

## WIC Reopening Plan COVID-19

7.6.2020

### Assumptions

- Encourage working from home
- Encourage social distancing
- Employees and visitors must wear facial coverings - mask, scarf, bandana
- Adhere to above bullets through Spring 2021

Effective 6.30.2020 USDA waivers for physical presence and signatures expire. Because June 30 is a Tuesday and the Friday of this week is a holiday, plans will be effective the following Monday, July 6, 2020.

### Plans to restart a new normal effective 7.6.2020 (Monday)

- Continue completion of applications by WIC Program Assistants over the phone.
  - WIC Program Assistants will assess for who their healthcare provider is, when they were last seen by their healthcare provider, and request verbal permission to contact their healthcare provider to collect most recent height, weight, and HgB(if available)
  - WIC Program Assistant will assess the ability to hold a virtual visit - Zoom, Google meet, etc
- Continue completion of WIC Health History Forms by WIC HP over the phone or through a virtual format like Zoom or google meetings.
- Collect signatures by the parent or guardian when they stop by the office to have their card loaded.
- Schedule 1 family unit every 30 minutes
- July (7.6.2020) - Schedule face to face appointments for brand new to program and mom and new baby dyads. All other appointments continue over the phone or virtually. Face to face breastfeeding consults could also start at this time.
- August (8.3.2020) - Schedule face to face appointments for all of the above plus pregnant moms (C, R, and K), infants, kids that are not brand new to program, but have not been seen in a while, kids that have not been seen by their healthcare provider or do not have a healthcare provider. All other appointments continue over the phone or virtually.
- September (8.31.2020) - Schedule face to face appointments for all of the above plus children. All other appointments continue over the phone or virtually.
- October - Resume face to face appointments for all WIC participants
- Face to face appointments would still complete application and health history over the phone to limit time in office

### Staffing

- 1-2 WIC Program Assistants/day - front office area can only have 2 seats full to maintain 6ft distance between staff and between participants on other side of the window
- 2-3 HP's per day - private offices
- 1 Breastfeeding - Peer helper starts maternity leave July 22, 2020

- Current staff - 3 Program Assistants (1FT, 2PT), 4 WIC HP's (1FT, 4PT), 1FT Breastfeeding Coordinator, 1FT BF Peer Helper, 1FT Grant Coordinator

?’s

- Healthy and Safety of Staff and Participants
- Drastically decreasing caseload - active caseload dropped by 40 from April to May, number of participants seen dropped by over 200 from April to May
- With decreasing caseload and working with less staff on-site, over staffed by at least 1 person
- Staff will continue to work in the call center through July.
- Can we convert our health history to a google form or email a fillable PDF to complete in advance?
- Do we need full PPE to complete the lab (height, weight, HgB)? Maybe only face masks for moms, but full face coverings for kids and babies?

Random Thoughts

- Poster with symptoms of covid to keep awareness - you / society is opening wide up in the fall - right when germs are sharing as kids go back to school. Will be worth keeping an eye on what schools do for prevention and see if they can apply for us as well
- Poster of staff - faces without mask, along with face with mask - I'm just thinking of normalizing, reducing impersonalization in a program that needs the human connection