

## COVID19 Webinar Notes – 8/20/20

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.

Topic/Question	Information/Answer	State Staff Follow-up
<b>Opening remarks</b>		
<b>Welcome</b> – Jacqueline Beard	Washington WIC staff – You truly do “got this.”	
<b>Opening Remarks</b> – Paul Throne	<ul style="list-style-type: none"> <li>• Hopeful signs in decreased cases of newly diagnosed cases per 100K people.</li> <li>• Rate of hospitalization is trending in a positive direction also.</li> <li>• R (rate of reproduction) estimate is now at about 1 for both Eastern and Western WA. (Meaning each ill person is only making 1 other person ill.)</li> <li>• Optimism is the best way to see life. 😊</li> <li>• Thank you for all you've accomplished.</li> </ul>	
<b>Announcements</b>		
<b>Post-waiver transition update</b> - Cathy Franklin	<ul style="list-style-type: none"> <li>• Shortened the name of this transition time (removed “pre-vaccine” language).</li> <li>• Close to finishing our plan and being vetted by appropriate authorities.</li> <li>• We will share more in the next few weeks.</li> </ul>	We'll send a memo with the plan once approved and review the plan on a future webinar.
<b>Follow-up to Managing Participant Appointments</b> – Jody Ceesay	<ul style="list-style-type: none"> <li>• We would like more input about what works, doesn't work, or needs for more information for managing participant appointments.</li> <li>• Please email Jody with input at: <a href="mailto:Jody.Ceesay@doh.wa.gov">Jody.Ceesay@doh.wa.gov</a></li> <li>• Detailed Clinic Appt. Schedule – export to Excel. Highlight Columns I and J and unmerge them, then apply the filter and you are then able to sort by the Family ID# which will make it easier and quicker to assign a family's appointments to staff.</li> </ul>	
<b>WIC Update Webinar schedule</b> – Jacqueline Beard	<ul style="list-style-type: none"> <li>• August 27, 2020 WIC Update Webinar - <b>Cancelling</b></li> <li>• September 3, 2020 WIC Update Webinar – <b>Keeping</b></li> <li>• September 10, 2020 WIC Update Webinar – <b>Cancelling</b></li> </ul>	

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<b>Breastfeed LA resources</b> – Jean O’Leary	<p>Happy World Breastfeeding Month!            California is hosting several webinars. Get more information here:  <a href="http://www.breastfeedla.org/asian-breastfeeding-task-force/">http://www.breastfeedla.org/asian-breastfeeding-task-force/</a></p> <p>See Memo 2020-100 QWIC Notes for more information about the webinars.</p>	
<b>August 25 – 31 – Black Breastfeeding Week</b> – Jean O’Leary	<p>Great information can be found at this website:  <a href="http://blackbreastfeedingweek.org/">http://blackbreastfeedingweek.org/</a></p> <p>This site outlines five import reasons for having Black Breastfeeding Week. Here is a summary below. We encourage you to visit the website to learn more:</p> <ol style="list-style-type: none"> <li>1. High black infant mortality rates – According to the CDC, increased breastfeeding among black women could decrease infant mortality rates by as much as 50%.</li> <li>2. High rates of diet-related diseases and concerns – Breastmilk is the best preventative medicine nature provides by reducing the risk of such illnesses and conditions such as upper respiratory infections, Type II diabetes, asthma, and child obesity.</li> <li>3. Lack of diversity in the lactation field – Let’s celebrate and showcase the breastfeeding champions in the Black community who are often invisible and work towards diversifying lactation professionals.</li> <li>4. Unique cultural barriers among black women – Black women have unique cultural barriers and a complex history connected to breastfeeding and it needs special attention.</li> <li>5. Desert-like conditions in Black communities – Many Black women live in “first food desert” communities where they can’t access breastfeeding support.</li> </ol>	

