

Scenarios for Presentation

Pregnant Woman Certification

Start on Slide 18 – Role Play for a Pregnant Woman

Certifier: *Hello, Jenna, it's nice to meet you. My name is _____ and I'm one of the certifiers with WIC. I understand that you are interested in starting WIC today. Is that right?*

Client: Yes.

Certifier: *Good. We'll spend about 25 minutes together today to complete your certification and I'll be asking you some questions about your nutrition and health. They're the same questions I ask everyone. How does that sound?*

Client: Fine.

Certifier: *Great. Have you ever been on WIC before?*

Client: No, I've never been on WIC, but I heard about it from a friend who is.

Certifier: *So this is your first time here. Well welcome, we're glad to have you here today. If it's alright with you, I'd like to begin by getting your height and weight and taking one drop of blood from your finger to check your iron count. Will that work for you?*

Client: Ok, sounds good, except for the finger part.

Certifier: *So, you're not a big fan of having your blood taken? A lot of people feel that same way. Maybe we can do the height and weight first?*

Client: Alright.

Certifier: *Good. Now in order to get accurate measurements, I'll need to ask you to take off your coat and shoes.*

Certifier: *Today I have you as 5'6" with a weight of 150 lbs.*

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Slide 19 – The Measures tab

Certifier: Next we'll check your iron count and then talk about your health and eating. Are you ready for the iron test?

Client: We might as well get it over with...

Certifier: I can imagine that this process makes you nervous so I'll be as quick as possible. I'll wash your finger then there will be a poke and that's it! Are you OK?

Client: Yeah, that wasn't too bad.

Certifier: I'm glad to hear it! While we wait for the results, what are some things you'd like us to be sure to cover today?

Client: Seeing how much I weigh today, can you tell me more about how much weight I should have gained by now?

Slide 20 – The Summary tab

Certifier: That's something a lot of pregnant moms want to know more about. I'll be sure to come back to that. Your iron test is done and I see that your iron level is 10.1; a level of 11.0 is typical. It is a little lower than we might hope for, so we can talk about this before you leave today too. Does that work?

Client: Yeah, that's fine.

Slide 21 – The Assessment Questions tab

Certifier: How has your pregnancy been going? any nausea and vomiting? heartburn? or constipation?

Client: Things are going pretty well. Sometimes I felt like throwing up but I haven't.

Certifier: Have you seen a medical provider for this pregnancy?

Client: Yeah, I saw my doctor last week.

Certifier: When did you first see your doctor?

Client: It was back in July or August, I think.

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Certifier: Has your doctor talked about any health or medical concerns for your pregnancy, such as high blood pressure, anemia or gestational diabetes?

Client: No, she said things look fine. Right now, I'm just worried about giving birth. My last delivery was pretty tough.

Slide 22 – The Assessment Questions tab

Certifier: Sounds like you had a tough time last time. I hope it'll be better for you this time. Tell me a little about your other pregnancies. How many times have you been pregnant in the past two years? Have you had any miscarriages?

Client: Well, my son just turned 18 months old.

Slide 23 – Assigning the risk – “2 Pregnancies In 2 Years”

Certifier: Is he on WIC?

Client: No. He doesn't drink formula anymore so I didn't think he'd be eligible.

Certifier: There are other foods that he could get as a child on WIC. If you're interested, we can talk about that more at the end. Does it sound like you'd be interested?

Client: Sure. Everything helps.

CERTIFICATION CONTINUES. . .

Slide 24 – What questions do you have?

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Child Recertification

Slide 25 – Role Play for a Child

Certifier: Hi, Celeste, my name is _____ and I'll be recertifying Jose today. It's nice to meet you. How is it going for you and Jose?

Mom: Oh, okay.

Slide 26 – Child Assessment Questions

Certifier: Alright, today we are going to look at Jose's health, growth and nutrition, and requalify him for WIC. I'll ask you some questions; they're the same ones I ask for every child on WIC. It should take about ½ an hour. Jose, here's some toys you can play with while I talk to your mom. Is there anything special that you can tell me about Jose?

Mom: Well, you know, he's my miracle baby.

Certifier: Tell me more about that.

Mom: He was a preemie and small for his age – only 4 lbs at birth. Now he's eating really well and I think he looks great.

Certifier: Sounds like you and Jose have been through a lot together. Was he ever diagnosed with any health problems or medical conditions?

Mom: They just diagnosed him with a heart defect.

Slide 27 – Assigning the risk – “Cardiovascular Disorder”

Certifier: How did you feel about hearing that?

Mom: It was scary at first but it'll be okay once he has surgery.

Slide 28 – Risk Assessment continued

Certifier: No mom ever wants to hear their child is sick. I'm glad to hear that it won't be a long-term problem for him. Has he had any recent surgeries, injuries or burns?

