New Breastfeeding Peer Counselor Orientation Checklist

PC Name: _____ Hire Date: _____

Regional LC Name: _____

Does the PC and local agency coordinator prefer in-person or virtual training? (Circle preference)

Training Dates and Setting/ Method: _____

Training Dates and Setting/ Method: _____

Training Dates and Setting/ Method: _____

Pre-Orientation Assessment

No	In Progress	Yes	
			Have you already completed the New Staff Training Checklist and Peer Counselor Orientation with your local agency?
			Have you taken the Implicit Bias Training through your local agency, MDHHS Health Equity website or Systemic Racism in LMS module, including the Implicit Bias self-assessment?
			Have you registered and completed Breastfeeding Basics?
			Have you registered and completed the 2-hour online H.U.G. Your Baby training?
			Have you completed the required CCS training (required within 6 months of hire): 'Rethinking How We Listen & Respond'? • Log in to wichealth.org/support. • Click on Staff Training Academy. • Under 'Rethinking How We Listen and Respond', click Start Course. • Complete lessons 1-6.
			Have you observed another PC making phone calls or assisting a client with breast/chestfeeding in the clinic? You might find the Job Shadowing PC Log a helpful tool to use when observing another PC.
			Have you observed a WIC CPA certifying a pregnant or breast/chestfeeding client for WIC?
			Have you observed an IBCLC or other lactation expert assisting a new client with breast/chestfeeding in a hospital or WIC clinic?
			Do you have a PC mentor within your WIC office (e.g., Senior Peer, Peer Manager, IBCLC)?
			Complete and review Mapping the Journey: Peer Counselor Learning Topics with Regional LC.

What do you think are your strengths?

What are some areas for growth?

What burning questions do you have?

Have you located these books in your local agency?

- ☐ Mother's Milk and Medications, Thomas Hale
  - Website: Infant Risk Center
  - Phone: 1-806-352-2519
- ☐ Breastfeeding Answers 2nd edition, Nancy Mohrbacher

Review these topics and discuss how they apply to the BFPC position with Regional LC.

Know nothing	Know a little	Know a lot	Topic
			WIC Foods: Michigan WIC Food Guide
			MDHHS WIC website: Breastfeeding for WIC Staff
			MDHHS WIC Policies • Policy 12.01 Peer Counselor Orientation • Policy 12.02 Peer After-Hours Availability • Policy 1.07A Staff Training Plan • Policy APO 220 MDHHS Lactation Policy (policy example) • Policy 4.03 Contraindications or Modifications to Breastfeeding
			Peer Job Descriptions: • USDA Loving Support Peer Counselor Job Description • Michigan WIC Breastfeeding Peer Counselor
			Orientation with Local Agency: • Peer Counselor Orientation Guide for Peer Manager • New WIC Staff Training Checklist
			Orientation with Regional LC: • Regional LC Map • Career Ladder Opportunities
			Peer Counselor Training Resources: • Breastfeeding and Peer Counselor Trainings (MPHI website) • Breastfeeding Webinars, Conferences, and Trainings (WIC website) • The PC Guide for MI-WIC Documentation webcast • Pregnancy and Infant Loss: A Journey of Hope & Support webcast **Four Required Annual Trainings:** 1. Michigan WIC Training & Educational Conference or State-designated alternative 2. Statewide Peer Update 3. Regional Peer Counselor Training 4. Winter Breastfeeding Training/Webinar

Know nothing	Know a little	Know a lot	Topic
			WIC Staff Tools and Guides • Circle of Care: Roles, Scope of Practice and Referrals • Clinical Summaries • Lactation Training Handbooks • Donor Milk for Mothers Living with HIV • Breastfeeding Food Packages • MI-WIC Guidance on Documentation on Breastfeeding Support Tab • Milk Sharing Information
			Peer-Specific Tools • Breastfeeding Anticipatory Guidance Topics and Timing • Michigan WIC Breastfeeding Peer Counselor Directory • Level 2 Counseling Videos, Handouts and Post-Tests • Job Shadowing Peer Counselor Log • Peer Counselor Intake Form • Scope of Practice for BFPC (from USDA) • When to Yield to a CLS or IBCLC
			Pumps and Milk Expression Prior to issuing pumps to clients, peers must receive milk expression training from the agency's Breastfeeding Coordinator (BFC). • Prenatal Milk Expression Talking Points for WIC Staff • Breast Pump Descriptions • Single-User Release Agreement • Multi-User Loan and Release Agreement • Loaner Return Receipt • How to Use and Troubleshoot Your WIC Breast Pump • How to Fit Breast Pump Flanges • Breast Milk Storage and Preparation - CDC • Hand Expression - Stanford Medicine • USDA Breastfeeding Support: Going Back to Work

