



**Washington WIC Nutrition Program**  
**COVID-19 Certifier Training Observation Tool**



**Certifier Trainee:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Observer:** \_\_\_\_\_

**Appointment Type:**  Certification     Mid-Cert Health Assessment     Nutrition Education

**Participant Category:** \_\_\_\_\_

**Participant ID:** \_\_\_\_\_

**COVID-19 Observer Guidance:**

While staff are not taking anthropometric measurements and are not completing bloodwork, use this tool to capture your observations during participant appointments.

Listen and watch for participant-centered services (genuine warmth, respect, acceptance) using WIC Connects skills (open-ended questions, affirmations, reflections, summaries).

**Complete Sections as Necessary and Appropriate for each Appointment Type**

**Getting Started**

- Greet participant and introduce yourself.
- Give brief description of the program and certification process.
- Tell participant what you hope to accomplish, how much time you have.
- Acknowledge participant’s questions.
- Ask for permission to proceed.
- Complete or update family and participant demographic screens, as applicable.
- Ask if the adult would like to register to vote.
- Ask and document race and ethnicity.

Notes:

**Rights and Responsibilities (do tasks or confirm completion)**

- Ask if the participant, parent guardian, or caretaker would like to read, or have staff read it to, or along with them. Give an opportunity to ask questions.
- Verbally review the My Rights and Agreement sections.
- Ask if there are questions, assure agreement, and have participant, parent guardian, or caretaker sign & date. During remote certifications, sign and date for the person.
- Offer a copy of the R&R from the Washington WIC website or on the WICShopper app.

Notes:

**Income Eligibility and Proofs**

- \*Comply with [COVID-19 Separation of Duties policy](#)\***
- Assess and document family size.
- Document income or adjunctive eligibility.

Notes:



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**Anthropometrics, Hemoglobin Testing Using HemoCue, Hemoglobin Testing Using Massimo**

While we aren't taking measurements or completing bloodwork in the clinic, ask participant if measurements were taken or bloodwork completed at the doctor's office, or if participant has measurements to self-report. If participant presents these, observe trainee for the following:

- Document measurements and/or hemoglobin testing results.
- Review and discuss measurements and/or hemoglobin testing results.

Notes:

**Assessment**

- Use critical thinking and participant-centered skills to gather and analyze assessment information.
- Share introduction to the assessment questions. (Staff Tool: [Assessment Questions for a Participant-Centered Risk Assessment](#))
- Ask and assess answers to all bolded assessment questions. Use the Assessment Questions Staff Tool as your guide.
- Complete the assessment before moving to the nutrition education conversation.
- Determine and document risk factors.
- Capture topics and concerns for nutrition education discussion.

Notes:

**Nutrition Education and Goal Setting (includes breastfeeding support)**

- Use critical thinking and WIC Connects skills to guide the nutrition education discussion.
- Review Certification Summary screen for discussion topics based on risks and information gathered from the Assessment Questions.
- Ask if there are additional topics to be discussed and narrow to one or two topics.
- Ask for permission to share nutrition information.
- Explore nutrition topics, including risks and those topics relevant to the participant. Staff share crucial topics they feel need to be addressed for the health and well-being of the participant.
- Promote breastfeeding to pregnant participants by exploring questions and concerns about breastfeeding.
  - Open the conversation about breastfeeding with all pregnant participants using this open-ended question, "How do you feel about the idea of breastfeeding your baby?"
  - Allow time for the participant, parent guardian, or caretaker to determine next steps by setting a goal.
    - Gauge participant's readiness to set a goal.
    - Use open-ended questions to help determine the goal.
    - Summarize and express confidence in participant's ability to achieve the goal.
  - Offer follow-up and support to discussed nutrition education topics or goals, as appropriate.
  - Document the nutrition education plan and any progress in the participant's Care Plan.

Notes:



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### Referrals

Assess participant's need for referrals.

Ask if immunizations are up-to-date for children up to 24 months of age.

Have a conversation about the importance of regular preventive health care and the availability of other health and social services.

Provide and document referrals.

Share about the availability of transfer cards (at certification appointments).

Notes:

### Food Prescription

Share information about the food benefits for the participant's category.

Discuss and determine food prescription.

Share information about WIC foods and how they contribute to the participant's healthy diet.

Assign substitutions or tailor food prescriptions, as needed.

Notes:

### Medical Documentation

#### **\*Complete only for participants who require a Medical Documentation Form (MDF)\***

Assess for the likelihood of a medical condition.

Explain the [COVID-19 Medical Documentation Form process](#).

Review returned form for completeness.

Document diagnosis and prescription on Medical Documentation pop-up screen.

Assure the medical condition on the form is selected in the participant's Health Information screen.

Notes:

### Benefit Issuance and WIC Card Education (do tasks or confirm completion)

Determine issuance frequency: 1, 2, or 3 months.

Use the WIC Shopping Guide in the appropriate language to educate participant about prescribed foods.

Use WIC Card education tools, in the appropriate language, to share how to register and use the WIC Card.

Check in about WICShopper app use, and consider encouraging if they're not using it.

Have participant, parent guardian, or caretaker sign, or sign for the benefit issuance.

Void and replace benefits as needed.

Notes:

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**Appointment Summary**

Summarize one or two points from the visit.

Share how long the participant is eligible for WIC and that WIC will reassess the participant’s eligibility at the end of the certification period.

Share about the next appointment or any follow-up needed (MDF, etc.)

Ask if there are questions and thank participant for sharing the appointment with them.

Use Family Alert feature to document any notes needed for follow-up.

Notes:

**Participant and Clinic Staff Confidentiality**

Lock computer screen when stepping away from work station.

Notes:

**Observer Guidance for Providing Positive and Constructive Feedback**

- How do you feel about the contact?
- What do you think went well? What might you do differently next time?
- Here are some examples of things I heard you say...
- Here are some suggestions to help you continue building your skills...

Use this time as an opportunity to affirm your staff’s skills and confidence!

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DOH-961-1205 September 2020

