

#### 4.04 Breastfeeding Equipment Ordering, Inventory, Retrieval, and Maintenance

**PURPOSE:** To implement consistent processes, in compliance with federal regulations, for ordering, inventory, storage, retrieval, and maintenance of breastfeeding aids and accessories used to directly support the initiation and continuation of breastfeeding.

##### A. POLICY

1. The local agency Breastfeeding Coordinator shall oversee the breast pump program. This includes the ordering, inventory, storage, distribution, retrieval, and maintenance of breastfeeding equipment and completion of required documentation. (See Policy 1.07, Local Agency Staffing and Training and Policy 1.07F, Breastfeeding Coordinator).
2. Ordering
  - a. The local agency shall submit order requests for breast pumps, attachment kits, and specialty items annually to the State agency. The State agency shall review local agency order requests based on breastfeeding client caseloads to determine appropriate order quantities balancing breastfeeding promotion goals with cost accountability.
  - b. Peer counseling funds cannot be used to purchase breastfeeding aids or incentives for clients. (See Policy 11.02, Program Incentive Items).
3. Inventory
  - a. Criteria for storage includes:
    - i. All breast pumps, attachment kits and other breastfeeding aids shall be stored in a locked area that is clean, dry, and free of infestation with limited staff access.
    - ii. Personal use breast pumps and attachment kits must be stored in original, unopened, individual packaging until issuance to a client.
  - b. Local agencies shall determine a process to ensure utilization of oldest products first (e.g., dating the exterior packaging of pumps/kits upon receiving items). This will be completed to prevent items from deteriorating.
  - c. Local agencies shall perform at minimum a quarterly physical inventory of all breast pumps and attachment kits at the clinic level. A physical inventory shall be completed prior to submitting the annual supply order to the State agency.
  - d. Reconciliation of breastfeeding equipment shall be completed at each quarterly physical inventory and prior to the addition of new shipments.
    - i. Discrepancies between the physical inventory and MI-WIC system shall be investigated by the local agency Breastfeeding Coordinator.
    - ii. The local agency Breastfeeding Coordinator shall report recurring discrepancies or lost

multiple-user pumps to the State agency. Report shall include circumstances surrounding the loss or theft and procedures instituted to prevent further occurrences.

- iii. Repeated reports of lost/stolen equipment from clinic inventory will result in the State agency conducting a review of local agency's inventory, maintenance, and equipment security procedures.

#### 4. Retrieval

- a. Local agencies loaning multiple-user pumps must comply with MI-WIC Policy 4.05 (Breastfeeding Equipment Issuance and Documentation) to aid in retrieval and prevent fraud or loss.
- b. The local agency shall attempt to retrieve multiple-user breast pumps not returned by the client at the end date of the loan agreement.
  - i. The local agency shall contact the client or contact person(s) within two weeks of the end date of the loan agreement to arrange return of the pump.
  - ii. At minimum, local agencies shall attempt to reach the client four times in the six weeks after the return date. Each attempt or contact must be documented in the client's record, including method of attempt.
  - iii. At least one of the four documented attempts to retrieve the pump must be a letter with an attached copy of the signed loan agreement, sent by certified mail. The client should be given ten business days to respond. Document if the letter is returned.
  - iv. Notify the State agency of the loss no later than two months after the pump's due date. Details must include client ID number and pump serial number.
- c. The local agency will not be financially liable if all the above conditions have been met.

#### 5. Maintenance

- a. Returned multiple-user pumps require cleaning and examination prior to being placed in stock. Refer to guidance section for recommended process.
- b. Pumps requiring additional cleaning due to contamination shall be returned to the manufacturer. Fees associated with the sanitation shall be the responsibility of the local agency.
- c. The local agency is responsible for contacting manufacturer to verify warranty information on broken or defective multiple-user pumps. Multiple-user pumps no longer serviceable or having reached their usable life (five plus years) shall be marked in inventory as salvaged and disposed.
- d. If the pump has a mechanical failure, is over five years old, and been routinely used, mark in inventory as salvaged and discard. For pumps less than five years old and not under warranty, the local agency shall contact the State agency. A determination will be made on

whether to repair or dispose (recycle) the pump. The decision shall be documented by the local agency in the administration module of the MI-WIC system.

- e. When helping a client with a broken or defective personal use pump, the local agency is responsible for:
  - i. Contacting the pump manufacturer to verify warranty information.
  - ii. Arranging replacement of a defective pump.
  - iii. Ensuring the client returns the item to the local agency.

### **B. GUIDANCE**

1. Process for when a multiple user pump is returned to the agency.
  - a. Thoroughly inspect the pump and pump case for damage.
  - b. Ensure all pump parts are present.
  - c. Plug in pump and use pressure gauge to determine if pump is working properly.
  - d. Clean the pump case, the exterior of the pump and all accessible areas with water and soap, then a disinfectant, or according to the manufacturer's instructions. Use compressed air to clean pump crevices.
  - e. Place pump in "In Stock" status in the administration module of the MI-WIC system.
2. The local agency may use Nutrition Services and Administration funds to purchase allowable breastfeeding aids. (See USDA Breastfeeding Policy and Guidance 5.3 Allowable WIC Breastfeeding Aids).

#### Reference:

7 CFR 246.12 (n)(2)

NAWD Position Paper: Guidelines for WIC Agencies Providing Breast Pumps (97-003)

[USDA WIC Breastfeeding Policy and Guidance, July 2016](#)

#### Cross-Reference:

1.07 Local Agency Staffing and Training

4.05 Breastfeeding Equipment Issuance and Documentation

11.02 Program Incentive items