



Supporting participants who express milk

2026 Nutrition Services Plan breastfeeding in-service

2026 BF In-service

2

Supporting participants who express milk

2026 Nutrition Services Plan Breastfeeding In-service Facilitator Guide



Slide 1

LSO

Choose your in-service adventure!

Instructions for the facilitator

- You do not need to cover all the sections in this in-service
- Choose the section(s) pertinent for your agency's needs
- Click the section number on the menu to go to the section you wish to complete
 - Each section is numbered and has a color bar at the bottom of the slide to identify the sections
- Use the “home” button on the last slide of a section to return to the menu



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This slide is hidden. That means it will not show when you view the slideshow.

The 2026 Breast Pump In-service, “Supporting participants who express milk” is designed so you can individualize it for your agency needs. Here’s how it works.

- You do not need to complete all the sections of this slide deck.
 - The requirement is to complete one section.
 - Use the other sections to support staff learning or for technical assistance as needed for staff.
- Review the sections and choose the section(s) that meet your agency training needs.
- When presenting, click the number on the menu slide to go to the section you want.
- The sections are numbered and color coded at the bottom of each slide to help identify the section you are in.
- Use the “home” button at the bottom of the last slide in each section



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If you need this presentation in an alternate format, please contact the training unit @ WICTraining@oha.oregon.gov

Slide 2



Supporting Participants Who Are Expressing Breast Milk

Most lactating parents express their milk at some point during their breastfeeding journey.

Ask staff: “What are some reasons participants choose to pump or express their milk?”

Review answers. Here are some ideas to share with staff:

The reasons for expressing human milk can vary from:

- building up a freezer stash,
- increasing milk supply,
- having milk for others to feed baby,
- being away from baby for work/school,
- inability to feed baby directly from the breast/chest, or
- to mix with solids as baby grows older

This in-service will help staff support our pumping participants at WIC.

Slide 3

Pump in-service menu
Click the number of section title you wish to review

1 Pump selection and education Pump types, insurance, and decision making (slides 4 – 16) 45 minutes	4 Flange fitting, pumping techniques, and trouble shooting Effective pumping, concerns, and planning (slides 32 – 43) 45-60 Minutes
2 Supporting families who express milk WIC's impact and completing a breast pump assessment (slides 17 – 23) 20 Minutes	5 Documentation and workflow Focus: Paperwork, follow-up, and practice skills (slides 44 – 52) 30-45 Minutes
3 Pump assembly and equipment (ACES) Focus: Issuing pumps and proper equipment use (slides 24 – 31) 60+ Minutes	

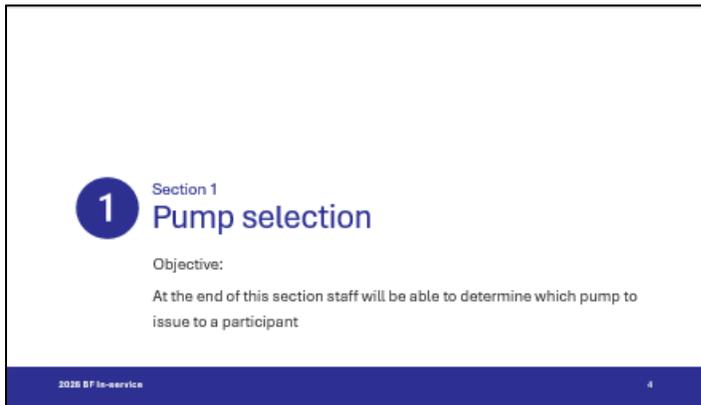
3

The focus of the section is described in the shaded box below the section title. For planning purposes, here are the learning objectives for each section.

At the end of the section staff will be able to:

- **Section 1:** Determine which pump to use. Slides 4-16. Approximately 45 minutes.
- **Section 2:** Identify components of a breast pump assessment. Slides 17-23. Approximately 20 minutes.
- **Section 3:** Demonstrate how to issue a pump using ACES. Slides 24-31. Approximately 60+ minutes. Time is dependent on discussion.
- **Section 4:**
 - Describe how to fit a breast shield
 - Describe strategies or schedules for expression
 - Slides 32-43. Approximately 45-60 minutes
- **Section 5:** Describe your agency's workflow for pump 48-hour follow-up. Slides 44 – 52. Approximately 30-45 minutes

Slide 4



1 Section 1
Pump selection

Objective:
At the end of this section staff will be able to determine which pump to issue to a participant

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Section 1: Pump selection

This section provides an overview of the pumps available through Oregon WIC and how to decide which pump to use.

