



**3 NUTRITION SERVICES**

*Effective: 12/1/95*

**3.31 Nutrition Education: Certification Appointments**

*Revised: 8/2/10*

**Changes in bold**

**POLICY:** At certification appointments, all participants must be offered nutrition counseling/education based on identified nutritional needs, **provided in a manner reflective of the VENA philosophy, i.e., that participants experience a positive encounter, receive information and services related to their individual needs and concerns, and feel involved in goal setting to improve their own health.** Behavioral objective(s) **(including a primary one, if more than one)** for the next individual visit (secondary nutrition education contact or next certification appointment) must be mutually agreed upon. Secondary nutrition education, based on the identified needs and/or behavioral objective, must be planned. Referrals must be provided, as needed. **The *WIC Risk Criteria and Guidelines in ROSIE Help (ROSIE and Central Office Resources, Reference and Guidance, Nutrition and Health)* provides information on required and recommended components of individual contacts (certification and secondary nutrition education). The education provided, behavioral objective(s), plan for secondary nutrition education, and referrals must be documented. If abbreviations are used, only standardized abbreviations (in ROSIE Help) are allowed.** When applicants are determined ineligible, counseling/education, brochures, referrals, etc., may be provided. See the Notification of Ineligibility/Termination Policy.

**PROCEDURE:**

**A. REQUIREMENTS AT EVERY CERTIFICATION**

1. Provide nutrition education/counseling based on the **nutrition assessment. An assessment of the participant's Stage of Change is recommended to assist with the provision of effective counseling.**
2. Develop mutually agreed upon behavioral objective(s) with the participant for the next individual visit (secondary nutrition education contact or recertification).
3. Stress the positive, long-term benefits of nutrition education and encourage participants to attend and participate in nutrition education activities.
4. Refer as needed per risk factor and problem identification (see Chapter 5).
5. Encourage all pregnant women to breastfeed (see Policy 3.40) unless contraindicated for health reasons.



6. Plan the secondary nutrition education contact (see Policy 3.32). As needed, give an explanation of the importance of secondary education attendance and what they are scheduled for (e.g., individual appointment or group session and topic).

## **B. RECOMMENDATIONS AT CERTIFICATION APPOINTMENTS**

1. **If needed, explain the purpose of the WIC Program, e.g., to improve health by providing education and strategies for a healthy diet, supplemental foods, referrals, and breastfeeding promotion and support; and that the WIC nutrition assessment process will help WIC provide services that are responsive to the participant's wants and needs.**
2. **If needed, explain that WIC food benefits are prescribed for the individual, and that the food provided by the Program is supplemental, i.e., it is not intended to provide all the food the participant may need.**

## **C. DOCUMENTATION REQUIREMENTS**

1. Document so that other nutrition staff will clearly understand what was provided (for continuity of care) and to verify that education/counseling addressed the participants' nutrition assessment results. **Only standardized abbreviations may be used. See the *ROSIE Care Plan Abbreviations* (in ROSIE Help, ROSIE and Central Office Resources, Reference and Guidance, Nutrition and Health).**
2. **Document the following in ROSIE:**
  - a) **Education provided using the Education drop down and, as desired, additional manual entries in the Plan (P) section of the ROSIE Care Plan.**
  - b) **The mutually agreed upon behavioral objective(s) for the next individual visit (secondary or certification) in the P section. If there is more than one behavioral objective, identify which one is the primary one (e.g., number them, with #1 being the primary one).**
  - c) **Optional: If assessed, the stage in the Stage of Change for the mutually determined objective (or primary one, if more than objective) in the dropdown in the Care Plan.**
  - d) **The secondary nutrition education planned in the P section (required). This may also be documented in ROSIE Comments and in the WIC folder (optional).**



- e) Referrals using the **Referral drop-down, a manual entry in the P section,** and/or, as needed, saving a copy of a written referral form.
- f) **Additional notes (e.g., needs/topics to address at the next visit) in the P section.**
- g) At subsequent **certifications**, attainment of objectives and referrals (unless done at a previous contact).

#### **D. PROXIES**

Proxies may participate in the certification process if they are familiar with the WIC participant's health and nutrition issues (see Policy 4.40). If unwilling or unable to participate in the education portion of the certification process, the proxy may be given one month's food instruments and the support staff or CPA should encourage the proxy or the parent/guardian or woman participant to return for education and the remaining months' food instruments in the following month. Telephone contacts and mailing of food instruments may be done in limited circumstances (see Policies 3.32 and 4.36).