Welcome Participant and Introductions

Explain to the participant what the appointment will look like and about how long it will take.

Let Participant know documents and signatures will be required after COVID-19.

Provide Rights and Responsibilities Form verbally or digitally. Confirm participant understands and document. Certify the participant.

Prescribe and Issue Benefits

Discuss the food benefits with the participant:
- Encourage participant to use the WICShopper app
- Offer the Shopping List
- Determine how to provide the WIC Card (mail or use physical distancing)

Offer nutrition education and resources.
Use a digital handout if available. See the WIC publications page.

Schedule next appointment.

Practice compassion and patience.
Remember—we’re isolating ourselves to protect our communities and people we love. This is hard, but our friends and families are worth it!

See Remote WIC Services policies for more details.

Separation of duties is waived at this time.

Document eligibility proofs: Identification, Residency, Income.

Let participant know you will ask a series of questions for the nutrition assessment.

Use Assessment Questions Staff Tool.

Document actual date taken.

Ask for Anthro/Lab data (if available):
- Height
- Weight
- Iron

Assign risks and set nutrition goals based on nutrition assessment.

Complete the Nutrition Assessment
Assess for health and nutrition concerns and resources the family may need.

Thank you to our dedicated staff.

#WICSTRONG
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Washington State WIC Nutrition Program
DOH 960-367 March 2020

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Washington State WIC Nutrition Program does not discriminate.

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