

Alaska WIC BFPC Policies

Documentation of Participant BFPC Contacts

The local BFPC Supervisor will instruct peer counselors to document contacts in the AK WIC MIS system and on local agency provided tally forms.

The local BFPC Supervisor will:

- Explain the purpose of documentation to peer counselors during BFPC training.
- Instruct BFPC to document the following:
 - All contacts with prenatal and breastfeeding women, including the type of contact, education provided and referrals made.
 - Keep tally on the forms provided by the local WIC agency of all BFPC contacts and attempted contacts.
 - When making contacts outside of the clinic, document on contact logs and transfer to the current MIS system as soon as possible.
- BFPC contacts may not count as a nutrition education contact.

Cell phones

Peer counselors using cell phones for BFPC business should follow their Local Agency policies on cell phone use.

- A voice mail message shall prompt the participant to leave a message if the line is busy or if the peer counselor is not available.
- The cell phone may be turned off when the peer counselor is not available to take calls due to personal obligations and family time.
- When the peer counselor is unavailable for an extended period of time, calls shall be forwarded to another peer counselor.
- When the peer counselor discontinues providing services for the WIC program, the cell phone should be returned to the local agency.

How Often to Contact Mothers

Ensure peer counseling program participants are minimally contacted at the following frequency intervals.

Timing	Purpose
Within 30 days of enrolling	Get acquainted. Verify information. Offer encouragement and support. Help participant identify sources of support. Identify any informational needs or concerns.
Pregnancy	Discuss how to advocate for herself & her baby, as well as ask others to advocate on her behalf in hospital. Obtain permission to visit

	participant in hospital, if appropriate.
Within the 1 st week postpartum	Help participant assess whether breastfeeding is going well, particularly regarding positioning, latch, frequency and signs of milk transfer. Review supply & demand & the importance of exclusive breastfeeding. Refer participant to lactation help, if needed.
Within the 2 nd week post partum	Identify early breastfeeding problems, such as nipple pain, mother's concerns regarding milk supply, growth spurts, etc. Assist participant with WIC if needed, ensuring an enhanced breastfeeding package and an appointment for recertification.
Months 1 to 6	Anticipatory guidance for return to work or school. Assist participant in obtaining a breast pump if appropriate. Support for return to work or school. Encourage participant to continue exclusive breastfeeding and wait until infant is ready for solids at 6 months of age.
Months 7 to 12	As needed.