

## COVID19 Webinar Notes – 4/20/20

These notes capture what was shared on this webinar. Information is changing quickly. We'll share updated information during the webinars and in future webinar's notes as it becomes available.

Question	Answer	State Staff Follow-up
<b>Welcome and Opening Remarks</b>		
<p>Opening remarks by Paul Throne</p>	<p>The data shows we in WA have about 12,000 positive cases and have had 634 deaths. We have positive cases in all counties except Garfield. We're still one of the states with significant COVID-19 outbreak. All of the hard work we're doing with social distancing practices is making a difference. We're flattening the curve and seeing a lower rate of new cases and hospitalizations. We need to continue doing what we're doing because it's working!</p> <p>It's important to realize that we are experiencing a trauma with this COVID-19 pandemic. We're trying to get our work done and still take care of our families and support our friends. It's stressful and impacts each of us differently. Each day is different for all of us. We're living through this shared experience.</p> <p>In stress, our bodies produce stress hormones which puts us into a "fight or flight" state. The fight, flight or freeze reaction occurs in response to a perceived harmful event or threat to survive. We are in this stressful state day after day. We might not be able to concentrate as well or get things done as quickly. We forget things. We don't get as much done. We need to be ok with how we are and take care of ourselves and take care of our families. It's okay when we feel scared and to have days where we aren't feeling as good as we'd like. We need to be gentle with ourselves and get the support we need. We hope you take advantage of the support available in your organization and communities.</p> <p>See slides 5 and 6: How deep is the mud? Depends on who you ask We all go through the same things differently.</p>	

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	Sometimes we can reframe our thinking or how we say things to help. For example, we can say “I’m stuck at home.” Or say “I’m safe at home. Sharing this if it’s helpful.	
<b>Announcements</b>		
Press releases and Facebook posts	<p>DOH WIC press release “WIC services are open for business” went out last Friday, in both English and Spanish languages. We hope this will attract attention from many media groups and help families know that WIC is here to support them.</p> <p>We also posted these messages to Facebook and Twitter. We encourage you to repost to your agency’s social media platforms or your personal pages, whatever you can do.</p> <p>Nutrition First showed their Facebook post. They posted these messages and NWA graphics to their Facebook and Instagram sites.</p>	We’ll send the press releases out to you.
NWA materials and toolkit	<p>The National WIC Association (NWA) has a lot of helpful information about COVID-19 on their website: <a href="https://www.nwica.org/covid-19-resources">https://www.nwica.org/covid-19-resources</a>.</p> <p>Scroll down to "Messaging" and then click on the <a href="#">Messaging Toolkit – WIC and COVID-19 materials</a>. This is a great place to see all the social media messages with graphics. NWA gives you a link to a “drop box” (see “click here”) to go to another page where you can see messages and higher quality graphics. You can save several of these to your own computer so they’re easy to access.</p> <p>There’s also BF guidance and many self-care resources. Nutrition First includes these self-care ideas in their newsletters.</p> <p>All WA WIC staff are members of National WIC Association. The state office pays membership dues for all local staff.</p>	
How are you using the NWA materials?	Please share with us how you’re using the NWA materials and what you find most useful.	

