

*Week ending issue: September 18, 2015 – Issue # 264*

### *Policy*

## **From the WIC Services Policy and Procedure Manual – 360.65 Infection Control Guidelines, Blood Collection**

Wearing disposable gloves does not eliminate the need for thorough hand washing. Health care workers must wash their hands thoroughly with soap and water after handling body fluids **and** after seeing each participant.

If a water supply is not available, use germicidal wipes or non-water germicidal solution to clean hands. The primary choice is to use:

- Solutions with a base that is at least 60% alcohol
- Other potential substitutes include:
- Chlorhexidine, and
  - Iodophors.

Use disposable gloves when there is the potential to come in contact with blood, mucous membranes, and other body fluids, such as when:

- Performing screening tests,
- Handling blood spills or blood-contaminated articles, or
- Removing cuvettes from a HemoCue.

Change gloves after each participant. Wash hands or use waterless hand rub after removing gloves. **Do not** wash or disinfect gloves for reuse.

Use vinyl, nitrile, or latex medical gloves marked

- Sterile surgical, or
- Non-sterile examination

It is important that gloves fit properly. Gloves that are too tight may cause skin irritation and gloves that are too large or loose may interfere with the procedure.

Employees and participants may be sensitive to latex gloves. Allergic reactions to latex are especially common for people who have spina bifida. Agencies should keep a small supply of non-latex gloves to use with latex-sensitive participants and staff.

## *Information*

### **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.

### **11 Month Infant/Child Food Packages**

It is now a federal requirement that 11 month olds cannot receive a child food package until they turn one year of age. Due to this, the 1 year old food package pop up was turned off, however this created an issue that was not allowing 11 month olds to receive formula. We have reversed the setting so that the pop-up will now continue to display when you will be printing checks around the milestone date.

Please complete the following steps when issuing checks around this milestone date:

1. Say “no” to the child food package pop-up.
2. Create a child food package with the 13 month birthday as the effective date (as you would have done in the past).
3. Print checks that should have formula for any infant 11 months of age up until their birthday and child foods after their birthday.

Please contact the state office if you have any questions or problems printing checks.

## *WIC Staff Bios*

My name is Carla Miller and I am the WIC Coordinator at North Iowa Community Action Organization.

I have worked at NICAIO for 19 ½ years and have been the WIC Coordinator for 4 years. I also work with the Maternal Health Program and am an HIV Medical Case Manager within the organization.

I attended Rudd, Rockford, Marble Rock Community Schools and went on to earn my social work/psychology degree through Buena Vista University.

My husband Jim and I reside in Mason City and have 2 children – Jordan (age 26) is currently in the US Navy and stationed in Mayport, Florida. He and his wife Kelsey have a 2 year old daughter named Sophia.

Madison (age 20) currently works at U.S. Bank and is attending Buena Vista University seeking a degree in elementary education.

Fun Fact about myself: I am an active volunteer for Make-A-Wish of Iowa (I even went so far as to sky dive as a fund raising event called Jumping For Wishes). I have also participated in a mission trip to Costa Rica working with Habitat For Humanity helping build houses.