Objective:

At the end of this section staff will be able to determine which pump to issue to a participant.

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Pump selection and education

Focus: Pump types, insurance, and making decisions

- In this section:
 - An overview of insurance pumps
 - Deciding which pump to issue
 - Oregon WIC manual pumps
 - Oregon WIC multi-user electric breast pumps
 - Issuing a Lactina Select as a single-user pump

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- In this section:
 - An overview of insurance pumps
 - Deciding which pump to issue
 - Oregon WIC manual pumps
 - Description, qualifications and reasons for issuance
 - Oregon WIC multi-user electric breast pumps
 - Descriptions, qualifications and reasons for issuance
 - Issuing a Lactina Select as a single-user pump

Slide 6

Insurance and pumps

- Insurance companies are the first provider of pumps, this includes the Oregon Health Plan
- Participants need to ask their insurance company for a pump before WIC can provide a pump
 - Explain this prenatally
- Participants should ask their health insurance to fix or replace a broken pump issued by them first
 - A WIC pump may be issued as a replacement if denied

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Insurance and pumps

Ask Staff:

“What do we know about our agency’s Coordinated Care Organizations (CCOs) when issuing pumps?”

Review answers. Here is some information to share with staff:

- WIC is the secondary provider of pumps. WIC and OHP cannot both provide pumps as that is considered double-dipping
 - The participant’s health insurance or Medicaid provider are required to provide a pump to the participant. This is due to requirements in the Affordable Care Act.
 - Participants may need assistance selecting a good quality pump from the insurance choices.
 - There are no current “quality standards” for breast pumps. Evaluations are based mainly on user opinions rather than objective criteria.
 - Participants might need instruction on assembly or use of the pump. Encourage them to reach out to their insurance provider for

guidance. Many pump companies have instructional videos online.

- Sometimes a participant needs to request a new or replacement pump from their insurance. They may need a temporary pump while waiting for their new one. Consider issuing a WIC multi-user or manual pump until the pump is fixed or replaced.
- WIC staff may issue a WIC single-user double-electric pump to replace one provided by OHP when
 - a replacement is not provided in a timely manner,
 - A multi-user pump is not available to issue, **and**
 - a manual pump does not meet the participant's pumping needs.

Slide 7

Decide which pump to use

- Identify which pumps your local agency has in inventory
- Describe when to issue each type of pump
- Complete a breast pump assessment to determine the most appropriate pump to issue

WIC pumps can **only** be issued during the postpartum period

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Decide which pump to issue

The type of pump issued is decided through assessment and program policy. Pumps are issued based on participant's needs including, pumping needs, pumping frequency, separation from the infant, and program guidelines.

Always begin the conversation by asking the participant if they checked with their health insurance or with Medicaid to get a pump.

Review with your staff which pumps your agency has and when to issue them.

Completing the breast pump assessment will help staff know which kind of pump will most likely meet the participant's needs

The rest of this section (slides 8-17) will review when you typically issue each kind of pump, and which kinds of pumps are available through Oregon WIC.

Slide 8



Manual Pumps Offered through Oregon WIC:

- Oregon WIC supplies two models of two-handed pumps: Medela and Hygeia.
- Your local agency may have one or both of these pumps.

Discuss:

Which manual pumps are in your agency's pump inventory.

Optional discussion:

Descriptions of each manual pump your agency has in your pump inventory.

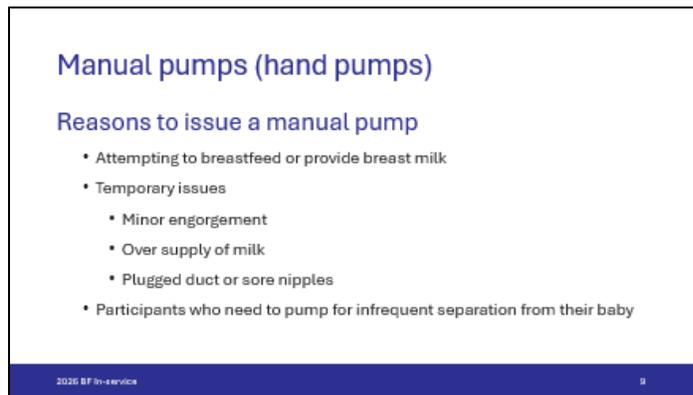
One-handed pumps:

- Hygeia and Medela Harmony

Two-handed pumps:

- The Hygeia and Medela two-handed pumps are included in the multi-user kit.
- These pumps can also be ordered as a separate unit apart from the multi-user kit.

