

# COVID-19 UPDATE: March 17, 2020

## What You Can Do

Let us know if your clinic operations are changing:

We hear:

- Clinics are moving, for a few days, or for longer
- Clinics are closing to the public, but staff continue to come to work
- Clinics are closing and staff are told to work from home

If your clinic operations are changing send information to [WICpolicysupport@doh.wa.gov](mailto:WICpolicysupport@doh.wa.gov)

## Serve Priority 1 and 2 first

We want you to serve all participants. And we know pregnant and breastfeeding women, and infants, are the highest need.

- Exclusively formula fed infants are at particular risk; there is no other food source for them but infant formula. We don't want families making their own infant formula.
- Supporting breastfeeding is crucial during this difficult time.
- Please prioritize priority 1 and 2 participants if you have to limit your services.

## Register for Webinar Friday, March 20, 2020 at 1:00

Please register for **WA WIC COVID - 19 Update** on **Mar 20, 2020 1:00 PM PDT** at:

<https://attendee.gotowebinar.com/register/2656256671098224651>

After registering, you will receive a confirmation email containing information about joining the webinar.

## What We Know Today

### Infant formula may be hard to find

We are hearing about temporary shortages of formula.

- Manufacturers assure us they have plenty of formula, the problem is at the delivery end.
- All parents (not just WIC ) are understandably hoarding formula, which means it may temporarily be out.
- Encourage parents to call the store to find out when formula will be stocked.

## What We Are Doing

### WIC Policy Support Emails

The WIC policy support email now works. Contact: [WICpolicysupport@doh.wa.gov](mailto:WICpolicysupport@doh.wa.gov) when you don't need an immediate response. If you need an immediate response call.

Policy support staff respond to emails within 1 business day.

**Note:** We're using this email inbox to capture all the COVID-19 policy questions.

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[Clinic signs](#) - We're working on a clinic sign to inform clients about your clinic's situation. We'll share a couple of options and make them available in a format so you can modify them to fit your clinic's needs.

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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](mailto:WIC@doh.wa.gov).

DOH 960-370 March 2020

