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WIC Nutritionist Orientation Checklist

The activities listed for the week are based on a full-time Nutritionist position; adjust activities per your WIC work schedule.

Pre activity				
√	Learn about WIC	Links/sites/addresses	Activity	Time Estimate
	WIC Coordinator gets you a Microsoft account for computer/laptop	Contact Help Desk: 1-888-457-2467	If your agency doesn't use a DOH computer, this will be a Local Agency request process.	15 minutes
	Gain access to The Learning Center (TLC)	"Learning Center Account form (Excel)" found here	WIC Coordinator completes and submits form to WAWICTraining@doh.wa.gov The WIC Coordinator will receive a notification when your account is active. Note: It may take a week to gain access to LC after WIC Coordinator submitted the form	10 minutes to complete form
	Contact Local Program Consultant (LPC) and introduce yourself.	Ask the WIC Coordinator to inquire who is your agency's LPC.	Add your LPC's name and telephone number here: Call the LPC and introduce yourself.	5 minutes
	Log into Learning Center for first time.	Follow step-by-step instructions for logging into Learning Center Materials for Learning Center for WIC Staff are provided on the Learning Center webpage	Search "DOH STATE WIC" and note all the courses available for staff.	5 minutes

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Pre activity				
v	Learn about WIC	Links/sites/addresses	Activity	Time Estimate
	Contact Cascades Support	1-800-841-1410, press 3, press 2	Ask for the <i>Service Code</i> for SAW and TEST SAW; keep them handy for the next two activities.	5 minutes
	Gain access to Cascades by setting up a SAW account	<ol style="list-style-type: none"> Ask the WIC Coordinator for your user account in Cascades (production) and the Cascades Sandbox. Note: Contact Cascades Support (1-800-841-1410, press 3, press 2) if the WIC Coordinator is unable to provide you the user account. Use the SAW for Cascades Production: Handout B found here Contact Cascades Support to get the Service Code (if you haven't already) 	<p>The WIC Coordinator must make an entry into Cascades <i>before</i> you can complete the instructions. Follow the step-by-step instructions.</p> <p>Note: You may already have a SAW account if you renew your state licenses using the internet. If so, begin the directions on Step 6.</p> <p>Call Cascades Support if you need help at 1-800-841-1410, press 3, press 2.</p>	30 – 45 minutes
	Gain access to Cascades Sandbox by setting up a Test SAW account	<ol style="list-style-type: none"> Ask the WIC Coordinator for your user account for the Cascades Sandbox. Note: Contact Cascades Support (1-800-841-1410, press 3, press 2) if the WIC Coordinator is unable to provide you the user account. Use the Test SAW for Cascades Sandbox, Handout 2 found here. 	<p>The WIC Coordinator must make an entry into Cascades Sandbox <i>before</i> you can complete the instructions. Follow the step-by-step instructions (these are identical steps from Cascades access above, except you're using a different service code)</p> <p>The Sandbox is an area for staff to play and not impact participant data. Explore</p>	30-45 minutes

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Pre activity				
v	Learn about WIC	Links/sites/addresses	Activity	Time Estimate
		Contact Cascades Support to get the Service Code (if you haven't already)	the Cascades Sandbox which reflects what you'll see in Cascades.	
	Comply with Program rules	Policy & Procedures Volume 1, Chapter 2 Program Compliance	Identify what the WIC program requires from staff. Read Chapter 2. Sign Agreement for Clinic Staff and provide to WIC Coordinator.	30 minutes
	Agree to keep participant information confidential	Policy & Procedures, Volume 1, Chapter 25 Legal Considerations and Confidentiality	Read Chapter 25. Sign Confidentiality Statement. Your agency may use an agency specific Confidentiality Statement form. Note: All staff must sign the Confidentiality Statement <i>yearly</i> . Provide to WIC Coordinator.	1 hour, 10 minutes
	Ask WIC Coordinator if LA has or needs software/license for conducting remote participant appointments.	Contact Shannon Weatherly for a meeting platform (Zoom) account Cascades Support at 1-800-841-1410, press 3, press 2	Practice setting up a Zoom appointment with a staff person. <ul style="list-style-type: none"> • Send an invitation • Turn on and off your camera. • Show your screen. • Close the meeting 	10 minutes