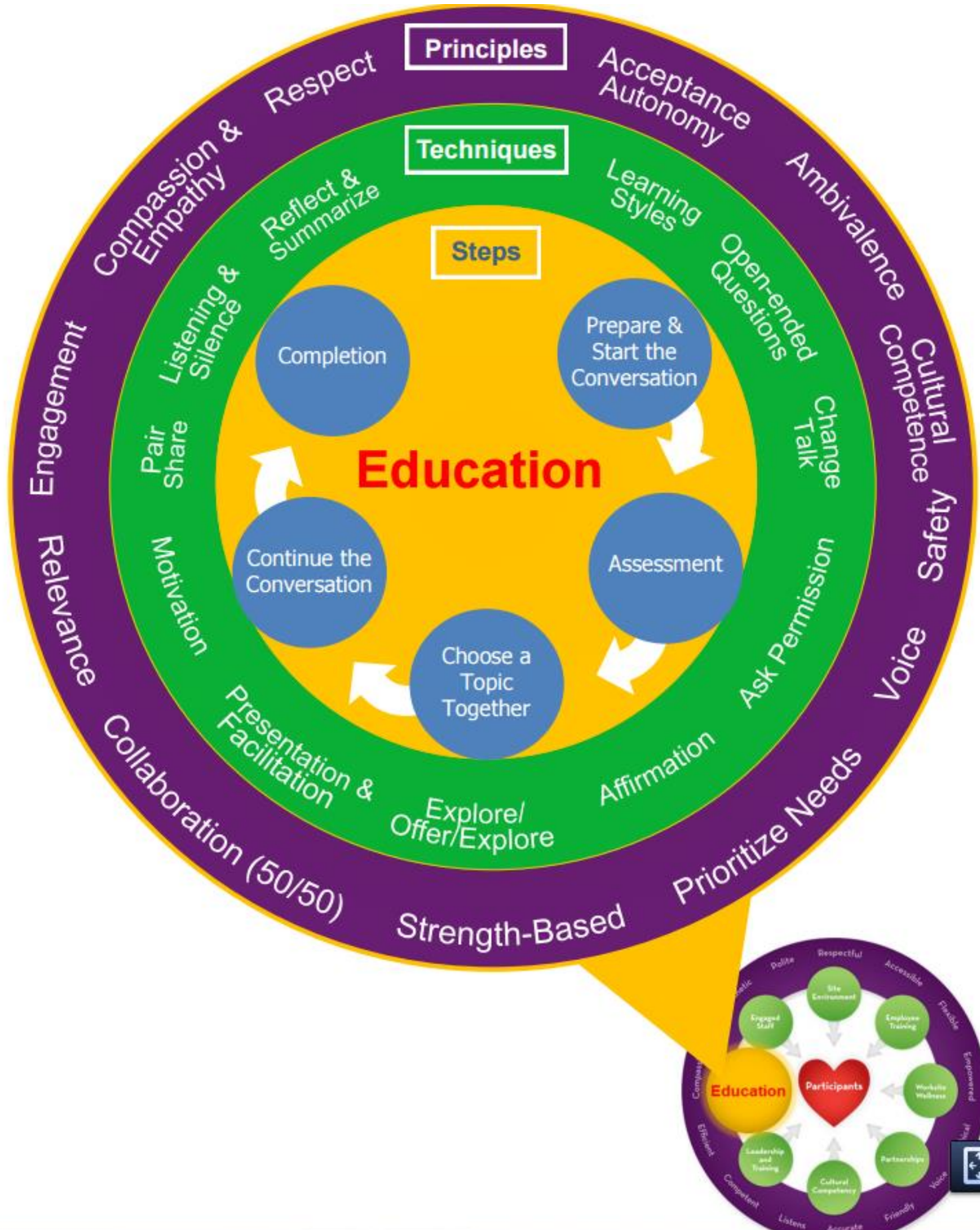
Favorite part about working with WIC: I truly enjoy working with the amazing families that participate in the WIC program. Interacting with women, infants and children brings great joy to my days. Also being a part of the awesome NICAIO WIC team is a true gift.

## Thank you of the Week

My husband is a graduate student and though I work part-time, WIC has helped to provide much needed nutritional support for my family. – WIC Participant.

## Participant Centered Services

The PCE Model:



## *eWIC/Focus Update*

FNS UAT occurred this week in Des Moines. The FNS UAT took place to determine if Iowa will be approved to move onto the eWIC pilot phase for Marion County at the end of October. Individuals involved with this testing included FIS/CDP, Thought Matrix (IV & V Contractor), Ciber, FNS Mountain Plains Regional Office, and state staff. We have not received official word at this point on whether FNS has approved us to move onto pilot. Testing went very well.

## *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 (Support Staff) - September 24, from 8:30- 11:30
  - 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
Nutren Jr. w/Fiber (Vanilla)	78 (3 cases + 6 individual containers)	9/2015	Marion County Public Health	Jessica Johnson 641-828-2238 x225
Neocate Junior	11 cans	9/2015	Mid Iowa Community Action	Sierra Steven 515-232-9020, ext. 105
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	Sue Burnett

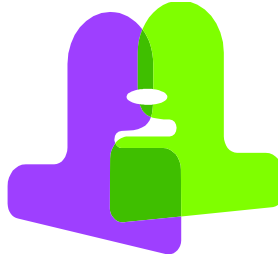
Product	Quantity	Expiration Date	Agency	Contact
			Threshold	319-292-1827
Powdered Nutramigen	3 Containers 8 Containers	11/2015 12/2015	Operation Threshold	Sue Burnett 319-292-1827
Powder Nutramigen Toddler with Enflora LGG	7 – 12.6 oz Container 20 - 12.6 oz Container	11/1/2015  2/1/2016	Mid-Sioux Opportunity	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

