

## 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](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](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 Made Simple Book, Nancy Mohrbacher
  - Womanly Art of Breastfeeding, La Leche League
  - Breastfeeding: A Parent’s Guide, Amy Spangler
- 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.