Mom: No, and he won't have that surgery until he turns 5.

Certifier: Does he take any medications?

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Mom: No.

Certifier: How about vitamins or other dietary supplements? Do you give him any?

Mom: No.

Certifier: Do you know if the water he drinks has fluoride?

CERTIFICATION CONTINUES. . .

Slide 29 – What questions do you have?

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Infant Complete Certification (CC)

Slide 30 – Role Play for an Infant

Certifier: Hi Coreena, it's nice to meet you. My name is _____ and I'm one of the certifiers with WIC. I'm glad to see you today. How are you and Ian doing?

Client: We're good, thanks.

Slide 31 – Choosing the correct infant Assessment Questions

Certifier: That's great! I'll take about 1/2 hour of your time to complete Ian's certification. First we are going to weigh and measure Ian and then I have some questions about his nutrition and health that I ask everyone. Does that work for you?

Client: He was just weighed and measured yesterday at the doctor. Do we have to do it today too?

Certifier: Do you know his measurements?

Client: Sure, I have them written right here.

Slide 32 – Assessment Questions Fully Breastfed Infant

Certifier: Alright, great. I'll put those in the computer. Ian is almost 2 months old, you said he hasn't eaten anything other than breastmilk or formula, is that correct?

Client: Yes, both breastmilk and formula. He can't eat off a spoon yet.

Slide 33 – Assessment Questions Partially Breastfed Infant

Certifier: Alright. First, has doctor identified any health problems or medical conditions for Ian?

Client: No, he's doing great.

Certifier: That's good to hear. Has he had any surgeries, injuries or burns?

Client: No.

Certifier: Is your baby on any medications?

Client: No.

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Certifier: *Does he take any vitamins or other dietary supplements?*

Client: No, should he?

Certifier: *Sometimes there are some vitamins that are recommended for babies. Based on what you tell me, I'll be able to tell you a little more about that when we're all done. Is that alright with you?*

Client: That's fine.

Slide 34 - Assessment Questions

Certifier: *So, sounds like he's a healthy little guy. Tell me a little about how he's eating. How is feeding going?*

Client: Alright, I breastfeed him when I'm with him and he gets formula when he's with his dad.

Certifier: *So he gets both breastmilk and formula. What tells you that Ian is hungry or when he's full?*

Client: He gets fussy when he's hungry and he turns away when he's full.

Certifier: *Even when he's this little, he can tell you what he needs and it sounds like you're doing a great job of listening to him. About how often does he breastfeed in a day?*

Client: Hmm, I don't really count or anything. Maybe 3 times at night and 5 times during the day.

Certifier: *Okay. About how long does the baby nurse on each side?*

Client: I don't know. Maybe 15 minutes or so.

Certifier: *Alright, so 8 times a day about 15 minutes at a time.*

Client: Sounds about right.

Certifier: *You said he gets formula too. What type of formula and about how much in a day?*

Client: He gets the Similac that you give me. I'd say he gets at least two 4-ounce bottles.

Certifier: *So, about 8 ounces total. We talked about vitamins some already. Specifically, does he get a vitamin D supplement?*

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Client: No, like I said, he doesn't take any vitamins.

Slide 35 – Assigning the risk – “Inadequate Vitamin/Mineral Supplementation”

Certifier: I thought you'd say that. I just needed to ask about that one specifically. Tell me how you fix baby's formula. *What kind of water do you use? How much water and formula do you put in the bottle?*

Client: I just get water at the sink, heat it up in the microwave and add 2 scoops of formula.

Slide 36 – Assessment Questions

Certifier: How about breastmilk? *Is your baby given breastmilk in a bottle?*

Client: No, just formula.

Certifier: With the formula, how long do you keep it in the bottle after you mix it up?

Client: He pretty much drinks all of it.

Certifier: If you are going out with baby for the day, how do you prepare and store the formula?

Client: I don't give baby any formula I just breastfeed.

Certifier: Oh, right. You said baby only gets formula when you're away. *Do you know if baby falls asleep with a bottle?*

Client: I don't really know. I bet he does because he does when I feed him.

Certifier: When he gets a bottle, do you know if he's being held and what's in the bottle?

Client: I'm sure his dad's holding him. He's too little to do anything else. He drinks formula only in the bottle and he gets cereal in it when he goes to bed to help him sleep through the night.

Slide 37 – Assigning the risk – “Inappropriate Use of Bottle/Cup”

Certifier: Sleep is hard to come by when you have a little baby at home isn't it? You're probably exhausted right now. That might be something you'd like to talk more about before you leave. I'll write a note to come back to that.

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Slide 38 – Assessment tab with risks from Assessment Questions

CERTIFICATION CONTINUES...

Slide 39 – What questions do you have?