

Peer Counselor Orientation Plan for Peer Managers

Consider this plan an example to guide training by the PC Manager. Feel free to adapt it to meet your LA needs.

Basic Orientation

- Workspace Orientation
 - Email Access
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- Clinic Orientation
 - Staff names
 - Clinic numbers and extensions
 - Review WIC Schedule and locations
 - Dress Code
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- Human Resources
 - Timesheet
 - Requesting time off
 - Review mileage reimbursement and documentation
- MI-WIC Access
 - Confidentiality Statement

Online Modules:

- Complete Michigan WIC Civil Rights Training- must pass with a 90%- please print copy of quiz once completed <https://courses.mihealth.org/PUBLIC/home.html>
- Complete MI-WIC LMS All Clinic Staff Training <https://courses.mihealth.org/PUBLIC/home.html>
- Watch Client Centered Services (CCS) Webcasts (role-specific) https://www.michigan.gov/mdhhs/0,5885,7-339-71547_4910_19205-448628--,00.html
 - Scroll down to the “CCS Skill Building” Section
 - Click on the bubble “Webcast for CPA/RD/BF Peer” and watch the webcasts:
 - Continuity of Care: Why it Takes a Team
 - Approaching Sensitive Issues in WIC Nutrition Counseling
 - Evoking and Building Motivation for Change
 - Client Centered Goal Setting
- Complete Wichealth.org Client Centered Services Online Training: <https://www.wichealth.org/Account/Login>
 - Sign in with LA sign-in information Click on “Academy” at bottom
 - Complete the following:
 1. Rethinking How We Listen and Respond in WIC
 2. Communicate to Motivate
- Complete 5-hour Cohesive Training Videos

- Review the following items on the MDHHS PC website https://www.michigan.gov/mdhhs/0,5885,7-339-71547_4910_19205-493763--,00.html
 - Job Description
 - Scope of Practice for peer counselors (“Loving Support Through Peer Counseling: A Journey Together” Scope of Practice for the Peer Counselor)
 - When to Yield
 - Policies
 - PC Orientation Checklist

In-Person WIC Clinic Orientation:

- About WIC and Eligibility
- Food packages and categories
- Breast pump location, inventory & distribution
- Breastfeeding and Infant Feeding Classes
- Breastfeeding Support Groups
- Observe Clerical Staff
- Observe CPA Staff
- Breastfeeding Documentation in MI-WIC
- Coffective use in clinic
- Breastfeeding integration into the WIC clinic workflow
- Learn how to complete activity reports
- Obtain required reports
 - Peer counselor contact report
 - Client call back report

Other tasks to complete:

- Obtain the following books:
 - Mother’s Milk and Medications, Thomas Hale
 - Breastfeeding Answers: A Guide for Helping Families (Second Edition), Nancy Mohrbacher
 - The Womanly Art of Breastfeeding, La Leche League
- Register for/ attend upcoming Breastfeeding Basics Training
- Schedule orientation with Regional Lactation Consultant

It is encouraged the above be completed prior to breastfeeding specific training with the LC.

- Shadow local agency lactation consultant and another peer counselor (ideally from another local agency, if possible)

***** Prior to seeing clients, the PC must either attend Breastfeeding Basics or receive orientation with the Regional LC.**