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	<p>To address lower rates of breastfeeding among our Black WIC families, we are supporting work done by Delores Baccus, Public Health Seattle &amp; King County. Areas of focus are:</p> <ul style="list-style-type: none"> <li>• Building community support for breastfeeding by using the peer counseling training curriculum to train women of color how to provide peer to peer breastfeeding support.</li> <li>• Portraying strong and beautiful photos of Black women breastfeeding. See photo on slide that was taken by a former peer counselor. The state WIC plans to use these photos in materials, such as updated WIC Shopping Guide.</li> </ul> <p>See Slide 12 which shows the percent of Black women participating in WIC between the years of 2013-2018; Black women receiving the fully breastfeeding food package has significantly increased. This is heartening to see and we still have much to do!</p>	
	<p>Keep sharing your clinic’s celebration of World Breastfeeding Month with us! Send to: <a href="mailto:Jessica.Armstrong@doh.wa.gov">Jessica.Armstrong@doh.wa.gov</a>.</p>	
<b>Topics</b>		
<p><b>Status of WIC Services Bi-Weekly Survey Changes – Jody Ceesay</b></p>	<p><b>Added the following section to the WIC Services Bi-Weekly Survey:</b> Capacity to support remote work</p> <ul style="list-style-type: none"> <li>• Has your agency’s upper management staff approved staff with school aged children who are learning remotely to work from home? <b>Yes or No</b></li> <li>• <b>If Yes, and you need DOH laptops</b>, please fill out the following: <ul style="list-style-type: none"> <li>○ Cascades Clinic ID number for the main clinic the staff works at Example: L52C01 (bottom of Cascades, by the little building)</li> <li>○ First name</li> <li>○ Last name</li> <li>○ Role/Position drop down box: Coordinator, Certifier, Clerk, RD, Breastfeeding Peer Counselor</li> <li>○ FTE worked in WIC</li> </ul> </li> </ul>	

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	<p>A laptop Request form (Word) will be included in the email sent out with the survey link to complete if it is applicable.</p> <p>We'll email the laptop request form (Excel) next week so agencies can submit the form in between surveys if needed. If the Excel form is submitted between surveys then email the form to:  <a href="mailto:WICLPC@doh.wa.gov">WICLPC@doh.wa.gov</a>.</p> <ul style="list-style-type: none"> <li>You can submit the form anytime, even in between surveys.</li> </ul> <p>Be sure to select your agency in the dropdown list. (It's easy to select the wrong agency.)</p> <p>We removed some sections to keep the survey the same length.</p>	
<b>Certifier Competency Training Updates – Toi Sennhauser</b>	<p><b>OVERVIEW of the following documents (attached to webinar)</b></p> <ol style="list-style-type: none"> <li>COVID-19 CCT Guidance</li> <li>COVID-19 CCT Documentation Form</li> <li>COVID-19 CCT Observation Tool</li> </ol>	<p>Please see Memo 2020-102 for the three Certifier Competency Training documents discussed today.</p>
	<p><b>COVID-19 Certifier Competency Training Guidance</b></p> <p>Use to train staff who become Competent Professional Authorities (CPA) during COVID-19</p> <ul style="list-style-type: none"> <li><b>Self-learning components stay the same</b></li> <li><b>Observations will be different</b></li> <li><b>Documentation will be different</b></li> <li>We're here to help!</li> </ul>	
	<p><b>THREE OBSERVATION OPTIONS</b> (listed in preferred order)</p> <ol style="list-style-type: none"> <li>Join virtual appointment</li> <li>Join phone appointment</li> <li>Observe and listen from a safe distance in person</li> </ol>	
	<p><b>COVID-19 CCT Documentation Form ANTHROPOMETRICS + HEMATOLOGY</b></p> <p><b>Staff aren't completing measurements and bloodwork:</b>  Complete observations without measurements.</p>	

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	<ul style="list-style-type: none"> <li>• Document in COVID-19 CCT Documentation form</li> <li>• State staff will send a temporary Certifier Competency Training (CTT) Certificate</li> </ul> <p><b>Once staff can complete measurements and bloodwork:</b> Observe trainee on anthropometric measures + bloodwork.</p> <ul style="list-style-type: none"> <li>• Document in COVID-19 CCT Documentation form</li> <li>• Permanent CCT Certificate</li> </ul> <p><b>COVID-19 CCT Documentation Form</b> – Need to submit twice.</p> <ul style="list-style-type: none"> <li>• First time for the temporary CCT certificate – measures and hematology not observed.</li> <li>• Second time once measures and hematology are observed – for the permanent CCT certificate.</li> </ul> <p><b>COVID-19 CCT Observation Tool</b></p> <ul style="list-style-type: none"> <li>• Use for all observations, not just for certifications</li> <li>• Use while staff aren't taking anthropometric measurements and bloodwork</li> <li>• Added more details to different sections</li> </ul> <p><b>THINGS WE ARE DOING (ALMOST DONE)</b></p> <ul style="list-style-type: none"> <li>• Updating all 16 competency worksheets <ul style="list-style-type: none"> <li>➡ Includes Cascades now 😊</li> <li>➡ Replaces Interim for Cascades worksheet</li> </ul> </li> <li>• Replacing worksheet 3 – Multicultural Awareness <ul style="list-style-type: none"> <li>➡ Refocus on Cultural Humility and Implicit Bias</li> </ul> </li> <li>• Worksheets will be posted soon!</li> </ul>	
Who to contact with questions	Contact Toi Sennhauser at <a href="mailto:Toi.Sennhauser@doh.wa.gov">Toi.Sennhauser@doh.wa.gov</a> or the <a href="mailto:WAWICTraining@doh.wa.gov">WAWICTraining@doh.wa.gov</a> mail box.	
Will you provide the documentation form in a format we can type in?	Yes, we believe we can do this.	We'll look into this.
Can staff work fully as a certifier with the temporary CCT form?	Once they complete all the competencies and documentation form, they can do all duties except the measurements and hematology with the temporary CCT certificate.	

