Here are some of the messages that we shared with our staff around discussing and empathizing with moms during these confusing and stressful times.

- We would like to remind nutrition staff that are speaking with prenatal participants to check in about how they plan to prepare for their hospital stay. Staff should ask them if they have connected with the hospital about any specific processes for the delivery and birth they should be aware of, since COVID-19 may have changed some policies. We have been hearing that there is a limit of 1 labor support person at most facilities. Take the opportunity to share the link to the Ready, Set, Baby site [https://www.readysetbabyonline.com/] as well as the WIC Breastfeeding Support [https://wicbreastfeeding.fns.usda.gov/] webpage. Talk through any PP plans participants have for support, including practicing social distancing within the home if needed.

- **What if a participant is diagnosed with COVID-19? Should I use this as a risk?** Staff can use risk 352a *Infectious Diseases Acute* (See attached) for those participants diagnosed with COVID-19 and are symptomatic. This risk is selected under the Health Screen in CT-WIC, Health Information tab, Do you have any health concerns or medical conditions? Check Yes and click “Details” box to select risk.

- During this time, staff may want to spend a little time reviewing the WIC shopping experience to fit the specific circumstances of what is the reality at the stores during this pandemic. For example, provide anticipatory guidance about planning the shopping trip in advance, i.e. making a list not only to minimize the time in the store, but to also have alternative options within allowable WIC foods in mind, in case the store they are at has limited items available. Staff could talk through with participants the possibility that they may need to go to multiple stores to get WIC formulas based on store limits and policy. Providing this anticipatory guidance can help them to plan if they need to arrange transportation or may need to go to several stores to get their entire formula allotment. Other shopping tips that you may like to share:
  - If possible, shop early in the morning as that is when most stores are fully stocked.
  - If participants don’t see products on the shelf, specifically formula, have them ask a manager if there is any reserve in the backroom.
  - If possible, shop when WIC benefits begin, i.e. Benefits Start Date to reduce the possibility of losing WIC benefits if they can’t find items before their benefits expire.
  - Let participants know they may not be able to obtain the items that they have always purchased in the past; suggest other options available within the allowable foods, for example brown rice or whole wheat pasta instead of bread, if this is possible.
  - Consider purchasing shelf stable types of milk (within the fat content that they are allowed) if they can’t purchase gallons of fluid milk.
  - Take advantage of the flexibilities that we have already built into the food package options.

- Make sure staff remind participants to follow formula mixing instructions provided on the formula label or from their provider. Review the impacts of *improper* dilution of formula. CDC has some messaging for the public about safe preparation, handling and storage for formula.

Marilyn Lonczak
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Website: www.ct.gov/dph

Let us know how we are doing: Survey

From: Emily Gilcher <egilcher@nwica.org>
Sent: Thursday, April 9, 2020 1:10 PM
Subject: RE: NWA COVID-19 Breastfeeding Support/Pump Issuance Work Group - Recurring Meeting

Hello Everyone –

Please find the agenda for today’s meeting attached.

Please remember you need a password to access the group today and moving forward:

Join Zoom Meeting
https://zoom.us/j/805103779?pwd=T0J0U3VXdURJb2I0U01mQkxPdU9aQT09

Meeting ID: 805 103 779
Password: 666631
One tap mobile
+16465588656,,805103779# US (New York)
+13126266799,,805103779# US (Chicago)

Talk soon!

Best,
Emily
-----Original Appointment-----

From: Emily Gilcher
Sent: Tuesday, April 7, 2020 11:28 AM
To: nicole.newman@idph.iowa.gov; Emily Gilcher; ABaker@clackamas.us; cengelman@ciber.com; dmoore@flinthillshealth.org; jbonde@health.nv.gov; khinnenkamp@nd.gov; ccohen@health.nv.gov; laurie.riegert@cdhd.wa.gov; aislynn.basta@wyo.gov; Lauren.cromer@nashville.gov; cyrulm@michigan.gov; amberc@yvfwc.org; randi.scrima@dhw.idaho.gov; Peggy.Leung-Strle@health.nv.gov; kpetersen@publichealthmdc.com; ann.ray@fisglobal.com; lschlientz@health.mo.gov; Stephanie.pruess@health.mo.gov; AmandaMM@health.ok.gov; Meagan.Richardson@odh.ohio.gov; Kristina.Thompson@dhhs.nh.gov; katie.constantino@ccwny.org; Bridget.millich@ccwny.org; Tricia.Cassi@vermont.gov; mooresmithd@michigan.gov; Donna.DeMarsh@maine.gov; Ellen.Tolan@state.ma.us; Marilyn.Lonczak@ct.gov; CRichardson@POTAWATOMI.ORG; Erin.Bertoldi@health.ri.gov; Lori.Goeschel@ct.gov; Lindsey.Gray@hhsc.state.tx.us; Neesha.Bukht@hhsc.state.tx.us; Noemi.Hernandez2@hhsc.state.tx.us; Julie.Forgit@state.ma.us; Nicole.Christensen@nebraska.gov; jane.stockton@idph.iowa.gov; Lynch, Emily K; katrina.fritsch@dhs.wisconsin.gov
Cc: Klun, Carrie (MDH); Kelsey Watkins; Kristian.Melick@odh.ohio.gov; Eader, Melanie

Subject: NWA COVID-19 Breastfeeding Support/Pump Issuance Work Group - Recurring Meeting

When: Thursday, April 16, 2020 3:00 PM-4:00 PM (UTC-05:00) Eastern Time (US & Canada).
Where: Zoom - Elisabet's Account - Please Note: You Will Need to Log In with a Password!

Please Note: You will now need to enter a password to join this meeting. Thank you!

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Meeting ID: 805 103 779
Password: 666631

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