

5.05 Nutrition Education Contacts and Documentation

POLICY:

The Local Agency will offer nutrition education to participants and document in accordance with State Agency Standards as described below.

DEFINITION:

Nutrition Education: Individual and secondary nutrition education sessions and the provision of materials that are designed to improve health status and achieve positive change in dietary and physical activity habits, and that emphasize the relationship between nutrition, physical activity, and health, all in keeping with the personal and cultural preferences of the individual.

PROCEDURE:

A. Nutrition Education Contacts

1. Each participant shall be provided a minimum of two nutrition education contacts during each six-month certification period. These shall be made available at two separate contacts, on two different dates.
2. For participants certified longer than six months, nutrition education must be offered at the equivalent of one contact for each three months. For example, an infant who is certified for nine months shall be offered three nutrition education contacts during that time.
3. Nutrition education contacts shall be made available to adult participants, parents/guardians or caretaker of infant and child participants, and wherever possible, the child participants themselves. Nutrition education shall be made available to the caretaker and he/she shall be encouraged to share this information with the party represented.
4. The local agency shall have a procedure to reschedule participants who miss appointments which include nutrition education. The procedure shall assure that appropriate staff is available to provide nutrition education at the rescheduled appointment. It should also be consistent with regular clinic operations and not be separate from other scheduled WIC services.
5. All prenatal participants will be offered a breastfeeding technique class as outlined in Policy 5.20, West Virginia BEST START Breastfeeding Program.
6. All Women “graduating” from the program shall be offered an exit nutrition counseling session as outlined in Policy 5.07, Exit Counseling Session for WIC Participants.

5.05 Nutrition Education Contacts and Documentation

7. A nutrition care plan shall be written for each individual nutrition education contact and any participant designated as high risk by the CPA. The criteria and guidelines for writing Nutrition Care plans are specified in Policy 5.06, Guidelines for Serving High Risk Participants (see **5.06 Attachment #1, Instructions for the Nutrition Care Plan**).
8. Nutrition education shall be made available as follows:
 - a. Contacts shall be designed to meet different cultural, socioeconomic and language needs of participants.
 - b. Contacts shall be made available through individual, interactive group, KIOSK, phone-based or web-based sessions covering topics which are appropriate to the individual participant's nutritional needs and concerns.
 - c. Routine nutrition education contacts may be provided by nurses, nutritionists, trained nutrition aids or other cooperating health care professionals designated by the local agency. High risk nutrition education contacts shall be provided in accordance with the guidelines listed in Policy 5.06, Guidelines for Serving High Risk Participants.
 - d. Should a participant refuse or be unable to attend nutrition education, the local agency shall document this fact in the participant's file. The participant may not be denied food benefits in such instances.
 - e. Participants will be offered the opportunity to discuss nutrition concerns with appropriate staff.

B. Documentation of Nutrition Education Contacts

1. Individual Nutrition Education Contacts

The individual nutrition education contact takes place during the initial or subsequent certification, or during the high risk follow-up visit.

- a. For each nutrition education contact that takes place during the initial or subsequent certification, or during the high risk follow-up visit, nutrition education will be documented in the participant's **Crossroads Nutrition Care Plan Screen**. Documentation may include:
 1. Client Comments, Follow-up on goals and referrals
 2. CPA assessment, counseling plan
 3. A plan or goal for future intervention or behavior change

5.05 **Nutrition Education Contacts and Documentation**

- b. The appropriate Nutrition Education Topic may be assigned and documented in the **Crossroads Nutrition Education Screen**.
- c. Nutrition education may be relevant to the participant's record, dietary history, health history and/or participant's questions and concerns.

2. Secondary Nutrition Education Contacts

a. Group Nutrition Education Contacts

The appropriate Nutrition Education Topic may be assigned and documented in the **Crossroads Nutrition Education Screen** when a group education contact is provided for the participant. A Nutrition Care Plan is not required for Group Nutrition Education.

b. KIOSK Nutrition Education Contacts

The appropriate Nutrition Education Topic may be assigned and documented in the **Crossroads Nutrition Education Screen**.

c. Phone-based Nutrition Education Contacts

The appropriate Nutrition Education Topic may be assigned and documented in the **Crossroads Nutrition Education Screen** when phone-based nutrition education contacts are provided in accordance with the guidelines listed in **Policy 3.09**.

d. Web-based Nutrition Education Contacts

Individual participants, who come into the clinic with a certificate of completion for web-based nutrition education, will be documented by assigning the appropriate Nutrition Education Topic in the **Crossroads Nutrition Education Screen**.

Individual participants, who call into the clinic with a certificate number for web-based nutrition education, will be document by assigning the appropriate Nutrition Education Topic in the **Crossroads Nutrition Education Screen**.

Internet education provides an alternative nutrition education to WIC participants and allows them the option of doing their learning on their own time and anywhere they have Internet access.

- 1. Internet education may be used as a method of nutrition education for the following:

5.05 Nutrition Education Contacts and Documentation

- a. "Low-risk" WIC participants
 - b. When a participant's schedule conflicts with the class schedule.
 - c. Situations when the participant is sick and cannot attend the group session.
2. Internet education cannot be used for:
 - a. High risk/priority clients (without individual follow-up with a CPA)
 - b. Use in place of individual counseling at the certification visit.
 3. Proof of the completion of Internet education
 - a. A participant who completes a learning module on the website must print a certificate of completion or complete a **Certificate of Completion form (WIC-20)** which will be used as proof of completion of a secondary nutrition education.
 - b. Before issuing food benefits, the participant must be offered the opportunity to talk with appropriate staff regarding any nutrition concerns.
 - c. Food benefits will not be issued without proof of completion. When no proof of completion is presented, the participant will be offered the opportunity to attend individual, interactive group, KIOSK, or phone-based nutrition education.
3. Refused Nutrition Education

When the participant refuses nutrition education, the CPA will document the Nutrition Education Topic in the **Crossroads Nutrition Education Screen**.

REFERENCES:

1. WIC Regulations 246.11, Nutrition Education
2. SFP 94-142, WIC Exit Counseling Brochure