

## Peer Counselor Observation Tool

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

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

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

Counselor Expectations	Yes	No	Comments
1. Peer Counselor uses the parent's name and baby's name if appropriate.			
2. Peer Counselor engages the parent through open-ended questions.			
3. Peer Counselor uses probes appropriately to better understand the parent's situation.			
4. Peer Counselor validates the parent's feelings through affirmations.			
5. Peer Counselor offers simple solutions or strategies to address the parent's concerns.			
6. Information provided is based on the evidence as addressed in the training.			
7. Peer Counselor refers participant to the appropriate staff, if necessary.			
8. Peer Counselor ends the counseling session on a positive note and offers appropriate follow-up.			
9. Peer Counselor documents contact with parents in WIC MIS (IWIC BFPC Documentation and Notes.)			

### 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 the Peer Counseling training program, observations, and shadowing of DBE and experienced Peer Counselors.					
2. Completed Level 2 USDA WIC Breastfeeding Curriculum Training.					
3. Provides basic breastfeeding education and support to pregnant and breastfeeding WIC participants.					
4. Makes timely contact with new parent's based on established contact guidelines.					
5. Keeps all information confidential.					
6. Treats WIC participants with respect and courtesy.					
7. Uses effective communication/counseling skills to listen to WIC participants and affirm their feelings and understanding of breastfeeding. - Allows participant to do most of the talking - Asks permission to offer breastfeeding information					
8. Offers breastfeeding solutions and strategies within her scope of practice.					
9. Refers parents to WIC-DBE for problems beyond her scope of practice.					
10. Documents all contacts with WIC parents in WIC MIS (IWIC BFPC Documentation and Notes.)					
11. Completes all weekly, monthly activity logs on time according to agency procedure.					
12. Contacts Peer Counselor Supervisor for ongoing guidance.					
13. Attends scheduled PC meetings and WIC staff meetings.					
14. Arrives on time when working in the WIC clinic.					
15. Works well with other clinic staff.					
16. Performs other duties as assigned.					