25  
USDA Policy Memorandum 95-15 Providing Breast Pumps to WIC Clients  
NAWD Position Paper: Guidelines for WIC Agencies Providing Breast Pumps, 97-003

## Cross-References:

1.07 Local Agency Staffing  
4.02 Breastfeeding Training  
4.04 Breastfeeding Equipment Inventory and Maintenance

## Exhibits:

4.06A Description of Personal Use Electric Breast Pumps  
4.06B Single-user Breast Pump Release Agreement

#### 4.06 Issuance of Personal Use Electric Breast Pumps

**PURPOSE:** To implement Federal Regulations related to the issuance of personal use electric breastpumps. The purpose of this policy is to enable WIC clients to maintain breastfeeding and increase the duration of breastfeeding in special circumstances.

#### **A. POLICY:**

1. Breast pumps and/or attachment kits shall not be given prenatally to WIC clients.
2. To be eligible to receive a personal use electric breast pump (See Exhibit 4.06A), the client must meet the following criteria:
  - a. Be at least four weeks postpartum.
  - b. Be breastfeeding exclusive category in MI-WIC system, not receiving formula from the WIC program.
  - c. Be separated from the infant more than six hours at a time.
  - d. Be separated from the infant at least three days a week.
  - e. Reviews a pumping plan to continue breastfeeding during mother-infant separation. Refer to DCH-1201 Babies First: Breastfeeding and Work or School.
3. Reasons for issuing personal use electric breast pumps include:
  - a. Mother returning to work or school.
  - b. Other special circumstances that meet the criteria as determined by the Breastfeeding Coordinator.

Personal use electric pumps are not appropriate for problems associated with initiating breastfeeding, poor latch, or temporary breastfeeding issues such as engorgement or sore nipples.

4. Personal use electric breast pumps are not to be used as a replacement for putting the infant to breast.
5. Personal use electric breast pumps may be issued by the Breastfeeding Coordinator or other designated WIC staff who have completed Breastfeeding Basics and Milk Expression trainings. Staff must also be familiar with breastpump documentation requirements (See Policy 1.07 Local Agency Staffing, Policy 4.02 Breastfeeding Training and Policy 4.04 Breastfeeding Equipment Inventory and Maintenance).
6. Pumps must be distributed to WIC mothers who meet eligibility criteria at their time of need.
  - a. Breast pumps supplied by MDCH WIC Division must be given to WIC clients free of charge.

- b. Personal use electric breast pumps may not be given away in raffles, lotteries, or other similar forms of distribution.
  - c. Personal use electric breast pumps purchased with State funds may not be donated for any purpose.
7. The local agency shall not issue a personal use electric breast pump to a client at the same time as a multiple-user electric breast pump. The multiple-user electric breast pump must be returned to the WIC clinic before a personal use electric breast pump may be issued.
8. Local agency staff shall demonstrate hand expression of breastmilk using a breast model or balloon, for mothers, prior to pump issuance.
9. Before issuing a personal use electric breast pump, WIC staff shall train/discuss mothers on:
- a. A pumping plan to maintain the mother's milk supply when separated from her baby.
  - b. Assembly, use, and cleaning of the breast pump.
  - c. Handling and storage of human milk.
  - d. Who to contact if problems arise.

The WIC client should be able to perform a return demonstration of the proper assembly and use of the breast pump before leaving the local agency.

10. Documentation requirements for breast pump issuance include:
- a. Breast pump issuance must be documented on the appropriate MI-WIC screens.
  - b. A Single-User Breast Pump Release Agreement form must be completed and signed prior to release of the pump to the WIC client. A client's electronic signature will be obtained on the form and a copy printed for the client. If there is no access to a signature pad at the time of issuance the paper form must be used then scanned into the MI-WIC system (See Exhibit 4.06B).
  - c. Personal pumps issued using paper forms (i.e. Peer or MIHP) will be entered into the MI-WIC within 10 business days.
11. Local agencies shall not issue a replacement personal use electric breast pump until warranty information is verified and the client returns the broken or defective electric breast pump to the clinic (See Policy 4.04 Breastfeeding Equipment Inventory and Maintenance). The local agency will inform the State Breastfeeding Coordinator of any broken/defective pumps. The local agency shall contact the pump manufacturer to arrange replacement of a defective, returned pump.
12. Personal use electric pumps are single-user pumps and shall not be returned to the local agency for re-use by another person.

### **B. GUIDANCE**

1. It is recommended that the Breastfeeding Coordinator or designee follow-up with the WIC client within 48 hours of pump issuance to determine if the pump is operating correctly and if she is experiencing any problems using the breast pump. Clients should be instructed to discontinue using the pump if discomfort occurs and contact the local agency immediately or by the next business day.
2. If no pumps are available, the local agency should refer WIC clients to providers who sell breast pumps such as breast pump manufacturers, private lactation consultants or durable medical equipment dealers. The local agency should provide manual expression education and ongoing breastfeeding support.
3. The local agency may use local funds to purchase spare parts for occasional repair of damaged breast pumps and attachment kits.

