**Peer Counselor Observation Tool**

PC: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Observer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

WIC Clinic: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Type of Counseling: **Pregnant Mother Breastfeeding Mother Non-Breastfeeding Mother**

|  |  |  |  |
| --- | --- | --- | --- |
| **Counselor Expectations** | **Yes** | **No** | **Comments** |
| 1. Peer Counselor uses the mother’s name and baby’s name if appropriate. |  |  |  |
| 1. Peer Counselor engages the mother through open-ended questions. |  |  |  |
| 1. Peer Counselor uses probes appropriately to better understand the mother’s situation. |  |  |  |
| 1. Peer Counselor validates the mother’s feelings through affirmations. |  |  |  |
| 1. Peer Counselor offers simple solutions or strategies to address the mother’s concerns. |  |  |  |
| 1. Peer Counselor provides evidence based information. |  |  |  |
| 1. Peer Counselor appropriately yields the mother, if necessary, to other health care providers as needed. |  |  |  |
| 1. Peer Counselor ends the counseling session on a positive note and offers appropriate follow –up. |  |  |  |
| 1. Peer Counselor documents contact with mother in WIC MIS (follows NPS Documenting in WIC MIS, Addendum 4). |  |  |  |

*Adapted from Loving Support Through Peer Counseling: A Journey Together- For WIC Managers*

**Peer Counselor Evaluation Tool**

WIC Clinic: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**ES** = Exceeds Standards  **M** = Meets Standards  **N** = Needs Improvement

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Performance Measures** | Date | Date | Date | Date | Date |
| 1. Completed BF Peer Counselor training according to USDA curriculum. |  |  |  |  |  |
| 1. Completed observations and shadowing of lactation experts and experienced peer counselors. |  |  |  |  |  |
| 1. Continues to increase knowledge and skills through independent learning. |  |  |  |  |  |
| 1. Provides basic breastfeeding education and support to pregnant and breastfeeding WIC participants. |  |  |  |  |  |
| 1. Makes timely contacts with new mothers based on established contact guidelines. |  |  |  |  |  |
| 1. Keeps all information confidential. |  |  |  |  |  |
| 1. Treats WIC participants with respect and courtesy. |  |  |  |  |  |
| 1. Uses effective communication/counseling skills to listen to WIC participants and affirm their feelings.  * Allows participant to do most of talking * Asks permission to offer breastfeeding information * Uses listening skills to determine participants feelings and understanding of breastfeeding |  |  |  |  |  |
| 1. Offers breastfeeding solutions and strategies within her scope of practice. |  |  |  |  |  |
| 1. Refers mothers to WIC designated breastfeeding expert for problems beyond scope of practice. |  |  |  |  |  |
| 1. Peer Counselor documents contact with mother in WIC MIS (follows NPS Documenting in WIC MIS, Addendum 4). |  |  |  |  |  |
| 1. Completes weekly, monthly activity logs on time. |  |  |  |  |  |
| 1. Contacts WIC supervisor for ongoing guidance. |  |  |  |  |  |
| 1. Attends scheduled PC meetings, WIC staff meetings. |  |  |  |  |  |
| 1. Arrives on time when working in WIC clinic. |  |  |  |  |  |
| 1. Works well with other clinic staff. |  |  |  |  |  |
| 1. Performs other duties as assigned. |  |  |  |  |  |

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