

## Transitioning back to WIC In-Person Services during COVID-19 Pandemic

### Phases after the USDA waiver expires

This transition framework can be adjusted for your project and is not normal WIC operations. There may be variations based on your agency directives or community pandemic status. Have physical distancing of staff as recommended by your agency.

Projects may be at different Phases due to your agency, community and staffing situation.

Needs will vary based on your building lay out, participant situations, and staffing availability. This may require reconfiguring of counseling and waiting rooms for appropriate distancing.

Here are two publications from the Department of Health Services:

PPE: <https://www.dhs.wisconsin.gov/publications/p02665a.pdf>

Cleaning: <https://www.dhs.wisconsin.gov/publications/p02618.pdf>

Consult with your local health department for additional information as needed.

For those certifications that occurred during the COVID physical presence waiver, physical presence is not required for following visits within the certification period.

Our current midcert policy does allow for this appointment to be completed without physical presence when data from the PCP is used.

	WIC Clinic	Applicant	Communications	Supplies needed
<b>Phase 1</b>	<b>Do certification measurements</b>  Request participants share anthropometrics and bloodwork if they have a wellcheck with the PCP anytime during the certification	Recommend asking COVID screening questions*  In good weather, waiting is in car/outdoors	Recommend using a letter or messaging like the Welcome Back Sample Letter provided**  Be mindful and address staff anxiety or fears	Gloves  Sanitizer (for hands and surfaces)

	<p>At least one person in the clinic to do anthropometrics and bloodwork</p> <p>Physical presence is not required if measurements are from a provider for limited circumstances. policy 2.9</p> <p>Pregnant women can receive benefits until 6 weeks PP</p> <p>Screening room located near entrance to the building</p> <p>Sanitize between families</p> <p>No use of waiting rooms</p> <p>Modify scheduler as needed for next few months</p> <p>Limit use of shared equipment</p> <p>Consider ventilation</p> <p>Remote:          Infant certs with birth measurements, mid-certs with measurements/bloodwork from PCP, counseling, NE, individual follow-ups, interpretation</p> <p>Extend benefits:          If in isolation or quarantine (policy 2.9)</p>	<p>Limit who comes into clinic to the applicant and a caregiver, if possible</p>	<p>Post changes on local website and Facebook using Creative Marketing developed tools</p> <p>Use One Call Now, phone calls or email for project specific messaging</p> <p>Educate participants on returning to clinic</p> <p>Address participant anxiety and fears about returning to clinic</p> <p>Create signage for clients entering building directing them to screening area or other instructions</p>	<p>(use of masks, goggles, face shields, gowns, plexiglass barrier and thermometers are an agency decision)</p>
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	Daily temperature of staff, can be done at home			
<b>Phase 2</b>	<p><b>Do certification (include infants) and midcert measurements</b></p> <p>Request participants share anthropometrics and bloodwork if they have a wellcheck with the PCP anytime during the certification</p> <p>At least one person in the building to do anthropometrics and bloodwork</p> <p>Physical presence is not required if measurements are from a provider for limited circumstances. policy 2.9</p> <p>Screening room located near entrance to the building</p> <p>Sanitize between families</p> <p>Remote: mid-certs with measurements/bloodwork from PCP, counseling, non-cert education, individual follow-ups, interpretation</p> <p>Extend benefits:</p>	<p>Recommend asking COVID screening questions*</p> <p>In good weather, waiting is in car/outdoors</p> <p>Limit who comes into clinic to the applicant and a caregiver, if possible</p>	<p>Be mindful and address staff anxiety or fears</p> <p>Post changes on local website and Facebook using Creative Marketing developed tools</p> <p>Use One Call Now, phone calls or email for project specific messaging</p> <p>Educate participants on returning to clinic</p> <p>Address participant anxiety and fears about returning to clinic</p> <p>Create signage for clients entering building directing them to screening area or other instructions</p>	<p>Gloves</p> <p>Sanitizer (for hands and surfaces)</p> <p>(use of masks, goggles, face shields, gowns, plexiglass barrier and thermometers are an agency decision)</p>

	If in isolation or quarantine (policy 2.9)			
<b>Phase 3</b>	<p><b>Do certification (include infants) and midcert measurements and follow-up weight and height/length checks</b></p> <p>Physical presence is not required if measurements are from a provider for limited circumstances. policy 2.9</p> <p>All visits are scheduled</p> <p>Waiting room meets social distancing requirements</p> <p>All toys, etc are put away</p> <p>Screening room located near entrance to the building</p> <p>Sanitize between families</p> <p>Remote: counseling, non-cert education, individual follow-ups, interpretation</p> <p>Extend benefits: If in isolation or quarantine (policy 2.9)</p>	<p>Recommend asking COVID screening questions*</p> <p>In good weather, waiting is in car/outdoors (optional)</p> <p>Limit who comes into clinic to the applicant and a caregiver, if possible (optional)</p>	<p>Be mindful and address staff anxiety or fears</p> <p>Post changes on local website and Facebook using Creative Marketing developed tools</p> <p>Use One Call Now, phone calls or email for project specific messaging</p> <p>Educate participants on returning to clinic</p> <p>Address participant anxiety and fears about returning to clinic</p> <p>Create signage for clients entering building directing them to screening area or other instructions</p>	<p>Gloves</p> <p>Sanitizer (for hands and surfaces)</p> <p>(use of masks, goggles, face shields, gowns, plexiglass barrier and thermometers are an agency decision)</p>

<p><b>Phase 4</b></p>	<p><b>Do certification (include infants) and midcert measurements and follow-up weight and height/length checks</b></p> <p>Physical presence is not required if measurements are from a provider for limited circumstances. policy 2.9</p> <p>Waiting room meets social distancing requirements</p> <p>All toys, etc are put away</p> <p>Assess counseling rooms for social distancing</p> <p>Mostly remote: counseling, non-cert education, individual follow-ups, interpretation</p> <p>Extend benefits: If in isolation or quarantine (policy 2.9)</p>	<p>Recommend asking COVID screening questions*</p> <p>Limit who comes in to the applicant and a caregiver, if possible (optional)</p>	<p>Post changes on local website and Facebook using Creative Marketing developed tools</p> <p>Use One Call Now, phone calls or email for project specific messaging</p> <p>Educate participants on returning to clinic</p> <p>Address participant anxiety and fears about returning to clinic</p> <p>Create signage for clients entering building directing them to screening area or other instructions</p>	<p>Gloves</p> <p>Sanitizer (for hands and surfaces)</p>
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\*See COVID screening questions below

\*\*See Welcome Back Sample Letter

## Sample COVID-19 Screening Questions

Screening questions for clients entering the building:

1. In the past 3 days have you or someone in the household had fever, chills, cough, sore throat, nasal congestion, diarrhea, or loss of taste or smell?
2. Have you or anyone in your home been diagnosed with COVID or advised that you/they had it, if so, when? (If less than 3 weeks ago, verify that the person has been released from home isolation – been symptom free for 3+ days.)
3. Have you been near someone who tested positive for COVID in the last 2 weeks?

*--If yes to any of the questions, they may not come in for the WIC appointment.*

*--Only 1 family member with a minor patient.*