

SENIOR PEER TRAINING

2025 TRAINING GUIDE

Tips and guidance from
peer counselors to support
you in your new role

CHEAT SHEETS

Examples to the
questions you have

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Tips from Michigan Senior Peers Counselors

Call Backs

Using the “Call Back” feature in MI-WIC: I use the call back feature to manage my client contacts. The WIC clerks, CPAs, & RDs use it as well to trigger a contact for the peer. I run the reports twice weekly - once at the beginning of the week, and the second time at the end of the week to make sure nothing gets missed. All WIC staff know that if there is an urgent BF concern or issue to contact the peer directly, either via Teams message, phone call, or email, to make sure support is provided ASAP.



Breast Pumps and Accessories:

I work closely with our BF Coordinator on our agency-wide inventories, orders, etc. We have an inventory sheet that we use at least quarterly, preferably once a month, to make sure we are doing “first in, first out”, and that we aren’t missing any pumps and kits. We also do this to distribute pumps and accessories between our 11 clinics, so we aren’t ordering from the state when one clinic may have what another clinic needs. A complete and thorough inventory is performed by the BF Coordinator and/or the Senior BFPC in each clinic (working with the local peer and/or CPA) quarterly before submitting our state order.



Breast Pump and Breastfeeding Chart Audits

Each month, I review each clinic for overdue pumps, proper pump follow-up per policy, make sure releases and return receipts are done, etc. On a quarterly basis, each peer will audit another clinic to make sure we are following state and local policies for pump documentation and follow up. While doing my monthly pump audits, I also look at new baby contacts and frequency of contacts to make sure that we are meeting the 2 business day attempted check in with new BF babies, and meeting the minimum contacts per policy with a PG/BF parent.

"Pre-defined" Reports

BE/BP clients: Under the "Miscellaneous" tab, choose "Pre-defined Reports" from the drop down menu. From the screen that opens up, choose "Client Listings" as the type of report to run, then "Clinic" choosing the desired clinic for the Organization Level, and then click "Continue." Don't choose anything on the next 2 screens - just hit the "Continue." On the 3rd screen, under "WIC Client Category," check the choices for "BE Woman BF Exclusively" and "BP Woman BF Partially," then hit "Continue." On the next screen, enter a title for the report (Ex: BE/BP Client Listing). Next, click "Submit." The report will pop up as a PDF, and you can print it from there. I then go through the list to make sure I have not missed any new clients and that they have been contacted in a timely manner. I check to see if they were on WIC for their PG, transferred in from out of state, or transferred from another clinic within the state. I do this report at least once a month, or more often if I have time.



Mentoring



Example of mentoring:

Zoom meetings: I meet with the peers in my agency on a weekly basis. We chose Monday at 11:00 am because it fits into everyone's schedule. This also gives us the opportunity to review any warm line challenges that may have occurred over the weekend. You may find a different day and time works best for your agency.

I use a free Zoom account so our meetings must stay within the 40 minute time limit. I use this time for team building, case review, WIC updates, trainings, and problem solving. Our meetings are booked a year in advance, and I link the invite to our agency's staff calendar. Our Peer Manager also gets the invite and will join us if she is able.



If I have questions or need to cover certain topics, I will send out an email to the peers first thing Monday morning so they have it ready for our meeting. We work around personal time off and might reschedule or cancel a meeting if needed. I like to keep it business casual and flexible. This has helped our peers feel more connected since we span 3 counties and rarely work together. We do use the camera option but do not record the meeting.



HELPFUL COMMENTS FOR LACTATING PARENTS

● *Encouragement*

- Every drop of liquid gold matters.
- Some days we produce more milk than others; this is normal and will happen. Keep doing it!
- Breathe and Netflix.
- **YOU ARE AMAZING.**
- Your baby appreciates every drop of milk you make and loves you for being their parent.

● *Positivity/Affirmations*

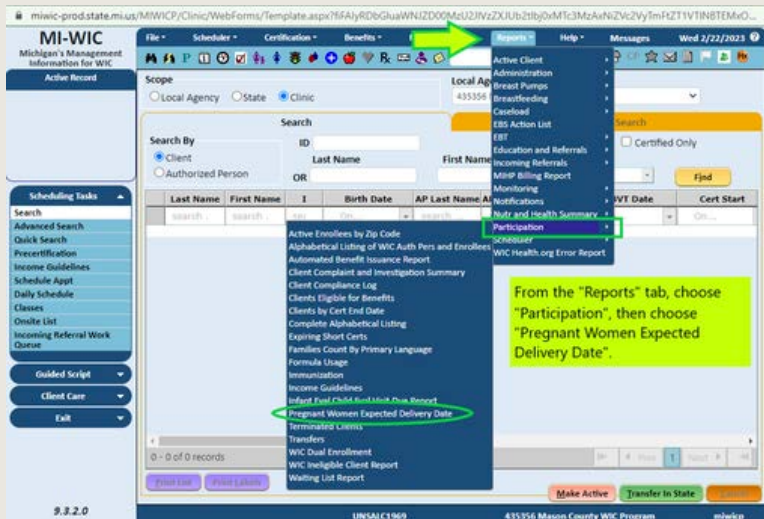
- Just take it day by day. Set small goals. You got this!
- It's worth it.
- Your baby has the best parent ever.
- However much you are producing is enough – **YOU** are enough.

