
SECTION: BREASTFEEDING PROMOTION AND SUPPORT
SUBJECT: Lactation Support Equipment
ITEM: *Local Agency Electric Breast Pump Loan Program and Policy*



Policy

Local agencies shall:

- facilitate timely access to free electric breast pumps for WIC participants who meet local agency criteria,
 - inform appropriate staff of prioritized criteria for determining which participants are eligible to borrow an electric breast pump,
 - track, clean, and maintain electric breast pumps in good working order,
 - provide education to participants on the use of electric breast pumps,
 - make a reasonable effort to retrieve electric breast pumps that are not returned when requested, and refer to the WIC Branch for collection efforts if unsuccessful,
 - not terminate or suspend participants, or deny WIC benefits for failure to return pumps.
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Basis for policy

WIC Nutrition Services Standards 13 D (5)
WRO All States Memorandum 95-138
WRO All States Memorandum 99-92

Minimum requirements

Local agencies shall:

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| Written Policy | Establish policies and procedures for agency's breast pump loan program. Local agencies may use the sample policy and procedures developed by the State or develop their own with State approval. |
| Prioritized Criteria | Utilize a system of prioritized criteria for loaning electric breast pumps when supply of electric breast pumps is limited. |
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Minimum requirements (cont'd)**Inventory Control**

- Maintain an inventory control system for all electric breast pumps.
- Ensure that all electric breast pumps purchased with WIC funds are identified by a State tag and the agency's name or ID and phone number written in indelible ink (or etched on the outside of the pump).
- Store electric breast pumps in a secure location (a building that is locked at the end of the business day) and in an area that is not easily accessible to WIC participants.

Cleaning and Maintaining Electric Breast Pumps

- Clean breast pumps after they are returned and/or prior to loaning to another participant and check for pest infestation.
- Routinely assess each electric breast pump for effectiveness.
- Maintain electric breast pumps in working order.

Participant Loan Agreement

- Loan electric breast pumps, free of charge, without a monetary deposit.
- Require participants to sign a loan agreement that includes sufficient information to attempt to recover electric breast pumps. Local agencies may request that the participant or a co-signer provide their Social Security Number and/or Driver's License Number. However, if this information is unavailable, the pump loan may not be denied.
- Ensure the loan agreement outlines the responsibility of participant to:
 - Be subject to a financial penalty if the pump is not returned,
 - Maintain monthly contact with the local agency,
 - Notify the local agency immediately if there is a change to their name, address and/or telephone number, and the co-signer if applicable,
 - Use the electric breast pump and kit according to instructions for assembly, use and cleaning,
 - Keep the electric breast pump in their possession,
 - Return the electric breast pump in clean condition by the due date, or earlier if requested, or immediately under any of the following circumstances:
 - the pump becomes damaged or ineffective,
 - they are no longer using the pump,
 - they are no longer receiving WIC services, or
 - they are transferred to another agency.

Minimum requirements (cont'd)**Participant Education**

- Ensure that a trained, designated staff person demonstrates assembly and use of the electric breast pump and kit and provides instructions for cleaning.*
- Ensure that the participant is able to:
 - Demonstrate assembly and use of the electric pump and kit and verbally explain how to clean the electric breast pump.
 - Explain proper milk storage guidelines.
 - Describe how she will establish and/or maintain milk supply.
 - Describe when to seek help and who to contact if questions arise.

*Exceptions may be made for participants who have used the pump before and decline instructions.

Follow-up Support and Documentation

- Document in ISIS under “Family Comments” that a participant was loaned an electric breast pump and issue a “hold”.
- Contact participant at least monthly to evaluate the need for electric breast pump, to provide breastfeeding support and track equipment. Document contact.
- Maintain a hold in ISIS as long as the mom is using the WIC electric pump.

Quality Assurance/Evaluation

Obtain feedback from participants for quality assurance purposes and to evaluate the effectiveness of the pump loan program.

Stolen Pumps

Ensure participants are exempt from a financial penalty if the electric breast pump was stolen and documented with a police report.

Minimum requirements (cont'd)

- Lost Pumps Make a reasonable effort to retrieve electric breast pumps that are not returned to the local WIC agency after the date specified in the loan agreement contract. At a minimum, local agencies shall:
- Develop procedures to attempt to recover an electric breast pump from a participant who has transferred from another agency and has an electric pump from a previous agency.
 - Contact participant by phone to attempt to recover pump and if unsuccessful mail one letter to participant and cosigner, if applicable.
 - Provide a copy of the loan agreement to the WIC Branch Program Integrity Unit for further collection efforts if the above actions are unsuccessful in recovering the pump.
 - Request removal of the electric breast pump from local agency inventory if the pump is not recovered within three months of contacting the WIC Branch Program Integrity Unit.
 - Notify the WIC Branch Program Integrity Unit if participant returns the pump to the local agency after collection efforts have begun.
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Recommended

The following are recommended practices:

Staffing Allocate sufficient staff hours (approximately .5 FTE/100 electric breast pumps) for managing a pump loan program.

Storing Pumps Store electric breast pumps in a locked cabinet with limited access to keys.

ISIS Documenta- tion Document in ISIS the breast pump identification number (serial number or the number the local agency designates for the pump).

Follow-up Support Contact participants within one week of pump loan to assess need for breastfeeding support, and refer if needed to local support services. Document contact.

Best practices **The following are best practices:**

Timely Provision of Breast Pumps Provide mothers who meet prioritized criteria with an electric breast pump within one working day of request.

Participant Competency Observe participants expressing milk with the electric pump on site when needed.

Follow-up Support/ Lactation Management

- Hire or contract with an International Board Certified Lactation Consultant (IBCLC) whose time is designated to provide staff and participant support.
- Designate a lactation specialist (i.e. IBCLC, breastfeeding peer counselor or trained staff person) to contact participants:
 - within 24 hours after the loan of an electric breast pump to ensure that the pump is operating correctly and that the mother is using it properly.
 - every 2 – 3 days until an adequate milk supply is achieved or participant indicates assistance is no longer needed.
 - every two weeks for a sick or hospitalized infant to support mothers in maintaining an adequate milk supply.

Quality Assurance/ Evaluation Obtain feedback from **each** participant who is loaned an electric pump for quality assurance purposes and to evaluate the effectiveness of the pump loan program.

Hospital Collaboration

- Identify local hospitals with labor and delivery services and their policies related to the provision of electric breast pumps to mothers who are unable to breastfeed their babies.
- Ensure that local hospital perinatal staff are aware of WIC services, including your electric breast pump loan program, so they may be able to refer to WIC for an electric breast pump, if needed, upon discharge.

Certified Letter Document the mailing of a **certified**, return receipt requested, letter instructing the participant and co-signer, if applicable, to return the electric breast pump.