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Priority 1				
✓	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
	Go here to see online Policy and Procedures for WA WIC	Locate a hard copy of Policy and Procedure manual in the clinic.	If there isn't a hard copy, request a hard copy from state WIC office. 1-800-841-1410	5 minutes
	Find answer(s) to policy questions	Policy Support at 1-800-841-1410, press 3, press 1 Available Monday – Friday, 8 am - 5 pm	Call when you have policy questions.	
★	Learn about WIC's relationship with the participant	Volume 1, Chapter 1 Positive Participant Relations	Read Chapter 1.	10 minutes
★	Be informed about the national standards for Culturally and Linguistically Appropriate Services (CLAS)	Find in LC : Session One Introduction to CLAS Session Three Introduction to CLAS	View courses. Consider the difference between equity, equality, and disparities. What diverse populations does your clinic serve?	Session 1: 30 minutes Session 3: 20 minutes
★	Civil Rights Training	Civil Rights Training	Per the WIC Coordinator's direction, complete the Civil Rights Training or another training on Civil Rights. Note: All staff must receive Civil Rights Training <i>annually</i> .	1 hour, 20 minutes
	Breastfeeding Policies	Volume 1, Chapter 15 Breastfeeding	Read Chapter 15 What question are you required to ask all pregnant women?	2 hours
★	When is a Breastfeeding Review needed?	View in LC : DOH State WIC The Breastfeeding Review Part 1	Who is required to do a breastfeeding review?	Part 1: 7 minutes Part 2:

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v	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
		DOH State WIC The Breastfeeding Review Part 2	When is the breastfeeding review required?	21 minutes
★	High Risk Criteria	Volume 1, Chapter 14 Nutrition Risk Criteria Pages 3-15 <ul style="list-style-type: none"> Nutrition Risk Factor Tool 	How is a participant determined as high risk? What risks make a participant high risk?	3 hours
	Nutrition Education Required Guidance	Volume 1, Chapter 16 Nutrition Education Required Guidance only at this time	Read Required Guidances listed below Chapter 16 What responsibilities does the RDNs have for training WIC staff on: <ul style="list-style-type: none"> nutrition topics? state or local agency nutrition policies and procedures? What must be documented after a high risk appointment has taken place?	45 minutes
★	Review how and when to take anthropometric measurements for WIC participants.	Volume 1, Chapter 9 Anthropometrics (process of being updated)	Read Chapter 9. What kind of equipment do you use for taking a child height when they're under 2 year old? Practice using the anthropometric equipment	45 minutes
	See examples of measuring and weighing	DOH STATE WIC Anthropometrics Curriculum	View the course and complete the post-test.	45 minutes

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Priority 1				
✓	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
	Cascades Steps and Staff Tools	Cascades Steps WIC Cascades Program Forms & Materials :: Washington State Department of Health	Review the different tools. Log into the Sandbox and work through at least two Cascades Step Tools.	2 hours
	Getting to know the Cascades system.	<p>Find in the LC eight DOH STATE WIC Computer Based Trainings (CBT). The companion supplements are found on the web site.</p> <ul style="list-style-type: none"> • DOH STATE WIC CBT Unit 1: Getting Started with Cascades <ul style="list-style-type: none"> ○ Supplement: Unit 1 Getting Started • DOH STATE WIC CBT Unit 2: Adding Families and Scheduling Appointments <ul style="list-style-type: none"> ○ Supplement: Unit 2 Add a New Family and Schedule Appointments • DOH STATE WIC CBT Unit 3: Certifying a Pregnant Woman and Child <ul style="list-style-type: none"> ○ Supplement: Unit 3 Certify a Pregnant Woman and Child • DOH STATE WIC CBT Unit 4: Manage Care Plan and Issue Benefits <ul style="list-style-type: none"> ○ Supplement: Unit 4 Manage Care Plan and Issue Benefits 	<p>Review CBTs and Training Supplements</p> <p>Attend a Core WIC Training. (Note: These trainings are on hold for now.)</p> <p>How does a participant get determined as High Risk?</p> <p>Where and when does WIC staff mark High Risk Professional Discretion (PD)</p>	<p>Unit 1: 34 min Unit 2: 34 min Unit 3: 1 hour Unit 4: 42 min Unit 5: 38 min Unit 6: 55 min Unit 7: 25 min Unit 8: 28 min</p> <p>Additional time: Each Cascades Supplement will take about 10 minutes to review</p>