● *Keep Going!*

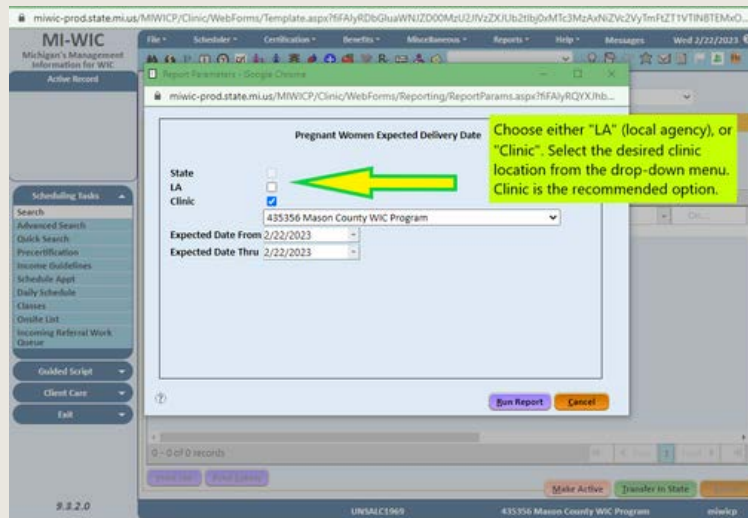
- Take it one session at a time!
- You can do whatever you put your mind to.
- You can do it! And if you can't, that's okay too.
- Any amount that you pump or feed a baby is amazing.
- You're amazing! You're doing better than you think you are! You've got this.
- Your love for your baby is not measured in ounces.
- Babies nurse for comfort, not only hunger.

HOW TO RUN THE

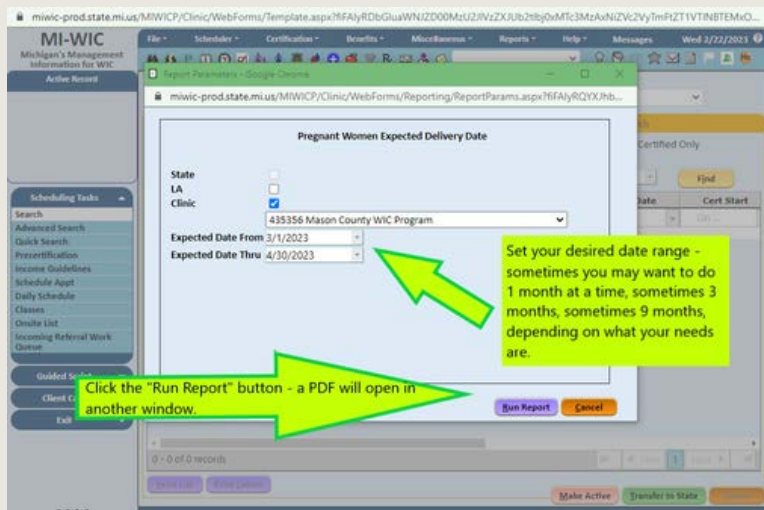
"ESTIMATED DELIVERY DATE (EDD) REPORT" IN MI WIC



