

# IOWA WIC Friday Facts

Bureau of Nutrition & Health Promotion  
1-800-532-1579

*Week ending issue: October 16, 2015 – Issue # 268*

## *Policy*

### **From the WIC Services Policy and Procedure Manual – 360.65 Infection Control Guidelines, Respiratory Hygiene/Cough Etiquette**

#### **Proper steps should be taken in clinic to help prevent the spread of illness.**

The following steps should be taken to help prevent the spread of illness.

1. Post signs and entrances and strategic places with instructions for clients to cover their mouth/noses when coughing or sneezing, use and dispose of tissues, and perform hand hygiene after hands have been in contact with respiratory secretions.
2. Provide tissues and no touch receptacles, if possible.
3. When possible, provide resources and instructions for performing proper hand washing.
4. Provide conveniently located alcohol based hand rub dispensers and where sinks are available, supplies for proper hand washing.

## *Information-*

### **Wichealth.org**

Between October 1, 2014 and September 30, 2015 **6,633** lessons were completed by Iowa WIC clients, up from 4,278 in FY'14. You guys DID IT, we challenged you to a 20% increase this year and you surpassed it increasing usage by 2,355 lessons or about 55%!! Also last year 20 counties had zero lessons completed and this year only 14 counties had 0 lessons completed for the entire year! **Great job!**

### **Communication and Rapport Building Workshop**

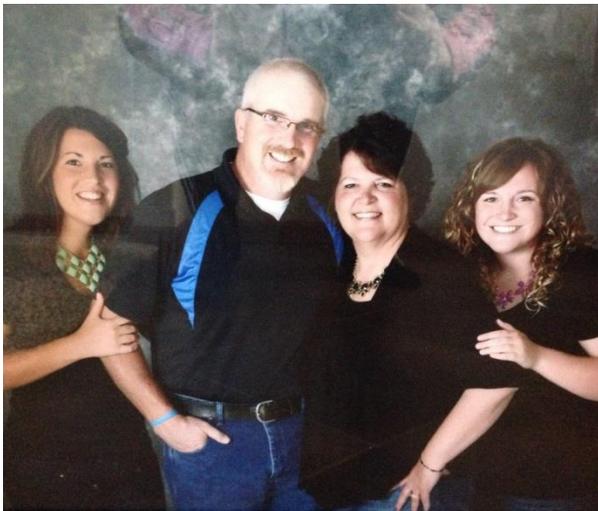
Please see the information for the Communication and Rapport Workshop on October 28<sup>th</sup>, 2015 at the end of this Friday Facts.

## ***Thank you of the Week-***

*"WIC has changed my life through support by the Breastfeeding Peer Counselor Program. I am a strong and determined woman and after having a natural child birth, I was determined to breastfeed my precious baby boy. After a day with not much luck and some not-so-helpful suggestions from the hospital staff I was beginning to get discouraged. The nurses were becoming concerned and thought I might need to change my goals. It had been 24 hours and my baby had not had a real latch or a good feeding.*

*So I called my Peer Counselor. She was amazing! She came right to the hospital, and gave me the support and confidence that I needed. With her there by my side my son received his first meal, we were able to get him to latch and to eat for 10 minutes. That gave me hope and let the physicians around me see that we could do this. Feeling more confident and not having so much pressure on me I continued to nurse my son and left the hospital doing just that. I believe that I couldn't have done this without my Peer Counselor. Without WIC I would not have had the pleasure of this support!"*

## ***WIC Staff Saturday-***



*My name is Lisa Hartman. I am a registered nurse at NICA0. I have been a nurse for 32 years and I have been with NICA0 for 9 1/2 yrs. I have worked in hospitals, nursing homes, taught CNA/CPR classes , and worked as a hospice nurse. I am so happy to be able to work in the many different areas of nursing during my career! I work with the Child Health, Material Health. Family Planning, and WIC programs at NICA0.*

*I graduated from Ida Grove High School in 1981. I graduated from St. Joseph Mercy School of Nursing in 1983.*

*My husband and I live in Northwood, IA. We have raised two daughters, Lauren and Kate. Lauren (25) is a High School Math Teacher in Parkersburg, IA. Kate (23) will begin her career after college as an assistant women's basketball coach /Marketing at Kirkwood Community College in Cedar Rapids, IA this fall.*

