

California WIC

Training Manual

2010

A Self-Paced Manual for WIC Staff

California Department of Public Health
Women, Infants, and Children Supplemental Nutrition Program
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TABLE OF CONTENTS

TASK I: COMMUNICATION AND CULTURAL COMPETENCE

- Module A: Customer Service
- Module B: Communication: Verbal and Nonverbal
- Module C: Working with Diverse Staff and Participants
- Module D: Civil Rights, Confidentiality, Sexual Harassment, and Child Abuse

TASK II: CERTIFICATION AND RECERTIFICATION

- Module A: Overview of WIC Services
- Module B: Certification and Subsequent Certification (recertification)
- Module C: Basic Information about Nutrition Education Contacts and NEP

TASK III: HEALTH ASSESSMENT

- Module A: Basic Nutrition
- Module B: Nutrition and Health Assessment
- Module C: Prenatal Nutrition and Breastfeeding Promotion
- Module D: Post-Partum Nutrition and Breastfeeding Support
- Module E: Infant Nutrition
- Module F: Child Nutrition
- Module G: Nutrition and Health Referrals

TASK IV: INDIVIDUAL EDUCATION

- Module A: Individual Education Skills
- Module B: Participant Centered Education

TASK V: FOOD INSTRUMENTS AND FOOD PACKAGES

- Module A: Prescribing Food Instruments
- Module B: Issuing Food Instruments

TASK VI: GROUP EDUCATION

- Module A: Adult Learning Theory
- Module B: Facilitating a Class

INTRODUCTION

Welcome

Welcome to the *California WIC Training Manual*.

Purpose

This manual was designed for you to learn independently at your own pace. It was designed mainly for paraprofessionals so they can become certified WIC Nutrition Assistants (WNA's).

Other WIC staff can also use this manual to:

- “brush up” on their skills,
 - review content, and/or
 - learn new information.
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Content

This manual covers the 6 tasks for certification. Each of these tasks is split into learning modules.

Learning Modules

There are 6 Tasks and each contains learning modules. Each of these learning modules contain:

- Overview
 - Content
 - Progress Check
 - Learning Activities
 - Progress Check Answers
 - Additional Resources
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Additional Resources

If you are curious to learn more information about different topics throughout the tasks, use the additional resources

ADDITIONAL RESOURCES

GENERAL RESOURCES

- National WIC Association, <http://www.nwica.org>
- California Department of Public Health Women, Infants, and Children Program, <http://www.cdph.ca.gov>
- WIC Program Manual (WPM)
 - To find an online copy of the WPM:
 - 1) Go to the California Department of Public Health’s website for the Women, Infants and Children Program:
 - o <http://www.cdph.ca.gov>
 - 2) Under “Professional Resources,” click on the “Local WIC Agencies” link
 - 3) Under “Administrative,” click on the “WIC Program Manual Link”
 - 4) You will find the WIC Program Manual Index here

The chart below tells you where to find the policies and procedures pertaining to each section of the Training Manual:

TASK	WPM Policy
I: Communication and Cultural Competence	<ul style="list-style-type: none"> • 100: Administrative Policies and Practices: • 120’s: Confidentiality and Child Abuse Reporting • 190’s: Civil Rights and Substance Abuse Trainings • 500: Participant’s Rights
II: Certification and Recertification	<ul style="list-style-type: none"> • 200: Nutrition Assessment and Certification • 500: Participant’s Rights • 900 – 1000: Appendix
III: Health Assessment	<ul style="list-style-type: none"> • 400: Nutrition Education • 600: Breastfeeding Promotion and Support • 700: Health Linkages, Outreach and Referrals • 900 – 1000: Appendix
IV: Individual Education	<ul style="list-style-type: none"> • 400: Nutrition Education
V: Food Instruments and Food Packages	<ul style="list-style-type: none"> • 300 :Food Delivery System
VI: Group Education	<ul style="list-style-type: none"> • 400: Nutrition Education

TASK SPECIFIC RESOURCES

Task I: Communication and Cultural Competence

- WIC Learning Center: http://www.nal.usda.gov/wicworks/Learning_Center
 - “WIC Clinic Environment and Customer Service”
- FISH Philosophy: www.charthouse.com
- WIC Civil Rights Training:
www.cdph.ca.gov/programs/wicworks/Pages/WICCivilRightsTraining.aspx
- CA WIC Training: “Be a Service Star: Customer Service”
- CA WIC Training: “Cultural Diversity”
- Good Communication Skills: www.goodcommunicationskills.net

Task II: Certification and Recertification

- Refer to General Resources
- WIC Learning Center: http://www.nal.usda.gov/wicworks/Learning_Center
 - “Nutrition Assessment and WIC Certification”