Client Education Resources

- ☐ Breast/Chestfeeding Resources for Families – review website and click through each resource provided.
- ☐ MDHHS WIC Breastfeeding for WIC Staff – Scroll to Client Education Resources
- ☐ Michigan WIC Breastfeeding Warmline
- ☐ *Breastfeeding Your Newborn Baby* Ask your local agency breastfeeding coordinator for the password. Note: do not share the password with clients or partners.
- ☐ Ready, Set, BABY! resources to download and use when educating clients
- ☐ Coffective – Michigan Tools Training Tools and Handouts
- ☐ Physician Guide to Breastfeeding – Evidenced-based breastfeeding guidance for families.
- ☐ Stanford Medicine Videos – Newborn Nursery videos.
- ☐ Infant Cues and Behaviors – from HUG Your Baby
- ☐ Breastfeeding (Center for Disease Control)
- ☐ IABLE Education and Resources
- ☐ First Droplets – Evidenced-based videos and information about breastfeeding
- ☐ Alternative Feeding Methods for Newborns | Health Link BC. Note: the hand expression technique in this video is not recommended

These are apps you can look at. Do you have ideas on other apps?

- ☐ Breastfeeding Solutions: An Interactive Guide to Solve Common Breastfeeding Problems ($1.99)
- ☐ InfantRisk Center (free)
- ☐ MommyMeds (free)
- ☐ Medications and Mother's Milk by Hale (intro is free and full of good information)
- ☐ Breastfeeding Management 2 ($1.99) (Available for *iPhones only*) Clinical management of breastfeeding problems by MA Breastfeeding Coalition
- ☐ WIC Client Connect (free)
- ☐ irthapp (free) The only app where you can find prenatal, birthing, postpartum and pediatric reviews

Research, Policy and Advocacy

Review and discuss how to use:

- ☐ Academy of Breastfeeding Medicine – Protocols and Parent Handouts
- ☐ PUMP for Nursing Mothers Act: What You Should Know
- ☐ Michigan Breastfeeding Network – Breastfeeding advocacy, education, and community building.
- ☐ Breastfeeding State Laws
- ☐ Wage and Hour Division Fact #73 FLSA Protection for Employees to Pump Breastmilk at Work
- ☐ WIC Breastfeeding Supporters of Color Network – Monthly meetings held the third Thursday of each month.

Mentoring & Observations: Shadowing time with LA staff, Regional LC and BFPC (See One, Do One, Teach One)

Know nothing	Know a little	Know a lot	Topic
			Phone Calls/Texting • Client-centered phone skills when calling clients. • USDA Level 2 Handout: Telephone Tips • Text Scripts for Peer Counselors from Indiana WIC
			Knowledge of clinic flow and how the peer is integrated into client visits.
			Knowledge of agency infant feeding classes or support groups? Infant Feeding Classes - Google Drive has ideas for creating a class.
			Knowledge and experience with facilitating an interactive group discussion that is participant-centered? What's your comfort level?
			Cultural Competency • Knowledge regarding cultural awareness? • Knowledge of cultural communities your agency serves.
			Client Confidentiality • Knowledge of maintaining client confidentiality? • A Photo Consent Form should be signed by the client before taking pics of clients to share in the clinic or online.
			Knowledge of your agency's policy on doing home, hospital visits, telehealth?

Know nothing	Know a little	Know a lot	Topic
			Breast Pumps • Knowledge regarding breast pumps and the proper methods for collecting and storing human milk. • Knowledge regarding how to clean personal pumps and loaner pumps. • Knowledge of your agency's process for issuing breast pumps. • Knowledge of how to determine best flange fit.

Client Contact Observation & Technique Demonstration

Regional LC will observe the peer performing a client counseling session using the PC Observation Tool.

Know nothing	Know a little	Know a lot	Topic
			Knowledge of how to demonstrate/teach Hand Expression?
			Knowledge of how to demonstrate/teach Hands on Pumping?
			Knowledge of how to demonstrate/teach Reverse Pressure Softening?
			Knowledge of how to demonstrate/teach Breast Compression?
			Knowledge of how to demonstrate/teach Positioning and Latching?
			Knowledge of how to demonstrate/teach Lymphatic Massage?
			Knowledge of how to demonstrate/teach Paced Bottle Feeding?
			Knowledge of how to document encounter?

What went well during the orientation? What are the peer's strengths?

What are opportunities for growth for the peer? What will they work on? Consider upcoming required training, information on peer sharing meetings for their region, Breastfeeding Supporters of Color Network, attend a local coalition meeting, schedule next check-in meeting with the Regional LC.

Peer Counselor Signature: _____ Date: _____

Regional LC Signature: _____ Date: _____