

# Peer Counselor Orientation Guide for Peer Managers

This document is a helpful tool for Peer Managers training new Peer Counselors. Feel free to adapt it to meet your LA needs.

## Basic Orientation

- Workspace Orientation
  - Email Access
- Clinic Orientation
  - Staff names
  - Clinic numbers and extensions
  - WIC Schedule and locations
  - Dress Code
  - Lactation Room
- Human Resources
  - Timesheet
  - Requesting time off
  - Mileage reimbursement and documentation
- MI-WIC Access
  - Confidentiality Statement
- Warm Line Orientation
  - Security settings (pin, pattern, etc.)
  - Voicemail greeting
  - Texting guidelines
  - Expected normal clinic hours and after hours.

## Online Modules:

- Complete Michigan WIC Civil Rights Training- must pass with a 70%- please print copy of quiz once completed <https://courses.mihealth.org/PUBLIC/home.html>
- Complete MI-WIC LMS Clinic Module Training <https://courses.mihealth.org/PUBLIC/home.html>
- Watch Client Centered Services (CCS) Webcasts (role-specific) [https://www.michigan.gov/mdhhs/0,5885,7-339-71547\\_4910\\_19205-448628--,00.html](https://www.michigan.gov/mdhhs/0,5885,7-339-71547_4910_19205-448628--,00.html)
  - Scroll down to the “CCS Skill Building” Section
  - Click on the bubble “Webcast for CPA/RD/BF Peer” and watch the webcasts:
    - Continuity of Care: Why it Takes a Team
    - Approaching Sensitive Issues in WIC Nutrition Counseling
    - Evoking and Building Motivation for Change
    - Client Centered Goal Setting
- Complete Wichealth.org Client Centered Services Online Training: <https://www.wichealth.org/Account/Login>
  - Sign in with LA sign-in information Click on “Academy” at bottom.
  - Complete the following:
    1. Rethinking How We Listen and Respond in WIC
    2. Communicate to Motivate

## Website Review:

- [About WIC and Eligibility](#)
- [Breastfeeding for WIC Staff](#) webpage
  - USDA Loving Support [PC Job Description](#)
- Review Scope of Practice:
  - [Scope of Practice for the Peer Counselor](#) from the USDA WIC Breastfeeding Curriculum
  - [Lactation Circle of Care: Roles, Scope and Referrals](#)

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- Policies
- [Checklist for Orientation with Regional Lactation Consultant](#). To be completed with Regional LC.
- Food packages and categories
  - [Breastfeeding Food Package Cheat Sheet](#)
  - [Breastfeeding Food Package Guidance](#)

#### **In-Person WIC Clinic Orientation:**

- [Breast pump](#) location, inventory & distribution
- Breastfeeding and Infant Feeding [Classes](#)
- Breastfeeding Support Groups
- Observe Clerical Staff
- Observe CPA Staff
- [Breastfeeding Documentation in MI-WIC](#)
- Collective use in clinic, if applicable.
- Peer Counselor integration into the WIC clinic workflow
- Learn how to complete activity reports.
  - [Activity Log](#)
  - [Activity Log Instructions](#)
- Learn how to obtain required [reports](#)
  - Peer Counselor Contact Report
  - Client Call Back Report
- How to promote a breastfeeding-friendly clinic environment

#### **Other tasks to complete:**

- Obtain the following books from local agency or email the State Breastfeeding team:
  - Mother's Milk and Medications, Thomas Hale
  - Breastfeeding Answers: A Guide for Helping Families (Second Edition), Nancy Mohrbacher
- Register for/ attend upcoming [Breastfeeding Basics Training](#)
- Register for [HUG Your Baby Training](#)
- Schedule orientation with [Regional Lactation Consultant](#). It is encouraged that all the tasks above be completed prior to breastfeeding-specific training with the LC.
- Shadow local agency lactation consultant and another peer counselor (ideally from another local agency, if possible)

**\*\*\* Prior to seeing clients, the PC must either attend Breastfeeding Basics or receive orientation with the Regional LC.**