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Manual pumps (hand pumps)

Reasons to issue a manual pump

- Attempting to breastfeed or provide breast milk
- Temporary issues
 - Minor engorgement
 - Over supply of milk
 - Plugged duct or sore nipples
- Participants who need to pump for infrequent separation from their baby

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Manual Pumps- Reason for issuance

Ask staff:

“When might it be useful to issue a single-hand pump?”

Possible answers include: Ease, being able to use the other hand to eat, or being able to hold baby while pumping.

Summary: Manual pumps are wonderful to use for an occasional need to pump or to relieve minor engorgement

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Single-user pumps offered through Oregon WIC:

Oregon WIC supplies two models of single-user electric pumps.

Cover only the pumps your agency has available.

Hygeia Pro

This pump has a backpack and rechargeable battery. This pump can be ordered through Oregon WIC. This pump is covered under warranty for one year after issuing it to a participant.

Medela Pump in Style

Some clinics may still have some of these pumps on site.

- This pump can be ordered through Shopify, when inventory is available. This pump does **not** have a rechargeable battery. A car battery adapter is available through Shopify.
- This pump is not under warranty:
 - A replacement single-user pump can be issued to a participant if the pump fails while the participant is active on WIC within the same postpartum period the original pump was issued.
 - Email your nutrition consultant or State breastfeeding coordinator stating a second pump was issued. Document the State was notified in the participant's chart in the WIC data system.

Slide 11



Additional Single-user electric breast pumps

Cover only the pumps your agency has available.

Availability of single-user electric pumps varies by local agency and potential surplus inventory available at the State WIC Office. If your clinic has one of these pumps, we encourage you to discuss with your staff your plan to issue these pumps. Only discuss the pumps you have in your local agency's pump inventory.

Hygeia Evolve

This pump is no longer available to order through Hygeia, nor in Shopify. The warranty on these pumps is expired.

Hygeia EnJoye

Some clinics may still have some Hygeia EnJoyes. They are no longer available to order through Shopify. The warranty on these pumps is expired.

Hygeia Express

Not currently available through the Oregon WIC Program. Warranty is active.

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Single-user electric breast pumps

Reasons to issue

- Experiencing separation from infant for any period
 - Returning to work/school
 - Hospitalization of parent or infant
- Problems associated with
 - Poor latch
 - Low milk supply
- Pumping a few times per day and several days per week
- Exclusive pumping (when a multi-user pump is not available)

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Single-user electric breast pumps

Cover only the pumps your agency has available.

Reasons to issue

- Experiencing separation from infant for any period
 - Returning to work/school
 - Hospitalization of parent or infant
- Problems associated with
 - Poor latch
 - Low milk supply
- Pumping a few times per day and several days per week
- Exclusive pumping (when a multi-user pump is not available)

Summary:

Post-partum participants need to ask their insurance for a pump before WIC can provide one. In rare circumstances, WIC can provide a single-user electric pump when the participant's goal is to provide their own milk to their infant by expressing with a pump several times a week and they can't get a pump through their insurance.

Slide 13



Oregon WIC multi-user electric breast pumps

Cover only the pumps your agency has available.

Description

The Hygeia EnDeare and the Medela Select are the main two pumps Oregon WIC clinics will have in their inventory.

Optional pump to discuss if available to your agency

Some WIC clinics have access to Medela Symphony pumps. These pumps are not offered through the Oregon WIC Pump Program.

Phasing out of the multi-user pump program:

- The Oregon WIC Program is moving to a single-user pump program.
- No new multi-user pumps will be ordered starting in 2026.
- We currently have a surplus of Lactina pumps available for local agencies to order through Shopify as of March 2026.
 - Once the inventory is depleted, additional multiuser pumps cannot be ordered.
 - If your clinic has surplus multi-user pumps in your pump inventory that you no longer want, please contact your clinic's nutrition consultant and we will discuss next steps with you.