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Priority 1				
v	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
		<ul style="list-style-type: none"> • DOH STATE WIC CBT Unit 5: Subsequent Certification of Breastfeeding Woman and Infant <ul style="list-style-type: none"> ○ Supplement: Unit 5 Subsequent Certification of Breastfeeding Woman and Infant • DOH STATE WIC CBT Unit 6: Manage a Care Plan <ul style="list-style-type: none"> ○ Supplement: Unit 6 Manage Care Plan for a Woman and Child • DOH STATE WIC CBT Unit 7: Add a Foster Child • DOH STATE WIC CBT Unit 8: Manage Care Plan and Issue Benefits for a Foster Child <p>Supplement: Unit 7 & 8 Foster Families and Children, Manage Care Plan and Issue Benefits to a Foster Child</p>		

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Priority 2				
V	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
	WIC Connects	WIC Connects Training Guide	Read the guide	25 minutes
★	Participant Centered Education	DOH STATE WIC Participant Centered Education	View course in LC What Motivational Interviewing skill do you feel will be helpful to practice?	45 minutes
	Learn about using a virtual platform for appointments and meetings	View in LC: DOH STATE WIC The Basics – Using Video Technology for Remote WIC Services	View and learn about using a virtual platform for appointments and meetings	15 minutes
	Review the Remote Service policies during COVID - 19	WA WIC Remote Services policies web page	How is your WIC clinic(s) implementing remote services policies? How do they view participant's documents?	1 hour
	How to use Cascades while completing the Care Plan	DOH STATE WIC Cascades The Care Plan: Module 1	View course in LC	26 minutes
	How to use Cascades while completing the Care Plan	DOH STATE WIC Cascades The Care Plan: Module 2	View course in LC	27 minutes
	How to set goal with the participant	View in LC: DOH STATE WIC Participant Centered Goal Setting	View course in LC	30 minutes
	Competent Paraprofessional Authority (P-CPA) or Certifier	Certifier Competency Training and Tools (Modules 11-16) <ul style="list-style-type: none">Nutrition courses in The Learning Center (LC)	Connect with the Certifier(s). Hear what they do in their role.	

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Priority 2				
v	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
	Note: This training is required for RDNs who do certifications	<ul style="list-style-type: none"> o DOH State WIC Basic Nutrition Curriculum o DOH State WIC Prenatal Nutrition Curriculum o DOH State WIC Breastfeeding Course (AZ) (Optional) o DOH State WIC Postpartum Nutrition Curriculum o DOH State WIC Infant Nutrition Curriculum o DOH State WIC Child Nutrition Curriculum o DOH State WIC Toddler Behavior 	<p>Glance at the training required for them to become a Competent Professional Authority.</p> <p>Note: The RDN often trains the staff on the nutrition components of the Certifier Competency Training (Modules 11 – 16). They may also be responsible for all the training; consult with the WIC Coordinator.</p> <p>How many nutrition education hours are required for their position?</p>	
	Core WIC Training Nutrition Education for WIC participants	Nutrition Education for WIC Staff	Complete training section	20 minutes
★	Notification, Fair Hearings and Civil Rights	Volume 1, Chapter 20 Notification, Fair Hearings and Civil Rights	Read Chapter 20. What steps do you take if you receive a Civil Rights complaint?	30 minutes
	See the WIC Shopping Guide & WICShopper App	WIC Shopping Guide and the WICShopper App	View the WIC Shopper App information. Download the Shopper App on your phone. Look at Washington’s site. Try using the scan in the grocery store. What languages are available for the WIC Shopping Guide and WICShopper App?	20 minutes

