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**REQUIRED GUIDANCE: Remote Nutrition Education**

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Staff must offer both in person and remote nutrition education and let the participant or caregiver decide which option they prefer. Nutrition education contacts include:

- Nutrition Education - Individual
- Group classes
- On-line (WIC Health)
- High risk with a WIC Registered Dietitian (RDN)

As part of the American Rescue Plan Act (ARPA) policy waivers allowed by the Food and Nutrition Service (FNS), this policy is in effect from September 1, 2023 until September 30, 2026.

When providing remote nutrition education, staff must:

1. Complete the contact by agency landline phone, agency cell phone or secure interactive video chat.
  - Check with your IT staff or staff at the state WIC office about what electronic methods meet the definition of a secure video chat.
2. Use an interpreter for the contact when bi-lingual staff aren't available to interpret for a participant with Limited English Proficiency (LEP).
  - Document the use of an interpreter service in the participant's file.
  - See the "Use and Interpreter" policy in [Volume 1, Chapter 11 – Assessment](#) for more information.
3. Provide nutrition education to participants based on their category, needs, and preferences.
  - Have a participant-centered conversation to follow up on nutrition risks and concerns identified at the certification or mid-certification health assessment.
  - Follow-up with the participant about their goal(s) if a goal was set.
4. Follow up with the participant to see if measurements and bloodwork values are available, if needed.

5. Document a note in the Participant’s Individual Care Plan that includes:
  - a. The appointment type as the title, with the designation “Remote”, for example “Remote Nutrition Education – Individual” or “Remote NE-I”.
  - b. The participant or parent guardian’s thoughts and feelings about the topic(s).
  - c. Information offered/shared/discussed about the topic(s).
  - d. Updated information about the participant goal(s) if a goal was set.
    - Best practice is to label the goal section of the note as “Goal.”
  - e. Additional information for future support and follow up.
6. Document the nutrition education topic(s) discussed and mark as “Complete” in the Care Plan – Nutrition Education.
7. Not withhold WIC food benefits if the participant misses the nutrition education appointment.
  - Make at least one attempt to reschedule the appointment.

**Note:** See the Required Guidance documents posted on the [WIC Policies and Procedures page](#) for more information about nutrition education contacts.

**PROCEDURE:**

Staff:

- A. Give a brief description of what to expect during the appointment.
  1. Let the participant know the information is confidential and approximately how long the appointment will take.
  2. It’s best practice to let the participant know you’ll ask questions about potentially personal information so they can decide if they’re in an area they can answer these questions.
  3. It’s also helpful to let participants know staff will enter the information into a computer so they’re aware of what is occurring during this interaction.

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- B. Documents the remote appointment by selecting Physical Presence “No” and the Physical Presence Exception Reason “Remote Appointment.”
- C. Follow up with the participant to see if measurements and bloodwork values are available, if needed.
1. Document measurements and bloodwork values when provided.  
**Note:** It’s important for the person to only share measurements directly from the electronic health record, or those documented by the provider to assure staff enter accurate measurements in the participant’s file.
  2. Assess the measurements and bloodwork values and share information about infant and child growth, prenatal weight gain, and adult weight status.
  3. Assign risks as needed and assure the next appointment is appropriate.
  4. Assure the correct foods are prescribed.
  5. Provide appropriate nutrition education and referrals.
  6. Document in the participant’s file in a Family Alert when the measurements and bloodwork values aren’t available and ask the participant to share them when available.
- D. Has a participant-centered conversation with the participant, Parent Guardian or caretaker:
1. Offer nutrition education or counseling, and referrals based on the participant’s interests, relevant concerns, or needs.
  2. Follow up to current goal and document.
  3. Optional: Set new goal(s) as appropriate.
    - Participants don’t have to set a goal at the Second Nutrition Education – Individual contact; however, it is best practice to follow up and support previously set goals to help move participants towards positive behavior changes.
- Note:** Staff have the option to document goals on the Maintain Goals screen in addition to the requirement to document goals in the Individual Care Plan.

- E. Document a note in the participant’s Individual Care Plan per policy requirements for **individual** and **high risk** remote appointments.
- F. Document the nutrition education topic(s) discussed and mark as “Complete” in the Care Plan – Nutrition Education.
- G. Issue food benefits as applicable.
  - 1. Issue food benefits for the appropriate number of months (1, 2, or 3 months of issuance) based on required documentation, next appointment needs, and local agency policy.
  - 2. Staff sign for the food benefits by writing “RBI” (Remote Benefit Issuance) and their initials.
  - 3. Encourage the participant to consider downloading the WIC Shopper App if they have not already done so.
  - 4. Offer to mail supporting written materials if desired.
    - Confirm the address in the participant’s file is correct.
- H. Schedule the participant’s next appointment based on their needs and if any missing documentation is needed.
- I. Let the participant know what to provide at (or before) the next appointment, as appropriate.
- J. Thank the participant for participating in WIC and offer a phone number for questions.

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