STEP 1



STEP 2



STEP 3



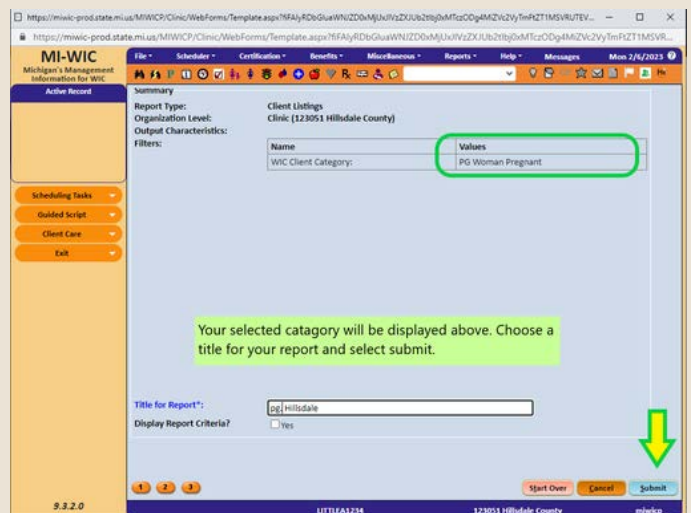
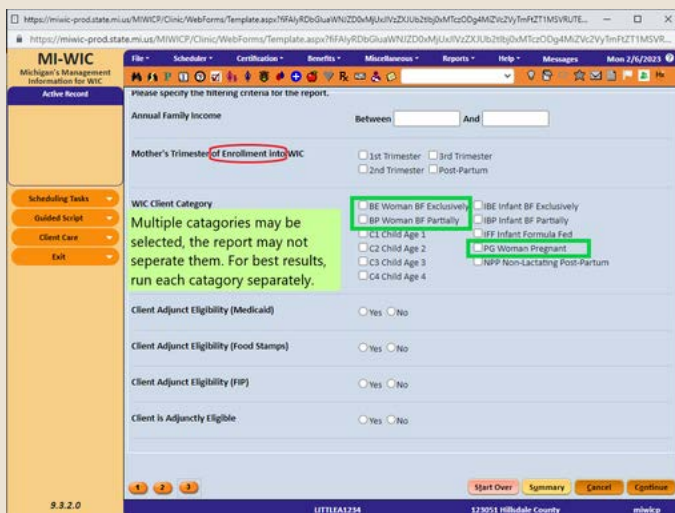
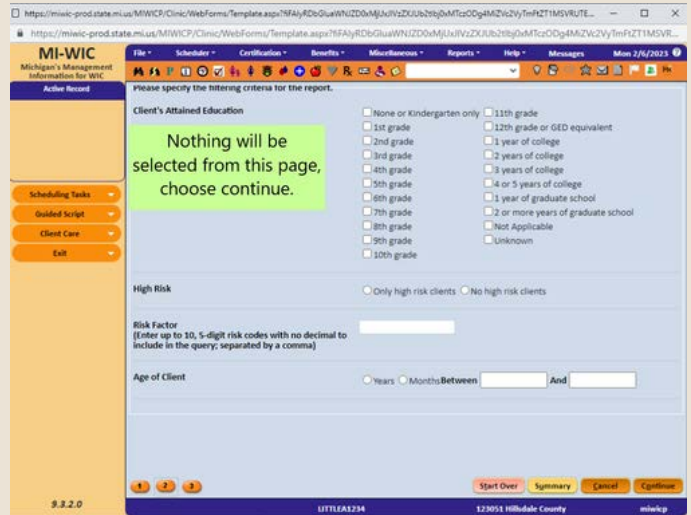
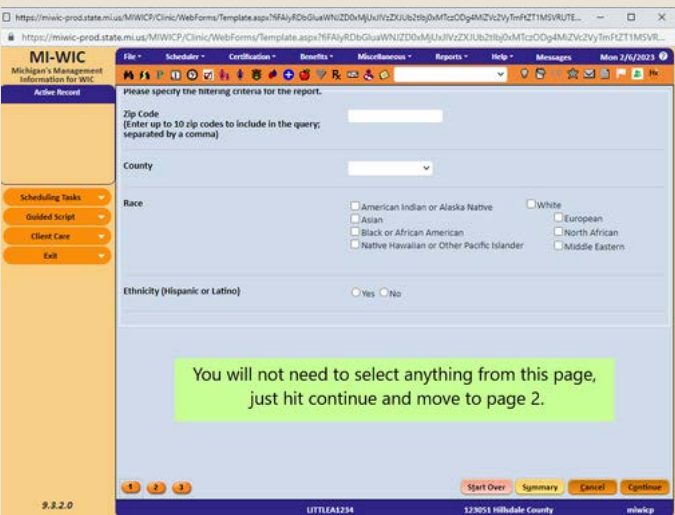
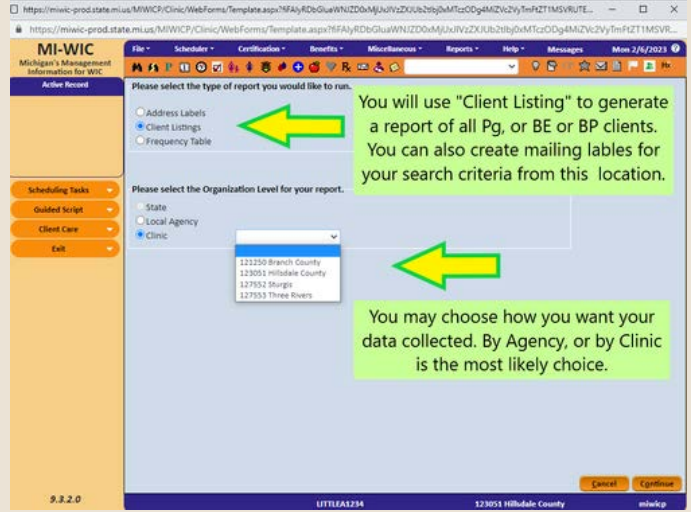
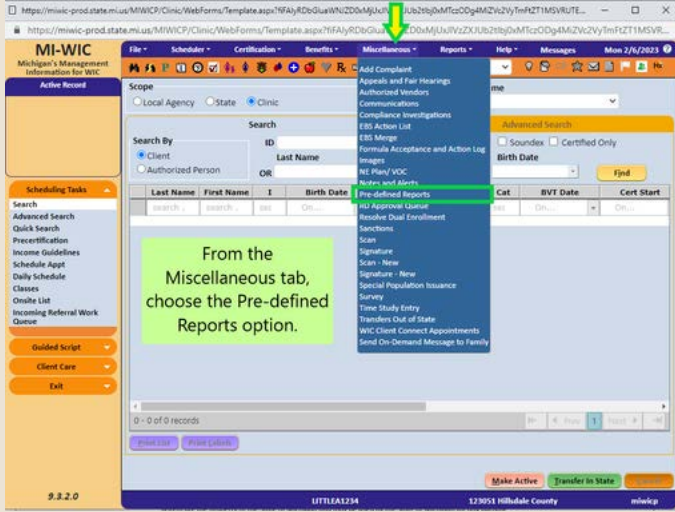
STEP 4



