

Healthy kids, strong parents,  
WIC works wonders!

## Nov. 28 is National Day of Listening

<http://www.nationaldayoflistening.org/>

National Public Radio (NPR) recently ran a story about The National Day of Listening, when you set aside time to listen to the stories told by people you care about. They say by listening to peoples stories you will be telling them that they matter and they won't ever be forgotten. This seems like a natural fit with Oregon's focus on participant centered services, Oregon WIC Listens. Check out the website to find out ways that you can share the stories you hear with StoryCorps. Maybe your story will be on NPR!

In the meantime, here is a *Listening Quiz* to see what you know about listening. See how many true or false questions you answer correctly.

1. Listening ability depends on intelligence.
2. We listen well most of the time.
3. Listening is an active process.
4. Generally, most of us can read something and listen at the same time.
5. Listening ability is closely related to hearing acuity.
6. Effective listening is done with the whole body.
7. We learn to listen automatically as we are growing up.
8. You don't need to look at the speaker to listen well.
9. What we hear is often not what was said.
10. Thinking about what to say next will affect how well you listen.

Look for the Answers on the next page.

## No Highlighter pens on vouchers!

The vendor team is asking local agency staff and vendors to stop using **highlighter pens** anywhere on the WIC vouchers. When the banks process the vouchers they now use "images" of the voucher rather than the actual voucher. For some reason, **highlighted** information appears blacked out on these images. As you can imagine, that can cause some problems! :o)

Some staff have been using **highlighter pens** to mark the first and last date to use on the vouchers to make it easier for the participants to see. This is a great idea that we encouraged before. So now you can **circle** these dates instead.

Thanks for your help!



## What needs to happen during the mid-cert health assessments of infants?

A lot goes on during that first year of a baby's life. They develop and change so fast that parents have all kinds of questions. To make sure we can provide them with an opportunity to talk about their concerns, WIC provides individual nutrition education at their initial certification appointment.

The mid-certification health assessment appointment also provides the next opportunity to gather important information from the participant. We can use that information to individualize our services to the participant. We also put all that data together with data from other participants to learn more about the population that we serve, including important data on our breastfeeding rates.

### What do you need to do during those appointments?

- Take height and weight and record in TWIST
- Discuss growth patterns
- Assess the diet and complete the mandatory questions in the Infant Diet Assessment Questionnaire in TWIST
- Provide the appropriate participant centered counseling
- Provide support for continued breastfeeding
- Provide referrals as needed
- Document in TWIST what nutrition education you provided and that they attended the appointment.
- Provide vouchers if needed

The data you collect helps WIC tell the story of WIC participants to our partners and people who are interested in the work we do.

*Thank you for all that you do!*

**Thank you!**



## Listening Quiz Answers

1. False. Thank goodness there is no relationship between listening and intelligence.
2. False. Unfortunately, most of us need to work on our listening skills.
3. True. It requires our participation and involvement.
4. False. So don't read the participant's records while she is talking to you.
5. False. Thank goodness again. Loss of hearing acuity really isn't the problem.
6. True. Proper eye contact and body posture can facilitate effective listening.
7. False. Effective listening is not automatically learned. Effective listening requires practice and training.
8. False. A lot of listening cues come from the speaker's body language.
9. True. As human beings we have a tendency to filter information we hear.
10. True. This detracts from our concentration and focuses our attention on our response.

Adapted from Texas WIC Newsletter