#### References:

Federal Regulations 246.12 (n)(2), 246.13(a), 246.25  
USDA Policy Memorandum 95-15 Providing Breast Pumps to WIC Clients  
NAWD Position Paper: Guidelines for WIC Agencies Providing Breast Pumps, 97-003

#### Cross-References:

1.07 Local Agency Staffing  
4.02 Breastfeeding Training  
4.04 Breastfeeding Equipment Inventory and Maintenance

#### Exhibits:

4.06A Description of Personal Use Electric Breast Pumps  
4.06B Single-user Breast Pump Release Agreement

# MI-WIC POLICY

## ***Breastfeeding***

### 4.0 Breastfeeding

*Effective Date: 2/1/10*

#### 4.06A Issuance of Personal Use Breast Pumps

#### Description of Personal Use Electric Breast Pumps

Name of Pump and Company	Description	Uses
<b>Personal Double</b> by Medela	<b>Single-user pump</b> ; includes a double pump kit.  Allows mother to control suction strength and speed  Double or single pumping options	Recommended for mothers who: <ul style="list-style-type: none"><li>• Are returning to work/school</li></ul>
<b>Purely Yours</b> by Evenflo/Ameda	<b>Single-user pump</b> ; includes a Dual Hygienikit.  Allows mother to control suction strength and speed  Double or single pumping options	<ul style="list-style-type: none"><li>• Pumping 2-4 times a day</li></ul>

**These pumps are only intended for women who have successfully established breastfeeding.**

# MI-WIC POLICY

## Breastfeeding

### 4.0 Breastfeeding

Effective Date: 2/1/10

#### 4.06B Issuance of Personal Use Electric Breast Pumps

### Michigan WIC Program Single-User Breast Pump Release Agreement

#### WIC Participant Information

Date: _____	WIC ID: _____
Name _____	Infant DOB: _____
<i>Last</i> _____	<i>First</i> _____
	<i>Middle</i> _____
Home Phone No. _____	Message No. _____

#### Check as appropriate:

- I have received and understand instructions for:
  - Hand expression of breastmilk.
  - Operating/cleaning this breast pump.
  - Handling and storing breastmilk.
- I have received and understand instructions for completing and sending warranty information for this breast pump.
- I agree to follow the instructions for operating and cleaning this breast pump.
- I understand that this is a personal use pump and should not be shared with other users.
  
- I understand that I am under no obligation to use this breast pump, and that I may discontinue its use at any time. I release the Michigan WIC Program, and its representatives from any and all liability regarding my use of this breast pump.**
  
- If I have problems I should call \_\_\_\_\_ at \_\_\_\_\_**

WIC Client Signature \_\_\_\_\_ Date \_\_\_\_\_

WIC Representative Signature \_\_\_\_\_ Date \_\_\_\_\_

#### For Office Use Only

Personal Use Electric Pump: _____ Ameda Purely Yours _____ Medela Personal Double
Manual Breast Pump: _____ Avent Isis _____ Medela Spring Express _____ Medela Harmony _____ Ameda One-Hand

Reason for Issuance: <ul style="list-style-type: none"><li><input type="checkbox"/> Return to school or work part time</li><li><input type="checkbox"/> Temporary breastfeeding problems (engorgement, sore nipples, etc.)</li><li><input type="checkbox"/> Occasional pumping</li><li><input type="checkbox"/> Infant has not yet learned how to latch on and effectively feed at the breast</li><li><input type="checkbox"/> Occasional mother/infant separation due to illness, prematurity, hospitalization</li></ul>
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# MI-WIC POLICY

## *Breastfeeding*

### 4.0 Breastfeeding

*Effective Date: 2/1/10*

### 4.07 Issuance of Manual Breast Pumps

**PURPOSE:** To implement Federal Regulations related to the issuance of manual breast pumps. The purpose of this policy is to enable WIC clients to maintain breastfeeding and increase the duration of breastfeeding in special circumstances.