ENSURING NO CLIENT IS MISSED IN RECEIVING SUPPORT

HOW TO RUN THE "PRE-DEFINED REPORT" IN MI WIC

Ask your WIC Coordinator about assigning the LA-Pre-defined Reports role in MI-WIC prior to pulling this report.



PRENATAL LETTER

Sample for clients

Hello (insert name),

Congratulations on your upcoming arrival! Now is the time to start thinking about how you will feed your baby.

Human milk has been proven to have health benefits for both the parent and baby that transcend into adulthood. I wanted to let you know that at WIC we can provide you with many feeding resources, supplies, home visiting, and assistance if you need them. If you need BF/CF assistance, please give me a call anytime so I can assist you. This is FREE lactation support from WIC. Thank you and have a wonderful day!

List of supplies WIC can provide clients for free:

- Pumps (multiuser loaners, personal use, silicone pumps and handheld)
- Pump parts, car chargers, tubing, battery packs and different sized flanges
- Nursing pads
- Hydro Gels for comfort.
- Evidence based research about BF/CF

With warm regards,

(your name)

(your title)

(name of your WIC agency)

(agencies address)

Phone: (office number) (cell or hotline number)

Email: (your direct email)



POSTPARTUM LETTER

Sample for clients



Hello (insert name),

I wanted to congratulate you on your recent arrival! I am one of the certified Lactation Counselors with WIC. I wanted to let you know that at WIC we can provide you with many feeding resources, supplies, and assistance if you need them. If you need BF/CF assistance, please give me a call or come into our office so I can assist you.

Thank you and have a wonderful day!

List of supplies WIC can provide clients for free:

- Pumps (multiuser loaners, personal use, silicone pumps and handheld)
- Pump parts, car chargers, tubing, battery packs and different sized flanges
- Nursing pads
- Hydro Gels for comfort.
- Evidence based research about BF/CF

With warm regards,

(your name)

(your title)

(name of your WIC agency)

(agencies address)

Phone: (office number) (cell or hotline number)

Email: (your direct email)



***Overdue Pump Notice ***

Greetings (insert name),

WIC loaned you a multi-user pump on (date). This pump is now overdue and needs to come back to the WIC office. Please return the multi-user pump to _____ WIC office as soon as you can for other lactating folks to use. If you are having a hard time returning the pump, or if something has happened to it, please don't hesitate to give WIC a call. If it is lost, stolen or damaged, please let us know so we can record that in our system and you will not have to worry about any charges.

Thank you!

(your name)

(your title)

(name of your WIC agency)

(agencies address)

Phone: (office number) (cell or hotline number)

Email: (your direct email)

Sample Letter for Clients

OVERDUE PUMPS

It's Important to reach out with different modes of communication, such as text, phone, email and letters.

For a video walkthrough on how to pull the Overdue Pump Report in MI-WIC, click [here](#).