*I have taught CCD classes for several years, served on our church board, and have been a hospice volunteer for several years. I truly enjoy helping those that are dying and attending to their emotional and spiritual needs.*

### ***Participant Centered Services-***

Getting clients to share deeply personal feelings with a WIC educator they just met in only a few minutes sounds impossible, right? Metaphor images make it easy to uncover emotions and thoughts quickly, succinctly and powerfully. Here's short guide to using metaphor images in the WIC clinic. <http://www.gettingtotheheartofthematter.com/metaphor-images/>

### ***eWic Focus Update***

We received verbal approval from the Food and Nutrition Service (FNS) to proceed with the eWIC pilot! Marion County Public Health will be in training next week and then will go live on October 27<sup>th</sup>.

### ***Find us on Facebook-***



<https://www.facebook.com/IowaWIC>

### ***Dates to Remember-***

**2015** \*\*\*\*note highlighted dates and topics indicate a change from the usual\*\*\*\*

#### **New Employee Training Go-To Meeting**

- NETC Go-To- Meeting (All New Staff) – November 12, from 8:30-11:30
  - NETC Go-To-Meeting (Health Professional) – November 18, from 8:30-11:30
  - NETC Go-To-Meeting (Support Staff) - November 19, from 8:30- 11:30
- \*\*Please note the dates in November.**

#### **Core Trainings**

- Communication and Rapport: October 28, 2015

## Available Formula-

Product	Quantity	Expiration Date	Agency	Contact
Neocate Infant	20 cans	2: 11/2015 1: 1/2016 16: 2/2016 1: 8/2016	Mid Iowa Community Action	Sierra Stevens 515-232-9020, ext. 105
Powdered Pregestimil	5 cans	11/1/2015	Operation Threshold	Sue Burnett 319-292-1827
Powdered Nutramigen	3 Containers 8 Containers	11/2015 12/2015	Operation Threshold	Sue Burnett 319-292-1827
Powder Nutramigen Toddler with Enflora LGG	7 – 12.6 oz Container 20 - 12.6 oz Container	11/1/2015  2/1/2016	Mid-Sioux Opportunity	Amy Kreber 712-786-3488
RCF Concentrate	26- 13 oz cans	2/1/16	Broadlawns	Rose Logan 515- 282-6717
Peptamen Junior 1.5 Cal	114 – 250 ml containers	3 – 6/2016	HACAP	Angela Munson 319-366-7632
Enfaport	17 – 6 packs of 6 oz containers	4/1/16	HACAP	Angela Munson 319-366-7632
Pediasure 1.5 cal Vanilla	65- 8oz cans	6/1/2016	Broadlawns	Rose Logan
Pediasure 1.5 with Fiber	4 cases	8/2016	Mid-Iowa Community Action	Sierra Stevens 515-232-9020, ext. 105
Calcilo XD	1 can	2/2017	Broadlawns	Kathy Flagg 515-263-5660
Powder Infant EleCare Amino Acid Based Infant Formula with Iron	5 – 14.1 oz cans	3/2017	North Iowa Community Action	Janelle Pansegrau 641-423-5044 x35
Similac PM 60/40	7 cans	5/2017	Webster County	Kathy Josten 515-573-4107
Complete Amino Acid Mix	1 can	10/21/2017	Mid-Iowa Community Action	Sierra Steven 515-232-9020, ext. 105

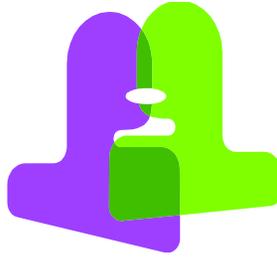
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Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

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## **Communication & Rapport Building Skills Workshop October 28, 2015**

A quality WIC nutrition assessment contains elements of both art and science to collect, evaluate and interpret the information provided by participants. Effective communication and rapport building skills foster a sense of trust and help build a relationship between participants and WIC staff. When participant-centered assessment and education techniques are used to encourage dialogue and feedback, quality information is collected for the assessment that contributes to individualized services addressing specific needs and interests. This interactive workshop for WIC nurses and dietitians will strengthen communication and rapport building skills.

