

☺ Job Aid: Missed Nutrition Education Appointments and Nutrition Education Refusal

Chapter 3: Client Processes

Section 9: Second Nutrition Education Contact

Lesson: Nutrition Education Refusal

Policy Summary 835: Nutrition Education: Attendance and Refusal

Participants shall not be denied FIs for failure to attend or participate in nutrition education activities.

Follow these steps when a participant is unable to attend their scheduled nutrition education:

1. Try to reschedule the participant for another nutrition education appointment within the same month and issue FIs at that appointment.
2. If it is not possible to reschedule the participant within the same month, allow the participant, caretakers or their proxy to come to the clinic to pick up one month's issuance of FIs and reschedule the participant for their second NE activity the following month. Continue their normal frequency of FI issuance when they attend the NE activity.
3. If the participant refuses any 2nd nutrition education offered during the initial or subsequent certifications, they must pick up their FIs in person. Follow local agency policy for frequency of FI issuance. Document NE refusal in the client's record in TWIST.

Documentation for Nutrition Education (NE) Offerings, Refusals, Reschedules and No Shows***

(Refer to Policy 830: Nutrition Education – Documentation)

Process	Flow	Documentation
1. WIC Staff Offer Client NE	Offer and encourage attendance at a second NE* opportunity at <u>every</u> cert/recert appointment. (Regardless of whether participant has refused NE in the past).	Document in Family Appt record: An NE request or booked NE appointment for each family member
2. Client Refuses NE	Only occurs at cert/recert visit when participant refuses to attend <u>any</u> second nutrition education contact (this should happen very rarely). Schedule an FI pick-up so client continues to receive FIs.	Document in FAR using the NE Refusal button.
3. Client Reschedules Second NE	Participant calls <u>before</u> scheduled second NE to say they can't attend. Offer to reschedule. If cannot reschedule, schedule an FI pick-up (either scheduled appt. or walk-in time).**	No additional documentation needed – this is not a “refusal”. The FI pick-up is not required to be documented in the FAR.
4. Client No Shows Scheduled Second NE	Participant does not attend second NE. Make effort to contact client to reschedule NE or if unable to reschedule NE, set up an FI pick-up so they receive next set of FIs.	Unattended scheduled appts. are “no showed” by End of Day. No other documentation is needed.

*Second Nutrition Education Contacts may include the following appointment types: F1, F2, F3, FD, IE, MI, MW, GE.

** PU (“FI Pick-up”) appointments do not qualify as second NE contacts.

***For any of these scenarios, a participant may receive up to 3 months of FIs depending on local policy and procedure.

♪ NOTE: NE Refusal documentation can be viewed on the Family Appointment Record by selecting client and clicking on the “**NE Refusal**” button. Documentation of refusal will remain in the system unless or until user chooses to remove it.