SAMPLE LOCAL AGENCY CLIENT CONTACT POLICY

Required one-two business day follow-up after notification of birth and intention to provide human milk according to [MI-WIC Policy 4.02](#).

CLERK/TECHS:

- After making a new BF/CF baby Cert appt, send a Teams message to both the PC and the clinic CPA.
- Put in a MI-WIC PC Call Back for the BF/CF client for the next day on the “BF Support” tab under “Contact History.”

CPAs:

- If PC is not scheduled to work, contact/call the BF/CF client to offer support and education.
- Document in the MI-WIC “BF Support” tab, under both “Contact History”, and adding a note under “BF Notes” (document what you talked about, support given, plan of action, etc.).
- Put in a MI-WIC PC Call Back for the BF/CF client for a day that works for the client on the “BF Support” tab under “Contact History.”

PEER COUNSELORS:

- Contact BF/CF client upon receipt of Teams message.
- Document in MI-WIC PC contact under “Contact History” and “BF Notes” under the baby.



SILICONE COLLECTION DEVICE GUIDANCE

DHD #10 Local Procedure for Distribution of silicone collection devices.

An silicone collection device can be distributed to a client for the following situations:

1. To collect milk when the client has an active milk ejection (let down) on the side not in use while baby is feeding on the other side to prevent “wasting” milk.
2. For relief of minor engorgement that is not caused by plugged ducts.
3. For excessive leaking.
4. For occasional milk removal when a hand pump or electric pump is not an option.

A silicone collection device is not an appropriate tool for:

1. Increasing milk supply.
2. Resolving a plugged duct.
3. A substitute for latching baby to the breast/chest.
4. Use with a client that will be expressing milk due to regular separation from baby (return to work or school, baby in the NICU, etc.).

(This device is known to increase the risk of overproduction).



The client must meet the following criteria:

1. Be breastfeeding exclusively.
2. Baby is latching well.
3. Breastfeed/chestfeeding is going well, or client is working closely with a peer counselor or lactation expert on establishing comfortable feeding at the breast/chest.
4. A silicone pump will not be replaced if it is damaged by client's negligence (pet damage, lost, loaned, etc.).

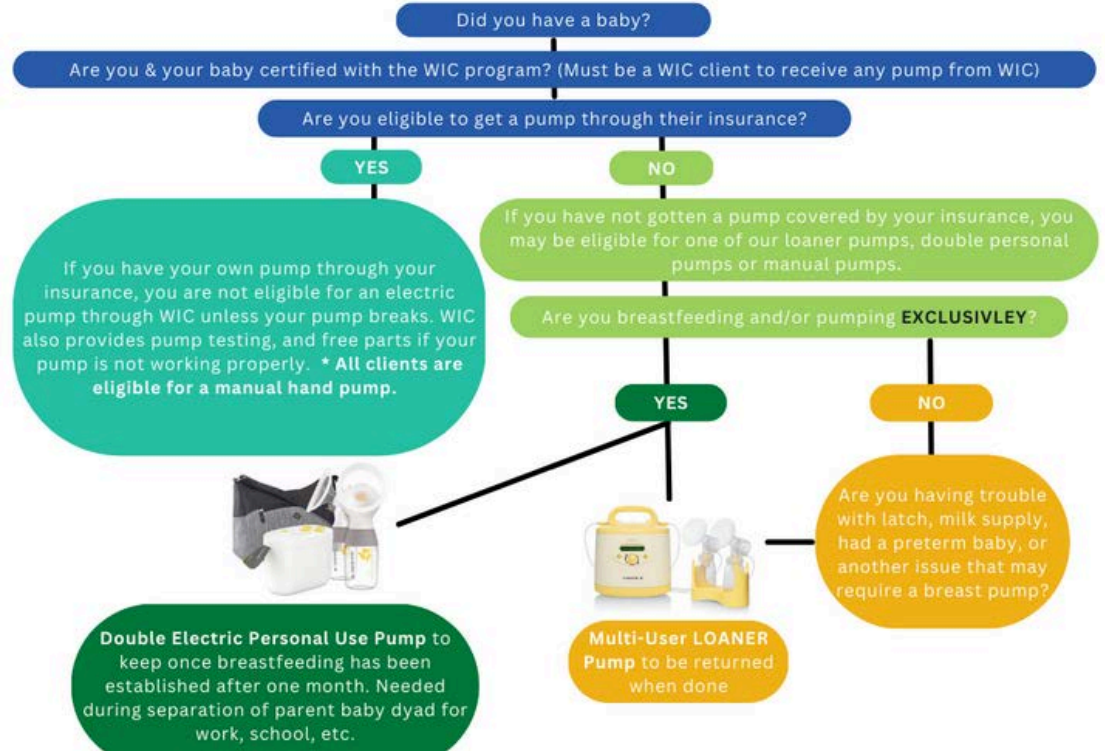
Silicone Collection Device Distribution Process:

1. Proper counseling must be provided to the client before distribution – please see this YouTube [video](#) for proper usage of silicone pumps.
2. Review proper milk handling and storage guidelines.
3. An alert needs to be put in both the parent and baby's chart that a silicone collection device was distributed.

