



SECTION: Nutrition Services 823
SUBJECT: **NUTRITION EDUCATION: SECOND NUTRITION EDUCATION USING ONLINE LESSONS**
DATE: June 1, 2016 (*revised*)

POLICY: Online lessons may be used to provide second nutrition education (NE) for low and medium risk participants.

PURPOSE: To provide guidance for second nutrition education using online lessons.

RELEVANT REGULATIONS: ASM 06-24—WIC Nutrition Education Guidance

OREGON WIC PPM REFERENCES:

- ◆661—Competent Professional Authority: Appropriate Counseling for Risk Levels
- ◆810 – Nutrition Education: Making Education Available
- ◆820—Nutrition Education: Participant Contacts
- ◆830—Nutrition Education: Documentation

PROCEDURE:

Offering online nutrition education

- 1.0 Online lessons may be offered to low and medium risk participants to meet the needs of participants while still providing an effective second nutrition education contact.
 - 1.1 The WIC CPA will determine if the participant is eligible for online NE and whether it is an appropriate option for that participant or family.
 - 1.2 If online NE is appropriate, the participant will be asked what device will be used to access the online lesson – smartphone/hand-held device or computer/laptop.
 - 1.3 The WIC CPA will explain the process for completing the online lesson on the device selected, including written instructions on how to access the lesson.
 - 1.4 WIC staff will schedule the online lesson into the participant’s record.
 - 1.5 The participant will receive instruction on how and when to contact WIC to report completion of an online lesson.
 - 1.6 When the participant contacts the agency regarding lesson completion, a designated WIC staff member will review with the participant what was learned or what the participant plans to do differently as a result of the lesson. A designated WIC staff member includes any staff who has completed the training necessary to fill this role. See ¶5.0.
 - 1.7 The designated staff member will verify lesson completion electronically by using the look-up feature of the online nutrition provider, or by viewing the participant’s certificate of completion, either in-person or electronically. Participants may provide but are *not* required to provide a certificate of completion.

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| <i>Issuing benefits</i> | 1.8 | After the online lesson has been verified and discussed, the designated staff member will issue food benefits for the next month(s) and make the next appointment or appointment request. |
| | 1.9 | The designated staff member will document the name of the lesson taken in the participant’s record. See section 4.0 for further details. |
| <i>Participant eligibility standards</i> | 2.0 | Participants shall have an interest in online NE, access to an appropriate device for doing online NE lessons, and the ability to read and comprehend English or Spanish. |
| | 2.1 | The following participants are potentially eligible for online nutrition education lessons for their second nutrition education contact: <ul style="list-style-type: none">• Parents, foster parents, or caregivers of low or medium risk infants and children.• Low or medium risk pregnant, postpartum or breastfeeding women. |
| <i>Options for reporting online lesson completion</i> | 3.0 | Communication must occur between the staff member and the participant to verify lesson completion and to review with the participant what was learned or what the participant plans to do differently as a result of completing the online lesson. Options for communicating with the participant include contact by telephone, text message, electronic mail, or in-person at the clinic site. |
| <i>Document in participant’s record</i> | 4.0 | Each completed online NE contact must be documented in the participant’s record. See ♦830—Nutrition Education: Documentation. |
| | 4.1 | Ensure that the name of the specific lesson that the participant completed is documented in the participant’s record. Options include using the drop-down menu under NE Topics, adding “show” to a group NE class with that name, or by documenting the name of the lesson and any other relevant information in the Progress Notes. |
| | 4.2 | The specific online nutrition lesson may be used only once as a second nutrition contact. The same lesson may not be used multiple times for the same participant. If appropriate, the same lesson may be used for other family members. |
| <i>Staff training</i> | 5.0 | WIC staff members involved in verifying online second nutrition contacts must receive training on how to fill this role effectively. At a minimum, training is to include the following elements: <ul style="list-style-type: none">• Knowledge of state policies ♦823, ♦824, ♦830 and ♦835 on the provision of nutrition education. |

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(Staff training)

- Knowledge of the local agency’s policy and procedures which are to be followed in the provision of online nutrition education.
- Familiarity with the websites of both online nutrition education providers, including the format and topic areas, the names of the lessons available, how to access the lessons, and how to use the look-up features to electronically verify lesson completion for WIC participants.
- Review the content of *at least one lesson per topic area* for each nutrition education provider used by the local agency.
- Knowledge of how to refer the participant to a CPA or health professional in the agency if the participant has questions or requests information outside of the staff member’s scope of practice.

Required local procedure and approval process

6.0 Local WIC programs must have a written procedure in place for using online nutrition lessons for second nutrition contacts. This written procedure must be submitted to the state WIC office for review and approval prior to implementation and must be made available during the biennial WIC review. This procedure should include:

- Plan for training staff.
- How staff will determine if the participant is eligible for online NE.
- How online NE will be marketed to participants in conjunction with other local program options for second nutrition contacts.
- How the staff member will provide instructions for accessing the NE lesson, engage the participant in a conversation about it once completed, and how the participant will report lesson completion.
- How the appointment will be identified in the participant’s record
- Which local agency staff will assist the participant with proof of lesson completion, follow-up conversation on the lesson content, and answering the participant’s questions about the lesson.
- Where and how documentation will be made in the participant’s TWIST record, including the date, lesson name, and participant next steps if appropriate.
- How food benefits will be issued to the participant. ★

REFERENCES:

1. Oregon WIC Nutrition Education Guidance:
<http://public.health.oregon.gov/HealthyPeopleFamilies/wic/Documents/nutr-ed/2010-ne-guidance.pdf>

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