

Covid-19 Best Practices and Suggestions for Managing WIC Participants in Clinics

- Limit the number of family members coming into the WIC office- maybe only the child needing services and parent.
- Try to gather as much information as possible over the phone for certifications, to limit the amount of time the family is in the office.
- Create space between appointments to allow for cleaning of all surfaces that participants may come in contact with, including anthropometric equipment and signature pads.
- Continue to conduct nutrition education appointments over the phone or utilize wichealth.org.
- Explore the use of video conferencing with apps like doxy.me Staff may also want to review the *Telehealth: Using non-traditional technology for telehealth during COVID-19 Pandemic* document shared earlier which evaluates the security of various video chat applications available and offers suggestions for how to use these technologies.
- Group height/weight and hemoglobin appointments in a block of time on one day.
 - Remember hemoglobin measurements can be deferred for 90 days after certification.
 - Staff can use measurements from other providers, like clinics or Health Tracks.
- Create as much distance in the office- adding a small table next to the desk, to create additional space between staff and participants. One agency purchased 2'x4' tables to place in front of their desks to get about a 5' distance from staff.
- In larger agencies consider using half the offices for participants. For example, using only the front offices for appointments with families while keeping the other office for phone appointments only.
- Use barriers to discourage children from approaching staff (pet gates may be a good option for portable barriers).
- Staff should wear masks when working within 6 feet of families, and adult WIC participants/guardians should have masks when measurements are being taken.
- Remove toys and other unnecessary items from the office.
- Consider having the participant call to check in when they get to the parking lot, to help limit the time in the clinic.
- Some administering agencies require participants answer screening questions before they are allowed into the clinic.

Shared by Colleen Pearce

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- Check in with the agencies who manage the space where the satellite sites are offered as they may have different schedules and rules for opening their space to participants. If they are not ready to open, please continue with current remote processes until notified otherwise.
- Desk top plexiglass sneeze guards are available from several places including Amazon and local hardware stores.
- Reminder- Protective gear (like disposable face masks) are allowable WIC costs since they are important to protecting the health of staff and participants. Please let the state staff know if you have questions on what may be purchased.

Covid-19 Related Resources from the State

- ND Smart Restart Workplace Assessment: https://www.health.nd.gov/sites/www/files/documents/Files/MSS/coronavirus/Workplace_self_assessment_ND.pdf
- ND Smart Restart Guidelines: <https://ndresponse.gov/covid-19-resources/covid-19-business-and-employer-resources/nd-smart-restart>
- ND Smart Restart Protocols: <https://ndresponse.gov/covid-19-resources/covid-19-business-and-employer-resources/nd-smart-restart/nd-smart-restart-protocols>
- Signage for All Employees and Customers: <https://ndresponse.gov/sites/www/files/documents/covid-19/ND%20Smart%20Restart/Toolkit/NDSmartRestartDoorSign.pdf>