SAMPLE PUMP ISSUANCE FLOW CHART

KALAMAZOO COUNTY WIC PUMP FLOW CHART

Front of the tri-fold



Lactation Supplies Available Through WIC

Manual hand pumps available for all postpartum WIC clients



Haakaa passive hand pumps available for WIC clients receiving lactation counseling with one of WIC's Certified Breastfeeding Counselors, Breastfeeding Peer Counselors or IBCLC



WIC provides a limited amount of pump supplies, and breastfeeding supplies, such as breast pads, breastmilk storage bags, flanges, valves, nipple cream, hydrogels and nursing bras

KALAMAZOO COUNTY WIC LACTATION SUPPORT

Anicka Woods, BS
WIC Breastfeeding Peer Counselor
Office: 269-349-2647
Cell: 313-671-4702
axwood@kalcounty.com

Katie Pearson, BA, CCLS
Senior WIC Breastfeeding Peer Counselor
Office: 269-373-5358
Cell: 269-443-3215
(24/7 lactation support warm line)
kapear@kalcounty.com

Kristen Wimsatt, MOTR, CBS
WIC Breastfeeding Peer Counselor
Office: 269-373-5027
kmwims@kalcounty.com

BREAST PUMP FLOW CHART

KALAMAZOO COUNTY WIC



Back of the tri-fold

Sample PC Duties Checklist

Daily Duties

- Pull Daily CB Report
- Check schedule for appointments for the day
- Make sure Pregnancy Packets/Late Pregnancy Packets are available in each clinic for staff.



Weekly Duties

- Pull EDD Report on Wednesday (Thursday thru Wednesday)
- Pull Clinic for upcoming week on Friday to see if coverage is more needed in a different clinic you are scheduled.

Monthly Duties

- Pump Inventory done monthly in each office (Inventory sheets are under PC Team)
- Overdue Pump reports done monthly. (due date changed monthly in breastfeeding aid tab)

Quarterly

- Every 3 Months Fill out quarterly PC review Log(in teams/PC teams/Quartly PC

MI WIC login

1. Landing Page,
2. SOM Single Sign on
3. MIlogin username and password
4. MIWIC-New
5. Acknowledge and agree.
6. Clinic
7. Drop Down (Select Clinic you are in that day)



Thank you for being the **WORLD'S GREATEST PARTNER!**

We celebrate you on being a supportive partner! Your positive involvement makes a huge difference in the lives of your family.

Greatest Partner Award Presented to:

Name

Date

Presenter



Thank you for being the

World's Greatest Dad!



We congratulate you on being a supportive dad! Your positive involvement makes a huge difference in the lives of your family.

Greatest Dad Award presented to:

Name

Date

Presenter



Thank you for being the **WORLD'S GREATEST PARTNER!**

We celebrate you on being a supportive partner! Your positive involvement makes a huge difference in the lives of your family.

Greatest Partner Award Presented to:

Name

Date

Presenter



Thank you for being the

World's Greatest Dad!



We congratulate you on being a supportive dad! Your positive involvement makes a huge difference in the lives of your family.

Greatest Dad Award presented to:

Name

Date

Presenter



Support partners can be an auntie, grandma, friend, doula or a person in a client's life who provides safety and strength.

How you can celebrate and engage partners



Partner support is important

SAMPLE MILESTONE AWARDS

3 Months

You Did It!

Congratulations on hitting this milestone!

3 months of breastfeeding protects your little one against asthma for the first two years of their life while breastfeeding for longer periods of time offers protection that extends past five years.

Your baby may start eating less than they did previously. Breastfed babies do get more efficient, so it's normal for your baby to feed in about half the time it took them to feed as a newborn.

Chances are you've settled into a pretty good breastfeeding routine by now, but as your baby grows or you deal with complications or bumps in your journey like leaving the home for work remember Breastfeeding Counselors are here to help.

This institution is an equal opportunity provider.

Six months

CONGRATULATIONS ON HITTING THIS MILESTONE!