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Priority 2				
v	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
			Where are the WIC Shopping Guides located in the clinic? Who orders these guides for your clinic?	

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Priority 3				
v	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
	WIC's Mission	Saving the Children: The Story of WIC	View the video.	40 minutes
	Explore WIC web page for the public	You and Your Family	What types of services does WIC provide?	10 minutes
	Explore WIC web page for Washington WIC staff	Information for WIC Staff Note: web pages are being updated	Where can staff find support for Cascades? Where are the Policy and Procedures, Volume 1 & 2?	20 minutes
	Explore National WIC Association (NWA)	National WIC Association Note: WA WIC staff are all members There's no fee; it's paid by state WIC office.	Set up your account . Select WA State Department of Health. Check the accuracy of the clinic's WIC information by entering in your zip code.	15 minutes
	Explore USDA WIC Works Resource System	WIC Works	What are the "new resources"? What topic(s) interest(s) you?	20 minutes
★	WA WIC Breastfeeding Curriculum	DOH STATE WIC Breastfeeding Curriculum Level 1		4 hours
★	WA WIC Breastfeeding Curriculum	DOH STATE WIC Breastfeeding Curriculum Level 2		16 hours
★	WA WIC Breastfeeding Curriculum	DOH STATE WIC Breastfeeding Curriculum Level 3		8 hours
	Optional WA WIC Breastfeeding Curriculum	DOH STATE WIC Breastfeeding Curriculum Level 4	Optional	12 hours
	Gain broader understanding of cultural humility	Cultural Humility: People, Principles and Practices , Part 1 of 4 by Vivian Chevez	View video.	7 minutes

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Priority 3				
✓	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
	Learn about Adverse Childhood Experiences	Find in LC, DOH STATE WIC Adverse Childhood Experiences (ACES)	Consider how ACEs impacts you. Consider how ACEs may impact participants. Consider how ACEs impact staff.	60 minutes
	DOH STATE WIC Handling Difficult Situations	View in LC, DOH STATE WIC Handling Difficult Situations	What tool(s) can you use for de-escalating situations?	45 minutes
	Learn a little about other WIC roles and the information and tools they use for their position: <ul style="list-style-type: none"> Frontline staff responsibilities 	View in LC, DOH STATE WIC <ul style="list-style-type: none"> Cascades Certification Policy Training – Part 1 Cascades Income Assessment Policy Training 	Connect with Frontline staff (clerks); hear what they do. How do they make applicants and participants feel welcome to be participating at WIC? What forms do Frontline staff use often?	Cascades Cert Policy Tr.-Pt. 1: 45 minutes Cascades Income Assess Policy Tr.: 45 minutes
	Breastfeeding Coordinator/Lead and Breastfeeding Peer Counselor responsibilities	Volume 1, Chapter 15 Breastfeeding	Reference Chapter 15 <i>again</i> . <ul style="list-style-type: none"> Who is the BF Coordinator in your clinic (if you have one)? Who is/are the BF Peer Counselors? What are the initial training requirements for the BF Coordinator? 	15 minutes