Task III: Health Assessment

General

- USDA’s “MyPyramid”: <http://www.mypyramid.gov>
 - Under “Specific Audiences”
 - Preschoolers (2-5 yrs)
 - Pregnancy & Breastfeeding
 - General Population
- WIC Learning Center: http://www.nal.usda.gov/wicworks/Learning_Center
 - “Breastfeeding Promotion and Support”
 - “Nutrition Assessment and WIC Certification”
 - “Nutrition Education, Counseling, Materials and Evaluation”
 - “Program Coordination and Participant Referrals”
- USDA National Agriculture Library, Food and Nutrition Information Center:
<http://www.fnic.nal.usda.gov>
 - “Lifecycle Nutrition”

Prenatal, Post-Partum, Breastfeeding Women

- Medline-Plus: Folic Acid: <http://www.nlm.nih.gov/medlineplus/folicacid.html>
- March of Dimes: *March of Dimes Birth Defects Foundation*:
<http://www.marchofdimes.com/>
- Maternal and Child Health Bureau: <http://www.mchb.hrsa.gov/>

- Healthy Pregnancy: *DHHS. National Women's Health Information Center.*
<http://www.womenshealth.gov/pregnancy/>
- What to Expect When You're Expecting, Heidi Murkoff, Fourth Edition, 2008
- California WIC Breastfeeding Peer Counseling Manual "Mother's Helping Mothers"
- Breastfeeding: *DHHS. Centers for Disease Control and Prevention.*
<http://www.cdc.gov/breastfeeding/index.htm>
- Breastfeeding - Best for Baby. Best for Mom.: *DHHS. OWH. National Women's Health Information Center.*
<http://www.womenshealth.gov/Breastfeeding/index.cfm?page=home>
- La Leche League International: <http://www.llli.org>
- Promotion of Mother's Milk: <http://www.promom.org/>
- Kellymom: <http://www.kellymom.com>
- Nursing Mother, Working Mother, Gayle Pryor
- Medications and Mothers' Milk 2004, Thomas Hale, PhD
- The Womanly Art of Breastfeeding, Seventh edition, Le Leche League International

Infant & Child

- MedlinePlus: Infant and Toddler Nutrition:
<http://www.nlm.nih.gov/medlineplus/infantandtoddlernutrition.html>
- What to Expect the First Year, Heidi Murkoff, 2003
- What to Expect the Toddler Years, Heidi Murkoff, 1996
- Ellyn Satter Associates: "Ellyn Satter's Division of Responsibility in Feeding",
<http://www.ellynsatter.com>
- Ellyn Satter's Books:
 - Child of Mine
 - How to Get Your Kid to Eat
 - Secrets of Feeding a Healthy Family
 - Your Child's Weight: Helping Without Harming
- Secrets of Baby Behavior, Jane Heinig, PhD, IBCLC:
<http://www.secretsofbabybehavior.com>
- University of California, Human Lactation Center, <http://lactation.ucdavis.edu>

Task IV: Individual Education

- Motivational Interviewing: <http://www.motivationalinterview.org>
- WIC Learning Center: VENA (Value Enhanced Nutrition Assessment),
http://www.nal.usda.gov/wicworks/Learning_Center/Assessment_VENA.html
- Building Motivational Interviewing Skills: A Practitioner's Workbook, David B. Rosengren, 2009
- Motivational Interviewing in Health Care: Helping Patients Change Behavior, Rollnick, Miller, Butler, 2007
- Motivational Interviewing: Preparing People for Change (2nd edition), Miller, Rollnick, 2002

- California WIC Staff Incentives and Workshop Designs
 - “Rolling with Resistance”
 - “Open Questions”
- California WIC Statewide Projects, Initiatives and Studies:
 - “Finding the Teacher Within”
 - “Family-Centered Education”

Task V: Food Instruments and Food Packages

- Refer to General Resources
- WIC Learning Center: http://www.nal.usda.gov/wicworks/Learning_Center
 - “WIC Foods and Food Packages”

Task VI: Group Education

- Global Learning Partners: www.globalearning.com
- Toastmasters International, <http://www.toastmasters.org>
- California WIC Staff Incentives and Workshop Designs
 - “Affirm, Add and Move On”
 - “Rolling with Resistance”
 - “Open Questions”
 - “Teacher Safety: What to Do if You Don’t Know”
- California WIC Statewide Projects, Initiatives and Studies:
 - “Finding the Teacher Within”
 - “Family-Centered Education”
 - “Learner-Centered Group Education Evaluation”