Things to know

WAYS TO TELL IF BABY IS READY FOR SOLIDS

- * CAN SIT UNASSISTED
- * STOPS STICKING TONGUE OUT WHEN FOOD IS OFFERED
- * IS SHOWING INTEREST IN THE FOOD ON YOUR PLATE

BUT REMEMBER BREASTMILK IS THE MAIN SOURCE OF NUTRITION AT THIS AGE SO ALWAYS OFFER BREAST FIRST.

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER.

NINE MONTHS

Nine Months

Congratulations on hitting this milestone!!

- ENJOY BABIES ATTACHMENT TO YOU, YOU ARE JUST WHAT BABY NEEDS.
- SURGE IN BABIES DEVELOPMENT CAUSES NORMAL STRANGER/SEPERATION ANXIETY.
- ANTICIPATE TEMPORARY SLEEP DISRUPTION DUE TO BABIES DEVELOPMENT. (WITHIN A FEW DAYS THEY SHOULD RETURN TO NORMAL SLEEPING HABITS)
- BABY MAY BE FUSSIER AT NIGHT CONSIDER NIGHTTIME COMFORTING ROUTINE.

THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER

Twelve Months

Congratulations On Hitting This Milestone

1,800 HOURS
This is almost the equivalent of working a full-time job.
(full-time job with 3 weeks of vacation= 1,969 hours)

1 YEAR A MILLION FEEDS
you have officially saved an estimated amount of \$1,500 to \$3,000 on not buying formula.

BREASTFEEDING AND BEYOND
IN THE SECOND YEAR (12-23 MONTHS) 48 ML OF BREASTMILK PROVIDES:

- 29% OF ENERGY
- 43% OF PROTEIN
- 36% OF CALCIUM
- 75% OF VITAMIN A
- 76% OF FOLATE
- 94% OF VITAMIN B12
- 60% OF VITAMIN C

BREASTFEEDING SUPPORT
The Peer counselors will be available for support as needed going forward don't hesitate to reach out.

Mid-Michigan District HEALTH DEPARTMENT
CLINTON • GRATIOT • MONTCALM

Sample Virtual Group Flyer

Be intentional about diverse images

VIRTUAL BREASTFEEDING CAFÉ



You are invited the next
Virtual Breastfeeding
Café

The 3rd Monday of every month
@ 10 am via ZOOM

Join Zoom Meeting
Meeting ID: 714 3727 6086

Passcode: breastfeed

If you have questions, please call
Katie at 269-443-3215



Sample Peer Services Flyer

WIC Lactation Support



Anicka Woods, BS
WIC Breastfeeding Peer Counselor

- Home visiting lactation support
- Exclusively breastfed 2 children
- Knowledge of breastfeeding equipment
- Empower-Support-Motivate-Educate

P: 269-349-2647 / C:313-671-4702 / axwood@kalcounty.com

Katie Pearson, BA, CCLS
Senior WIC Breastfeeding Peer Counselor

- Certified Lactation Specialist
- Home visiting lactation support
- Exclusively breastfed 5 children
- Experience breastfeeding twins
- Knowledge of pumping equipment

P: 269-373-5358 / C:269-443-3215 (24/7 lactation support) / kapear@kalcounty.com



Kristen Wimsatt, MOTR, CBS
WIC Breastfeeding Peer Counselor

- Occupational Therapist & Certified Lactation Specialist
- Home visiting lactation support
- Exclusively breastfed 4 children
- Experience breastfeeding twins
- Knowledge of pumping equipment

P: 269-373-5027 / kmwims@kalcounty.com



Kalamazoo County Health & Community Services is committed to providing equitable, culturally competent care to all individuals served, regardless of race, age, sex, color, national origin, religion, height, weight, marital status, political affiliation, sexual orientation, gender identity, or disability.



Breast/chestfeeding and
Pregnancy support during

RAMADAN

Providing Support and Sharing Information about Parents' Experiences during this Time of Fasting and Blessing

FRIDAY

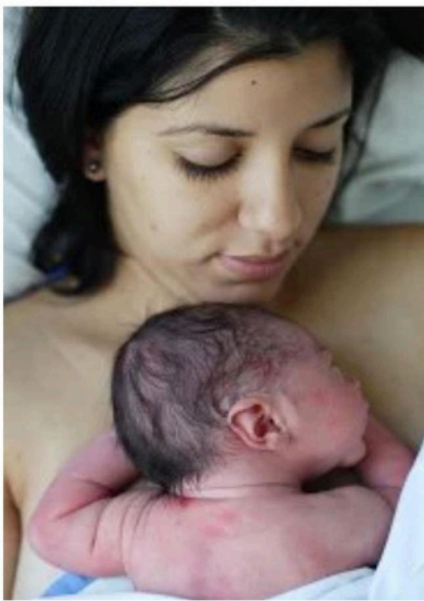
21

2-3 PM

WIC Office 555 Towner
St, Ypsilanti



This institution is an equal opportunity provider.