### **Agenda**

- 8:15 Registration
- 8:30 Setting the Stage for Quality Nutrition Assessments- Nikki
- 8:45 Using Stages of Change in Nutrition Assessment-Kimberly
- 9:30 Stretch Break
- 9:45 OARS and 3-Step Counseling- Nicole
- 10:30 Motivational Interviewing-Nikki
- 11:15 Emotion-Based Counseling-Kimberly
- 11:30 Rolling with Resistance and Jumping over Barriers- Kimberly
- 12:00 Lunch
- 1:00 Putting it All Together with PCE-Holly
- 1:30 Western Region WIC PCE Video- “WIC Recertification Appointment” and “Providing Feedback”- Nikki
- 2:00 Putting Everything to Work-Activities-Kimberly (break included)
- 3:30 CEU's and Adjourn

### **Speakers**

Nikki Davenport RD, LD, Nutrition Services Coordinator, IDPH  
Nicole Newman, RD,LD, Community Health Consultant, IDPH  
Kimberly Stanek, RD, LD, Community Health Consultant, IDPH

This workshop is sponsored by the Iowa Department of Public Health (IDPH), WIC Program.

## Objectives

- Define rapport building and describe its use in nutrition assessment.
- Describe how to use the various approaches in nutrition assessment and education.
- Identify a participant's stage of change and suggest appropriate counseling strategies.
- Identify barriers to communication and develop strategies to overcome them.
- Demonstrate non-verbal communication techniques that result in positive communication.
- Suggest at least one way to use the assessment ruler in nutrition assessment and counseling.

## Location

The workshop will be held at the Ankeny campus of the Des Moines Area Community College. The workshops will be in Building 24- rooms 201 and 203. Parking is available at no charge. A map of the campus and directions to the campus are attached to this agenda.

## Registration

The registration fee for each workshop is \$40.00. This fee covers lunch, breaks and print materials. You may register by:

- Mail using the enclosed registration form or
- Telephone by calling (515) 964-6800 or 1-800-342-0033 or
- Register online at <https://ce.dmacctraining.com/dmacc2/public/store/search.do?navigator=search&coursetype=EVNT&searchInitLetter>

Space is limited to 45 participants. Pre-registration is required by October 21.

This event would only be cancelled due to natural or political catastrophes with notice provided to all registrants via phone and email.

## Continuing Education

- 0.62 CEUs have been approved for nurses through Nursing Provider Number 22.
- Certificates of attendance will be provided to dietitians.

To receive a certificate of attendance, nurses and dietitians must attend the session in full.

## Breastfed Infants Welcome

Mothers may bring quiet breastfeeding babies less than 6 months of age to the workshops. Due to the professional nature of the sessions, mothers are expected to care for their babies outside the meeting room when needed. Mothers are strongly encouraged to bring a support person along to provide baby care outside the meeting room.

## Questions?

If you have questions about registration, please call (515) 256-4908. For questions about the agenda, please call (800) 532-1579 and ask for Nikki.

## REGISTRATION

### Communication & Rapport Building Skills Workshop AHNE 993 CRN 18372

October 28, 2015

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Agency: \_\_\_\_\_

How did you hear about this workshop?

Required for new WIC employee     Received information from MCH Agency

Daytime phone: \_\_\_\_\_

Social Security #: \_\_\_\_\_

Email address: \_\_\_\_\_

**Please check the box below if you would like a vegetarian meal. The meal may contain dairy products.**

\_\_\_\_\_ I would like a vegetarian meal

The registration fee is \$40 for this workshop. Please make checks payable to Des Moines Area Community College.

**Temperature in this room may be variable, please bring a sweater. There is a drinking fountain and vending machines in the building. Please notice the change in location. This workshop is in Building 24 Room 201.**

**Register online at**

<https://ce.dmacctraining.com/dmacc2/public/store/search.do?navigator=search&coursetype=E VNT&searchInitLetter> or **Send this form and payment by October 21, 2015 to:**

Des Moines Area Community College  
Registration Building 1  
2006 Ankeny Blvd.  
Ankeny, Iowa 50021

# ANKENY CAMPUS