#### **A. POLICY:**

1. Breast pumps shall not be given prenatally to WIC clients.
2. Local agency staff shall demonstrate hand expression of breastmilk using a breast model or balloon, for mothers, prior to pump issuance.
3. Manual breast pumps (See Exhibit 4.07A) may be made available for:
  - a. Mothers who need help in resolving temporary breastfeeding issues such as engorgement, oversupply, plugged duct or other reasons determined by the Breastfeeding Coordinator.
  - b. Mothers who have infrequent separations from their infants.
4. Manual breast pumps are not to be used as a replacement for putting the infant to breast.
5. Manual breast pumps may be issued by the Breastfeeding Coordinator or other designated WIC staff that has completed Breastfeeding Basics and Milk Expression trainings. Staff must also be familiar with breast pump documentation requirements (See Policy 1.07 Local Agency Staffing, Policy 4.02 Breastfeeding Training and 4.04 Breastfeeding Equipment, Inventory and Maintenance).
6. Pumps must be distributed to WIC clients who meet eligibility criteria at their time of need.
  - a. Breast pumps supplied by MDCH WIC Division must be given to WIC clients free of charge.
  - b. Breast pumps may not be given away in raffles, lotteries, or other similar forms of distribution.
  - c. Breast pumps may not be donated for any purpose.
7. Before issuing a breast pump, WIC staff shall train clients using a demonstration kit. Training shall include:
  - a. Assembly, use, and cleaning of the breast pump.
  - b. Handling and storage of human milk.
  - c. Who to contact if problems arise.

The WIC client should be able to perform a return demonstration of the proper assembly and use of the breast pump before leaving the local agency.

8. Documentation requirements for breast pump issuance include:
  - a. Breast pump issuance must be documented on the appropriate MI-WIC screens.
  - b. A Single-User Breast Pump Release Agreement form must be completed and signed prior to release of the pump to the WIC client. A client's electronic signature will be obtained on the form and a copy printed for the client. If there is no access to a signature pad at the time of issuance, the paper form must be used then scanned into the MI-WIC system (See Exhibit 4.06B).
  - c. Manual pumps issued using paper forms (i.e. Peer or MIHP) will be entered into MI-WIC within 10 business days.
9. Manual breast pumps are single-user pumps and shall not be returned to the local agency for re-use by another person.

### **B. GUIDANCE**

1. It is recommended that the Breastfeeding Coordinator or designee follow-up with the WIC client within 48 hours of pump issuance to determine if the pump is operating correctly and if the client is experiencing any problems using the breast pump. Clients should be instructed to discontinue using the pump if discomfort occurs and contact the local agency immediately or by the next business day.
2. If no pumps are available, the local agency should refer WIC clients to providers who sell breast pumps such as breast pump manufacturers, private lactation consultants, or durable medical equipment dealers. The local agency should provide manual expression education and ongoing breastfeeding support.
3. The local agency may use local funds to purchase spare parts for occasional repair of damaged breast pumps.

#### References:

- Federal Regulations 246.12 (n)(2), 246.13(a), 246.25
- USDA Policy Memorandum 95-15 Providing Breast Pumps to Clients
- NAWD Position Paper: Guidelines for WIC Agencies Providing Breast Pumps, 97-003

#### Cross-References:

- 1.07 Local Agency Staffing
- 4.02 Breastfeeding Training
- 4.04 Breastfeeding Equipment Inventory and Maintenance
- 4.06B Single-User Breast Pump Release Agreement

#### Exhibits:

- 4.07A Description of Manual Breast Pumps (Single-user)

**Description of Manual Breast Pumps (Single-user)**

<b>Name of Pump and Company</b>	<b>Manufacturer's Description</b>	<b>Uses</b>
<b>Avent Isis</b> By Philips-Avent	Easy one hand breast pump with Let Down Cushion™. The Isis Breast Pump is as efficient as a hospital grade electric pump, but more quiet, comfortable and portable.	Recommended uses: <ul style="list-style-type: none"> <li>• Short-term pumping</li> <li>• Occasional pumping</li> <li>• Portable pumping</li> <li>• Relief of temporary breastfeeding issues</li> <li>• Can be used daily</li> <li>• One side pumping while nursing on the other</li> </ul>
<b>Spring Express</b> By Medela	For the breastfeeding mother who wants short-term pumping. Offers unique comfort and efficiency by manual pumping in a rhythm that is just like an actual nursing infants sucking rhythm. This suck-release-relax cycle effectively draws milk out of the breasts, while helping stimulate the breasts to produce more milk.	
<b>One-Hand Breast Pump with Flexishield™</b> By Evenflo/Ameda	The patented, easy to use design provides control and flexibility simply by varying the frequency and degree of the handle squeeze. The Flexishield Areola Stimulator™ provides increased stimulation and encourages the let-down reflex.	
<b>Harmony</b> By Medela	The dual pumping pattern comes closer to the way a baby naturally breastfeeds. The two patterns mimic baby's sucking patterns for the let-down and expression phases of breastfeeding. The handle swivels allowing for more comfortable positioning on each breast. The SoftFit™ Breastshield is designed to gently massage the breast during pumping.	

# MI-WIC POLICY

## *Breastfeeding*

### 4.0 Breastfeeding

*Effective Date: 2/1/10*

### 4.08 Lost/Stolen Breastfeeding Equipment

**PURPOSE:** To implement Federal Regulations related to financial accountability for breastfeeding equipment purchased with WIC funds.