Skin to Skin Contact and the First Sacred Hour After Birth

- Baby placed on mom's bare chest immediately after birth
- Weighing the baby and routine procedures are delayed until after first breastfeeding occurs, or done with baby on mom's chest
- Visitors are discouraged or limited—this is a quiet time for mom, dad (or partner), and baby to grow as a family
- Baby is allowed to proceed uninterrupted through the 9 Instinctive Stages

Nine Instinctive Stages of the Newborn

1. **The Birth Cry** - This distinctive cry occurs immediately after birth as the baby's lungs expand.
2. **Relaxation** - During this stage, the newborn exhibits no mouth movements and the hands are relaxed. This stage usually begins when the birth cry has stopped. The baby is skin-to-skin with the mother and covered with a warm, dry towel or blanket.
3. **Awakening** - During this stage the newborn exhibits small thrusts of movement in the head and shoulders. This stage usually begins about 3 minutes after birth. The newborn in the awakening stage may exhibit head movements, open his eyes, show some mouth activity and might move his shoulders.
4. **Activity** - During this stage, the newborn begins to make increased mouthing and sucking movements as the rooting reflex becomes more obvious. This stage usually begins about 8 minutes after birth.
5. **Rest** - At any point, the baby may rest. The baby may have periods of resting between periods of activity throughout the first hour or so after birth.
6. **Crawling** - The baby approaches the breast during this stage with short periods of action that result in reaching the breast and nipple. This stage usually begins about 35 minutes after birth.
7. **Familiarization** - The newborn becomes acquainted with the mother by licking the nipple and touching and massaging her breast. This stage usually begins around 45 minutes after birth and could last for 20 minutes or more.
8. **Suckling** - The newborn takes the nipple, self attaches and suckles. This early experience of learning to breastfeed usually begins about an hour after birth. If the mother has had pain management during labor, it may take more time with skin to skin for the baby to complete the stages and begin suckling.
9. **Sleep** - Both mom and baby will fall into a deep sleep, usually 1.5-2 hours after birth.



Photo Credit: US Breastfeeding Committee

Exclusive Pumping 101

A Quick Guide for Families

Congratulations on your commitment to give your baby breastmilk!

Exclusively pumping is a labor of love. Here are some ways to help you be successful in pumping as much breastmilk as you can for your baby. Your WIC Breastfeeding Peer Counselor can help you come up with a plan that works for you!

Pumping Advice

- Double pump
- Pump just as often as you would if you were nursing—a minimum of 8-12 times per day
- Pump 15-20 minutes each time, or about 5 minutes after you stop spraying
- Pump overnight—taking a longer stretch at night (4 hours) is ok, but then add in one more pump during the day
- Try to pump once between the hours of 1:00 - 5:00 AM, when your milk supply is usually the highest
- Do “Hands On Pumping” - a combination of double electric pumping and hand expression—see QR code below to link to an example video
- Ask your WIC Breastfeeding Peer Counselor about “Power Pumping”, and other hints

Your Pump

- Make sure you have a good pump and it is working well
- Make sure you are using the right flange size for each breast
- Warm your pump flanges under warm water before pumping
- Make sure your pump parts are clean and in good condition



“Hands On Pumping”
Video



Paced Bottle Feeding
Video

Your Body

- Stay hydrated
- Get as much rest as you can
- Relax while pumping
- Massage your breasts before and during pumping
- Avoid wearing underwire bras or bras that are too tight

Your Baby

- Do as much skin to skin contact as you can with your baby
- Watch your baby while pumping, or if you are separated, look at a video or picture of them
- Try “Paced Bottle Feeding” - see QR code to link to an example video

Good Charting



Why:

Help the WIC providers/team communicate for continuous care for clients.

Sharing plan with the team by providing enough information in your notes so that someone else can follow along with how the client was assisted education/resources provided.

What:

SOAP-this is a way to chart, yet it also a way to collect information and draw a conclusion about the feeding issue

S: Subject information

things client tells you, such as number of wet/dirty diapers per day, feeding frequency, pain with feeding, what has been tried for the situation.

O: Objective information

things you observe, such as weight of baby, color of stools, baby's behavior, description of positioning used during a feeding you observed, breast observations.

A: Assessment or analyze of the information you have observed and collected.

Draw conclusion and share it with client. Tell the client what is going on give name for the issue.

P: Plan

what is the plan? Address the issue. What was done during the encounter. How you plan to follow up or move forward. Referrals, yield to others and education given via text or handouts

CONGRATIS

*On completing the
Senior Peer Counselor Training*