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Can we submit the original competency documentation form now and send the one with the completed anthros and hematology later?	<p>If you are currently training a staff person and have already filled out most of the current CCT Documentation form and it would be a difficult to transfer the information to the new form, go ahead and email us the current form. Document which observations didn't include measurements and blood work.</p> <p>If you've just started filling out the current CCT Documentation form, please transfer the information onto the new COVID-19 CCT Documentation form and send it.</p>	
Is there updated HIV/AIDS training?	<p>We recently learned there were changes in the HIV/AIDS training requirements based on newly passes legislation this past legislative session, so this training may not be required. We are confirming this.</p> <p>If confirmed, we won't post HIV/AIDS training in the new Learning Management System (The Learning Center, TLC).</p>	We'll let you know once we confirm this information.
When will the new forms be posted?	<ul style="list-style-type: none"> <li>• We expect them to be posted within the next two weeks.</li> <li>• Contact Toi and she can send them out to you separately (see contact information above), if you need them right away.</li> </ul>	
Can an experienced certifier do the observations?	Coordinators can identify who in the clinic are the certifier trainers. This includes RD's and experienced CPAs.	
Do we need to put the participant ID next to the date on the Observation Tool?	<p>We feel it would be helpful for monitoring purposes, for follow-up and reviewing documentation.</p> <p>It is up to you to determine what is valuable and needed.</p>	
Will there be a requirement for all WIC staff to complete the new Cultural Humility and Implicit Bias training?	We're discussing if this will be required for all staff. We're excited about this training and know it would be valuable.	We'll let you know the final decision if it's required for all staff.
Is it possible to still get GoToMeeting licenses for doing observations?	Yes, we still have GoToMeeting licenses to offer you and your staff. Please email <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a> to request a license.	
<b>NWA Virtual Nutrition Education and Breastfeeding Conference</b> – Jacqueline Beard	<p><b>Important dates:</b> (See Memo 2020-99 for the conference agenda)</p> <p>Early Bird Registration deadline: August 23<sup>rd</sup></p> <p>General Registration deadline: Sept. 2<sup>nd</sup></p> <p>Conference dates: Sept. 9 – 11<sup>th</sup></p>	

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	<ul style="list-style-type: none"> <li>• Enjoy live sessions on September 9 – 11.</li> <li>• View recorded sessions by October 11</li> <li>• Times for sessions are Eastern Time, so adjust for Pacific Time               <ul style="list-style-type: none"> <li>○ Wednesday, Sept 9 begins at 7:30am and ends at 4:00pm PT</li> <li>○ Thursday, Sept 10 begins at 6:00am and ends at 3:30pm PT</li> <li>○ Friday, Sept 11 begins at 6:00am and ends at 2:15pm PT</li> </ul> </li> </ul>	
	<ul style="list-style-type: none"> <li>• Each staff person must have a NWA account to register</li> <li>• Select your agency from drop down list – check information               <ul style="list-style-type: none"> <li>○ Please confirm the office address and billing address are correct</li> </ul> </li> <li>• Get group discount rate for 10 or more staff by emailing <a href="mailto:registration@nwica.org">registration@nwica.org</a></li> <li>• Option to pay by purchasing order and be billed</li> <li>• Need help? Contact NWA staff at <a href="mailto:registration@nwica.org">registration@nwica.org</a> or call 202-232-5492</li> </ul>	
	<p><b>Continuing Education Units:</b></p> <ul style="list-style-type: none"> <li>• <b>Registered Dietitians/ Nutritionists and Dietetic Technicians-Registered:</b> up to 38 CEUs will be offered</li> <li>• <b>International Board Certified Lactation Consultant:</b> CERPs allocated for a maximum of 13.25 (L), 23.25 (R) and 2(E) CERPs by the International Board of Lactation Consultant Examiners.</li> </ul>	
Registration is by group, do people have to review as a group?	<ul style="list-style-type: none"> <li>• Each person will have an individual registration with the group rate.</li> <li>• Each person can view however it works best for them.</li> </ul>	
Does each person in the group rate have to have an individual account?	<p>Yes, each person has to have an individual NWA account. This is a tricky part of the process and several staff have called with questions about this. You're not alone.</p> <p>If you aren't sure if the staff person has an account, do these steps:  <i>See Slide 27 – added after webinar to help with this part of registration.</i>          Go <a href="#">here</a> to Create a NWA account or to check if staff person has an account. Steps are the same for both.</p>	