#### A. POLICY

1. Local agencies will not be financially liable for pumps not returned by clients if the procedures for tracking a multi-user breast pump are followed and documented.
  - a. Multi-user electric breast pumps are issued for one month at a time.
  - b. If return date is extended, the new return date is documented in the client's record.
  - c. All attempted contacts are documented in the client's record.
  
2. The local agency shall attempt to retrieve multiple-user electric breast pumps that are not returned by the client at the end date of the loan agreement (Refer to Exhibit 4.05B).
  - a. If the pump has not been returned, the local agency shall contact the client within two weeks of the end date of the loan agreement to arrange return of the breast pump.
  - b. If the local agency cannot contact the client, attempts shall be made to reach the contact person(s) named in the loan agreement to locate the client.
  - c. At a minimum, local agencies shall attempt to reach the client four times in the 6 weeks proceeding the return date. Each of the four attempts must be documented in the client's record in the Contact History portion of the BF Support screen.
  - d. At least one of the four documented attempts to retrieve the pump must be a letter (See Exh. 4.08A) with an attached copy of the signed loan agreement, sent by certified mail. The client should be given 10 business days to respond.
  - e. The following situations can be documented as attempted contacts:
    - i. There is no answer when you attempt to reach client by phone.
    - ii. You talk to the client, on the phone or in person.
    - iii. At the client's phone number, you leave a message on an answering machine, voicemail or with another person asking the client to call the WIC clinic.
    - iv. You send a postcard requesting the client call the clinic.
    - v. Certified letter mailed to client. Document if letter is returned.
    - vi. Contacting or leaving a message for the person (s) listed as "other contacts" on the loan agreement and ask to have client contact the clinic.
  - f. If a client tells you the pump was stolen, document the theft in the client record. No further attempts should be made to retrieve the pump. Do not lend the client another multi-user electric pump unless the client provides you with a police report.
  
3. If the above requirements have been met and the pump has still not been returned, notify the WIC Coordinator and State Breastfeeding Coordinator of the loss no later than 2 months after the pump's due date. The local agency will not be financially liable if all the above conditions have been met.

4. Local agencies shall report to the State Breastfeeding Coordinator lost, stolen or irretrievable breast pumps and/or attachment kits.
  - a. For multiple-user breastpumps that are irretrievable, lost/stolen by a client, the local agency shall forward client number and pump serial number to the State Breastfeeding Coordinator.
  - b. For equipment that is missing from clinic inventory, the local agency shall make efforts to determine the status of the missing equipment.
    - i. If it is determined that the equipment was stolen, notify the local and/or State Police to file a police report.
    - ii. If the equipment was lost or stolen, submit a letter to the State Breastfeeding Coordinator. Specify the circumstances surrounding the loss or theft, and procedures instituted to prevent further occurrences.
  - c. If the State Breastfeeding Coordinator determines there is an issue with equipment consistently being lost/stolen from clinic inventory, a review of inventory maintenance and equipment security procedures will be conducted by the State.

Reference:

Federal Regulations 246  
USDA Policy Memorandum 95-15, Providing Breast Pumps to WIC Clients

Cross-References:

1.08 Fair Hearing Procedure for Clients  
1.10 Records Retention and Destruction  
10.02 Client Compliance  
10.03 Employee Compliance

Exhibits:

4.08A: Sample Local Agency Breast Pump Retrieval Letter

**Sample Local Agency Breast Pump Retrieval Letter**

Dear name of client,

You received a multi-user electric breast pump from us on date . The loan agreement form you signed when you received the pump stated that you would return the breast pump on due/return date . It has not been returned as of this date. We have made a number of attempts to reach you by calling phone # or sending you a letter at address but have been unable to contact you.

The breast pump you were loaned is reserved for WIC mothers who have premature or sick babies in the hospital or are having breastfeeding difficulties. We hope the one loaned to you helped your situation but now we have other mothers who are in need of a breast pump. We have a limited number of pumps to lend to WIC moms, so it is important that the pump you have be returned.

If you need a breast pump to continue breastfeeding, please let the WIC staff know upon returning the electric pump. The WIC clinic may provide you with a different breast pump to help maintain your milk supply.

The breast pump you borrowed is property of the State of Michigan and must be returned. If we do not receive a reply by date , we will notify the Michigan Department of Community Health WIC Program of your failure to return the breast pump. The Michigan Department of Community Health WIC Program will decide what further actions may be taken.

Please contact WIC Staff Name at WIC phone # to make arrangements for the return of the breast pump. If you do not have transportation, a WIC staff member can make arrangements to have it picked up. It is extremely important that WIC be able to provide breast pumps to mothers who need them.

Sincerely,

Name