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Priority 3				
v	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
			<ul style="list-style-type: none"> What are the annual BF training requirements for the BF Coordinator? What are the annual BF training requirements for staff? 	
	Learn about staff roles in WIC	Volume 2, Chapter 14 Staffing <i>Only a hard copy is available of this chapter</i>	Read Volume 2, Chapter 14. Shadow and interview staff in different roles. Observe them using Cascades for their work. What tools do they use?	
	Nutrition Services Plan (NSP) Contact Deliverable; Time Sensitive	Volume 2, Chapter 12 Nutrition Services Plan You may be involved in: <ul style="list-style-type: none"> the development of agency objectives/goals assisting with the implementation and monitoring of the NSP using the results of the evaluation from the NSP to monitor and support quality nutrition education. 	Read Chapter 12. What are the goals your agency is working on achieving?	30 minutes

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Priority 3				
Orient to WIC		Links/sites/addresses	Activity	Time Estimate
	Farmers Market Nutrition Program (FMNP)	Volume 1, Chapter 8 WIC Farmers Market Nutrition Program	<p>Read Chapter 8.</p> <p>Will or does your clinic participate in the Farmers Market (FM) program?</p> <p>Read your agency's current FMNP policy.</p> <p>What needs to be done before a staff person can give out FM benefits?</p>	20 minutes

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Operational Items				
✓	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
	Locate Medical Documentation Form	Medical Documentation Form (MDF) Infant Formula	Review form. If there aren't hard copies printed off, print some copies to have on hand at the clinic in case internet goes down. What happens to the hard copies of the form once they return from the medical provider's office? How can you locate if stores have a certain formula?	20 minutes
	How do participants get formula that WIC doesn't provide or get additional amounts of formula that WIC doesn't provide to the participant	WIC/Medicaid Nutrition Form	Can any other staff from the clinic provide this form to the participant? What does WIC staff do with the WIC/Medicaid Nutrition Form?	10 minutes
	View web page for program forms and materials	WIC Program Forms Materials website	Review how to order WIC materials <ul style="list-style-type: none"> Find the form for ordering hematology supplies Find the Rights and Responsibilities form Who manages your agency's supply of materials or completes the ordering of materials and forms for your agency?	10 minutes
	Locate the Cascades WIC Services Worksheets	Guidelines and worksheets	Confirm your clinic has worksheets printed for when Cascades is not accessible due to winter weather, or SAW not operational, etc.	10 minutes

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Operational Items				
✓	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
			Who manages your agency's supply of worksheets or completes the ordering of worksheets for your agency?	
	Locate the WIC cards	WIC Card Daily Check-out & Inventory Log and WIC Card Inventory Log	Review procedure. Who manages?	10 minutes
	Breast pumps and supplies	View TLC Course: DOH STATE WIC <ul style="list-style-type: none"> • Cascades Issue Breast Pump and Supply Inventory Training • Breast Pumps and Supply Inventory Training • Cascades Multi User Breast Pump Follow Up and Return Inventory 	Where are pump supplies stored? Does inventory look appropriate? Check in with Breastfeeding Coordinator (if your agency has one). Who manages?	40 minutes
	Locate hematology supplies	Use this Hematology Order Form to order all McKesson, Masimo, and HemoCue Hematology supplies.	Where does your clinic store hematology supplies? Who manages?	10 minutes
	Find the WIC Vendor resources	WA WIC Vendors	Review the last e-bulletin. What did you learn?	10 minutes
	View how to report complaints or incidents at Incident Report	Report an Incident to State WIC Program	Review what's considered an incident?	5 minutes
	Optional Breastfeeding training	DOH State WIC Baby Behavior Curriculum (Optional)	What did you learn from this training?	2 hours