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	<ul style="list-style-type: none"> <li>• Select your agency name from the drop down list at top of form. <ul style="list-style-type: none"> <li>○ When we paid your membership, we provided the names of all local WIC agencies in Washington. Your agency will be listed in the drop down field.</li> </ul> </li> <li>• Enter the first and last name of the staff person</li> <li>• Add a password and confirm password</li> <li>• Select staff person's role from the drop down list</li> <li>• Your agency office and billing addresses will fill in once you select your agency. Please review this information to make sure it is accurate. Correct the information if needed.</li> <li>• Press the Create Account button at bottom of screen: <ul style="list-style-type: none"> <li>○ You'll receive a message telling you the staff person already has an account <b>OR</b></li> <li>○ You'll get a message telling you/staff person that you now have an account. System takes you to your Dashboard.</li> </ul> </li> <li>• Once all your staff have NWA accounts, go to the <a href="#">Fees and Registration</a> screen to register for the conference. <ul style="list-style-type: none"> <li>○ If you want to get the Group Rate for registration, email <a href="mailto:registration@nwica.org">registration@nwica.org</a> BEFORE you register and NWA staff will help you register.</li> </ul> </li> </ul>	
How soon after the live sessions will the recording be available?	<p><b>Updated 8-21-20</b> You may view the recorded sessions 20 minutes after the live session ends.</p>	
For the RD credits, do we have to watch the session in real time?	<ul style="list-style-type: none"> <li>• There is a limit to the number of credits the Academy of Nutrition and Dietetics allows for recorded sessions/trainings.</li> <li>• It also depends on how many recorded sessions you've already viewed in your five year training period.</li> <li>• We're not sure if the number of recorded sessions allowed has been expanded due to COVID-19.</li> <li>•</li> </ul>	We will look into this and let you know what we learn.
<b>Close meeting</b>		
<b>COVID-19 Resources for WIC Staff and Participants</b>		



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<b>Who to Contact for Questions</b>	<ul style="list-style-type: none"> <li>• <a href="#">State COVID Assistance Hotline</a>: 1-800-525-0127</li> <li>• Text the word “Coronavirus” to 211-211 for updates on your phone</li> <li>• Ask a question: <a href="mailto:DOH.information@doh.wa.gov">DOH.information@doh.wa.gov</a></li> </ul>	
<b>Multilingual Resources</b>	<ul style="list-style-type: none"> <li>• <a href="https://www.coronavirus.wa.gov">Coronavirus.wa.gov</a></li> <li>• <a href="#">Health education materials in 26 languages</a></li> <li>• <a href="#">DOH-Novel Coronavirus Outbreak (COVID-19)</a></li> </ul>	
<b>Stress due to COVID-19</b>	<p><a href="#">Washington Listens</a> – talk to someone about stress due to COVID-19</p> <ul style="list-style-type: none"> <li>• Call 1-833-681-0211. Language services available.</li> <li>• Available Monday-Friday 9 am to 9 pm and weekends 9 am to 6 pm</li> </ul>	
<b>A Healthy Dose of Information</b>	<ul style="list-style-type: none"> <li>• <a href="#">Public Health Connection</a> – DOH blog posts</li> <li>• WA WIC Memos posted on the: <ul style="list-style-type: none"> <li>○ <a href="#">Local Agency SharePoint</a> page</li> <li>○ <a href="#">Nutrition First</a> website</li> </ul> </li> </ul>	
<b>Contact us with your questions:</b>	<p><b>Policy Support phone:</b> 1-800-841-1410, press 3, then press 1 or Email at <a href="mailto:wicpolicysupport@doh.wa.gov">wicpolicysupport@doh.wa.gov</a></p> <p><b>Clinic changes/closures</b> - call your LPC or email Your Local Program Consultant (LPC) or Email at <a href="mailto:wiclpc@doh.wa.gov">wiclpc@doh.wa.gov</a></p>	