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<b>Facilitating questions and sharing</b>		
Polling questions about: Providing WIC card and food education to participants remotely	<p><b>Question 1:</b> How do staff provide WIC Card/food education materials (mark all that apply)?</p> <ul style="list-style-type: none"> <li>• Mail materials – <b>87%</b></li> <li>• Participant picks up materials - <b>66%</b></li> <li>• Email links and handouts – <b>33%</b></li> <li>• Other – <b>16%</b></li> </ul>	
	<p><b>Question 2:</b> Which materials are staff providing participants (mark all that apply)?</p> <ul style="list-style-type: none"> <li>• WIC Shopping Guide – <b>80%</b></li> <li>• WICShopper app – <b>90%</b></li> <li>• WIC Shopping Tips for Participants – <b>78%</b></li> <li>• All items by email (web links for handouts) – <b>15%</b></li> <li>• Other – <b>29%</b></li> </ul>	
	<p><b>Question 3:</b> How do staff review WIC Card and foods (mark all that apply)?</p> <ul style="list-style-type: none"> <li>• Video chat</li> <li>• Phone conversation w/out visuals</li> <li>• Phone conversation w/visuals</li> <li>• In person using social distancing</li> <li>• Other</li> </ul> <p>Note: This polling question didn't work. Please send your responses in an email to <a href="mailto:WAWICTraining@doh.wa.gov">WAWICTraining@doh.wa.gov</a>.</p> <p>Cynthia Huskey and Heidi Feston would like to learn more about what you're agency is currently doing. In addition, if you have any training methods that seem to be working well or any struggles you would like us to know about that would be great.</p>	

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<p>Polling questions about: Staff reviewing the COVID-19 Questions and Answers (Q&amp;As)</p>	<p>We asked coordinators to have their staff answer the following two questions and share the responses during today’s webinar. Thank you for sharing your staff feedback!</p> <p>1. I review the COVID-19 Q and As.</p> <ul style="list-style-type: none"> <li>• Yes – <b>84%</b></li> <li>• No – <b>16%</b></li> </ul>	
	<p>2. If yes, the information in the Q and A helps inform me because: (Select all that apply.)</p> <ul style="list-style-type: none"> <li>• When questions come up, I refer to the Q and A – <b>67%</b></li> <li>• I like having the answers all in one place – <b>76%</b></li> <li>• Hyperlinks are useful to find information easily – <b>66%</b></li> <li>• I don’t find the Q and A useful, it’s hard to find answers- <b>7%</b></li> </ul>	
<p>Training Survey</p>	<p>We’re providing training on COVID-19 for staff. The training will include the following three topics:</p> <ol style="list-style-type: none"> <li>1) Learning about COVID-19</li> <li>2) Managing anxiety and supporting good self-care</li> <li>3) Providing remote WIC services using a phone or video conferencing</li> </ol> <p>In order to provide the most relevant training, we’d like to hear from you and staff. We posted a Training Survey with a few questions to the Webinar Handouts. Please talk with your staff and complete this survey.</p> <p><b>Please email your completed survey by Friday, April 24, 2020 to <a href="mailto:WAWICTraining@doh.wa.gov">WAWICTraining@doh.wa.gov</a>.</b></p>	<p>We’ll email the Training Survey form tomorrow when we send the slides and webinar notes out.</p>

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Are you anticipating this training to possibly be offered for the May 12-13 dates that had been scheduled for the Coordinator Meetings?	We don't know when we'll provide this training. We'll consider this.	
<b>Questions and answers</b>		
Are we still saving the date for the BF Promotion Coordinators' meeting?	We asked you to hold the two dates in May for the BF Promotion Coordinator, Clinic Service Advisory Committee (CSAC) and Coordinator meetings. We thought we might host webinars on those days instead of the face to face meeting. Now that we have two COVID-19 webinars each week, we need to determine if those days are needed.	We'll notify you about the 2 days in May you are holding for the BF Coordinator, CSAC, and Coordinator meetings.
How can we equitably issue FM checks to participants?	We'll be discussing this and provide guidance for how to offer FM checks fairly to your participants while working remotely.	
I have a question about CPA training during this time with COVID-19. Are we holding off on doing appointment observations until participants are back in the clinic or should we be moving forward with observations? I have 5 staff in various levels of CPA training right now.	We're discussing how to do observations for new staff training to be CPAs. Observations are such an important part of the training, we want to still include them. We're working on guidance for how to do observations using video conferencing software or phones, if videoconferencing isn't available.	
Should we put the Pump-N-Style pump in an additional box to mail it? They are sent to us three pumps in a box, so they are in another box.	You can mail the pump in one box as long as the box is a sturdy cardboard box.	
Note: This webinar ended early.		