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Operational Items				
✓	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
	Value Enhanced Nutrition Assessment (VENA)	View on WIC Works: VENA	Review the November 2020 Value Enhanced Nutrition Assessment Guidance Review the VENA training videos How can you support your staff to do a good job assessing applicants/participants?	45 minutes
	Resource provided to WA WIC Dietitians: Nutrition Care Manual and Pediatric Nutrition Care Manual	Academy of Nutrition and Dietetics (AND) Nutrition Care Manual Pediatric Nutrition Care Manual	Request to have access to both resources by emailing Margaret.Dosland@doh.wa.gov	10 minutes
	WIC Office Hours from Khim Schoenacker with Children and Youth with Special Health Care Needs (CYSHCN)	Memo 2023-10	Ask WIC Coordinator for Memo 2023-10 Learn about Nutrition Network and WIC Office Hours offered by Khim. Join in on an office hour. What did you learn?	
	WIC Nutrition Services Standards (NSS)	WIC Nutrition Services Standards Learn RDN role: <ul style="list-style-type: none"> Develops individual care plans for high-risk participants. [Nutrition Service Standard (NSS), Standard (Std.) 3] Refers and documents providing high-risk participants to other health – related and social services, as necessary 	Open the NSS document and review: <ul style="list-style-type: none"> the Nutrition Services Staffing Qualifications and Roles: Local Agency Qualified Nutritionist Review the document for specifics for the high risk participants and your role as a dietitian. 	20 minutes

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✓	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
		<ul style="list-style-type: none"> Coordinates nutrition education, including breastfeeding promotion and support that is responsive to the identified needs/interests of each high-risk participant. (NSS, Std 3) Tracks high-risk participants' progress in improving their health and document for outcomes. (NSS, Std. 3) Prescribes food packages to high-risk participants, as appropriate. (NSS, Std. 3) 		
	NSS Self-assessment Tool	NSS Online self-assessment tool	Set up a WIC Works Resource System (USDA) account by selecting "Log In". Take the Online self-assessment tool . Note: Some sections apply only for the state office.	20 minutes
	Monitoring Self-Evaluation Tools	<i>Tools coming soon.</i>		
	Secure access to Secure File Transfer (SFT)	WICDataRequests@DOH.WA.GOV	The WIC Coordinator decides if they want to provide the Nutritionist with the report once downloaded. <ul style="list-style-type: none"> What reports are available to you? How often do you receive the reports? 	

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Operational Items				
√	Orient to WIC	Links/sites/addresses	Activity	Time Estimate
	List of upcoming Training Opportunities; training funding available for staff	2023 Training Opportunities for WIC Staff	Consider a training that will help meet yearly training requirements for nutrition and breastfeeding.	
Nutrition for Children with Special Health Care Needs				
Children and Youth with Special Health Care Needs (DOH) Office Hours (Memo 2023-10)				
Nutrition Care Process (NCP) materials developed by Colorado WIC				
<p>Language Link- The state office also contracts for interpreter services for local clinic staff to use. Every clinic has a separate account so ask the WIC Coordinator or contact agency’s Local Program Consultant for an account number to use for each site.</p> <p>Interpreters and Using Language Link</p>				
<p>Newborn Weight Tool (NEWT) – measurements in pounds and ounces (BW must be no less than 2000g (2kg) and no greater than 5000g (5 kg). Use for first 3-4 days and first 30 days. When looking at the first 3-4 days, the “Additional measurement” must be at least 6 hours after birth and no greater than 72 hours.</p>				
Core Competencies for Public Health Professionals				
Nutrition First-WIC Association of Washington State				
Nutrition Network				
USDA: www.Fns.usda.gov/WIC				

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	Academy of Nutrition & Dietetics (<i>members only</i>) Telehealth and Nutrition Services <ul style="list-style-type: none"> • Tackling Telehealth and Licensure Limitations (Page Four of PDF) — Article from Nutrition Entrepreneurs dietetic practice group. Note: NE DPG members can also take a quiz related to the article. 2016 • Telehealth for RDNs Quick Guide (no login) — Updated August 25, 2020 			
	Contacts			
	Policy Support: 1-800-841-1410 press 3, press 1, email address: wicpolicysupport@doh.wa.gov			
	Cascades Support: 1-800-841-1410 press 3, press 2, email address: cascades.support@doh.wa.gov			
	Local Program Consultant (LPC): email address: wiclpc@doh.wa.gov			
	Note: Each agency is assigned a different LPC; ask your WIC Coordinator the name of your LPC.			

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