

COVID-19 Certifier Competency Training Guidance

Please use the guidance on this and the following 3 pages for staff who are training to become Competent Professional Authorities (CPA) during COVID-19.

SUMMARY

- 1. Trainee completes self-learning components of training, including competency worksheet requirements and Learning Management System (LMS) modules.**
 - Trainer documents completion of each competency on the COVID-19 Certifier Competency Training Documentation form.
- 2. While staff are not taking anthropometric measurements and are not completing bloodwork, trainer observes trainee during remote appointments using one of the recommended observation options listed on page 3 of this guide.**
 - Trainer co-signs for each certification in Cascades.
 - Trainer documents remote observations of all appointment types and participant categories on the COVID-19 Certifier Competency Training Documentation form.
- 3. Upon completion of all Certifier Competency Training components allowed during COVID-19, coordinator sends the COVID-19 Certifier Competency Training Documentation form to WAWICTraining@doh.wa.gov.**
 - State staff review the form.
 - When approved, state staff mail the coordinator a temporary Certifier Competency Training Certificate.
 - Trainee is authorized to perform all certifier duties independently except taking measurements and bloodwork. Co-signing is not necessary for those approved duties.
- 4. Once in-person services can resume in clinics, trainee completes training on anthropometric measurements and bloodwork.**
 - Trainer completes observations of anthropometric measures and bloodwork of the designated appointment types and participant categories.
 - Trainer documents the completed observations in the COVID-19 Certifier Competency Training Documentation form.
- 5. Coordinator sends the completed COVID-19 Competency Training Documentation form to WAWICTraining@doh.wa.gov.**
 - State staff review the form.
 - Once approved, state staff mail the coordinator a final Certifier Competency Certificate.
 - Certifier is authorized to perform all certifier duties.

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COVID-19 Certifier Competency Training Documentation Form

We revised the Certifier Competency Training Documentation form to reflect training adjustments due to COVID-19. After completion of training and trainee's demonstration of knowledge and skills, document completion for each competency on the [COVID-19 Certifier Competency Training Documentation form](#).

Additional fields in the documentation form:

- **Temporary COVID-19 Training End Date** on page 1
- **Anthro/Bloodwork Completed – Final Training End Date** on page 1
- **Remote Appt. Completed (Date)** column on pages 3-5
- **Anthro/Bloodwork Completed (Date)** column on page 3-5

Use the additional fields to track when the trainee has achieved proficiency in taking anthropometric measurements and completing bloodwork.

Self-Learning Components

The self-learning components of the Certifier Competency Training have not changed. You are your trainee's guide as they develop the knowledge to successfully perform their Certifier work.

a) Competency Worksheets

Have the trainee complete all 16 competency worksheets listed on the [WIC Certifier Competency Training and Tools webpage](#). Use the worksheets to initiate discussions and direct learning.

b) Learning Management System (LMS)

Confirm the trainee passed post-tests with a score of 80% or higher. Review and use other training resources listed on the [Cascades training webpage](#), as needed.

Observations

Completing the required observations for trainees is more challenging during the COVID-19 pandemic, whether staff work at home or in the clinic. Following are some options to support you and your trainee with this important component of the Certifier Competency Training.

General Guidance:

- As always, assure the trainee asks the participant if it's okay for a trainer to join the appointment for training purposes.
- Use the [COVID-19 Certifier Observation Tool](#) to guide observations and document notes.
- Co-sign for each certification with your name and date on the Participant Demographics Sticky Note in Cascades.
- Document completed observations for the designated appointment types and participant categories in the COVID-19 Certifier Competency Training Documentation form.

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- Continue to support your trainee's learning by taking time after the participant leaves to review the appointment, explore the trainee's experience, and offer feedback and support.

Options:

a) Join a virtual appointment whether trainee or trainer works from home or in clinic.

- This is the preferred method, as it is safe and provides visual and audio contact for all appointment attendants.
- Trainee schedules a virtual appointment and provides the link to participant and trainer.
- Trainer joins the trainee in the meeting before the participant logs in.
 - Only the trainee and the participant should be on camera.
 - At the start of the appointment, trainee asks the participant's permission if it's okay for the trainer to observe the appointment for training purposes.
- Observe and listen as the trainee completes the WIC appointment (e.g. certification, mid-year health assessment, or second contact.)

Note: Contact Cascades Support for technical assistance for virtual appointments, if needed.

b) Join a phone appointment whether trainee or trainer works from home or in clinic.

- Use this option when a virtual appointment isn't available for you to use.
- Have the trainee call you first and then conference in the participant for a phone appointment.
 - Trainee asks the participant's permission if it's okay for you to observe the appointment for training purposes.
- Listen as the trainee completes the WIC appointment (e.g. certification, health assessment or second contact.)

c) Observe and listen from a safe distance (at least six away) in person.

- Use this option only if a virtual appointment or phone conferencing call isn't possible.
- In this scenario, trainee and trainer work in same clinic and provide remote services to participants at their home.
- Assess if you can be physically distant and maintain participant confidentiality.
 - Use [the COVID prevention guidance](#) to assess your ability to maintain adequate distancing.
- Use a speaker phone for greatest ease in listening.

Important:

If observation is impossible due to the current structure of your local agency, we encourage you to provide role playing opportunities with your trainee using the Sandbox, using one of

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the observation methods listed above. Have the trainee complete a certification, health assessment, or nutrition education contact with you or another trainer as the participant.

Anthropometrics and Hematology (Bloodwork)

While staff are not taking anthropometric measurements and are not completing bloodwork, use the [COVID-19 Certifier Competency Training Documentation \(CCTD\) form](#) to document observations.

Email the CCTD form to WAWICTraining@doh.wa.gov **twice**—once after you complete columns 1 and 2 in the observation log section, and again after you complete columns 3 and 4.

a) Column 1 and 2:

Use these columns to document observations that didn't include the trainee taking weights, length/height, or bloodwork measurements.

- Date and sign each observation, then email the entire form to WAWICTraining@doh.wa.gov.
- Keep the form in the staff person's file until observations of measurements and bloodwork is completed.

Note: If the participant had anthropometric measures or bloodwork taken at their doctor's office in the last 60 days, the trainee can enter these measurements into Cascades and document where measurements were taken. This doesn't meet the criteria for the trainee learning how to take anthropometric measurements and complete bloodwork.

b) Column 3 and 4:

When federal waivers are no longer in place, assist your trainee to gain proficiency in:

- Taking measurements and completing bloodwork.
- Assessing growth, prenatal weight gain and hematological risks.
- Discussing growth charts and prenatal weight gain grids with participants and parent guardians.

Date and sign each observation, then email the entire form to WAWICTraining@doh.wa.gov.

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To request this document in another format, call 1-800-841-1410.

Deaf or hard of hearing customers, please call 711 (Washington Relay) or email

WIC@doh.wa.gov.