Slide 14

Multi-user pump kits
Medela and Hygeia pump kits are interchangeable between models



Medela Lactina Select pump with a Hygeia multi-user pump kit

Hygeia EnDeare pump with a Medela multi-user pump kit

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Pump selection & education: Multi-user pump kits

Important information to know to interchange kits:

- Lactina and Hygeia multi-user pump kits are interchangeable.
 - The **whole kit** must be used
 - Individual parts are **not** interchangeable. between Medela and Hygeia products.
- Use the multi-user pump kits that you have, before ordering additional kits.
- Hygeia kits can be used with Medela Lactinas or Medela kits can be used with Hygeia EnDeare.

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Multi-user electric breast pump

Reasons to issue

- Difficulty initiating and/or maintaining an adequate milk supply
- Extended parent/infant separation
- Maternal/infant illness or separation due to surgery or medical procedure
- When there is a pregnancy loss or loss of an infant
- Other special circumstances determined by the Breastfeeding Coordinator

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Electric breast pump (Multi-user)

A WIC pump can be issued as a replacement pump for a broken pump provided by the participant's health insurance pump in limited circumstances.

- Check the policy for a replacement pump through the participant's health insurance. Some companies have overnight delivery. In this case a hand pump might be the best pump to issue.
- A second option is to issue a multi-user pump if available while the participant waits for the pump from their health insurance. This includes replacement pumps, repaired pumps, or new pumps.
- Another option is to issue a WIC double-electric pump as a single-user replacement pump. The next slide reviews issuing a Lactina multi-user pump as a single-user pump.

Summary:

- Multi-user breast pumps can be issued for various reasons, if a participant is expected to pump long-term, a single-user pump is generally the most appropriate option.

- Situations requiring longer use must be re-evaluated as determined by WIC staff (usually monthly intervals.)
- The participant's goal is usually to provide their own milk to their infant by expressing with a pump several times a week.

Slide 16

Issuing a Lactina as a single-user pump



Reasons to issue

- Premature or medically fragile baby
- Parent is exclusively pumping

Medela Lactina Select

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Issuing a Lactina as a single-user pump

Local agencies can decide if they want to issue a Lactina as single-user pump. If your agency decides to do this, talk to your staff about when and how to issue this pump as a single-user or as a multi-user pump.

Important information to know when issuing a Lactina as a single-user pump:

- The Lactina inventory is limited. The State will not be ordering more after the Lactina inventory is gone.
- The warranty on this pump has expired.

Issuing a Lactina as a single-user pump

Consider issuing a Lactina as a single-user pump when

- The participant didn't receive a single-user pump through WIC or through their health insurance
- Participants meet criteria:
 - Infant is medically fragile or
 - Parent is exclusively pumping
- Hygeia multi-user pumps cannot be issued to participants as a single-user pumps.

- Use the job aid, “[Documenting issuing a Lactina as a single-user pump](#)”. The job aid is available in the [Job Aid Database](#).

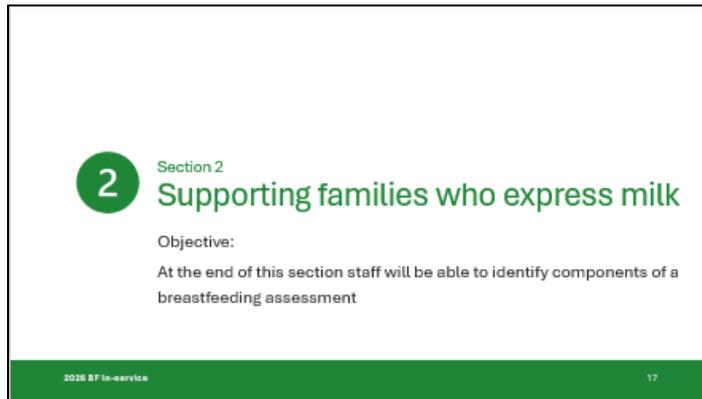
Summary:

The Lactina pumps are meant to be issued to participants who have premature infants (NICU), medically fragile infants or for participants who are exclusively pumping.

End of Section 1

Click the home icon to return to the menu or end your in-service here

Slide 17

A slide with a white background and a green footer. The footer contains the text "2026 BF in-service" on the left and "17" on the right. The main content area features a green circle with the number "2" inside, followed by the text "Section 2" and "Supporting families who express milk". Below this, the text "Objective:" is followed by "At the end of this section staff will be able to identify components of a breastfeeding assessment".

2 Section 2
Supporting families who express milk

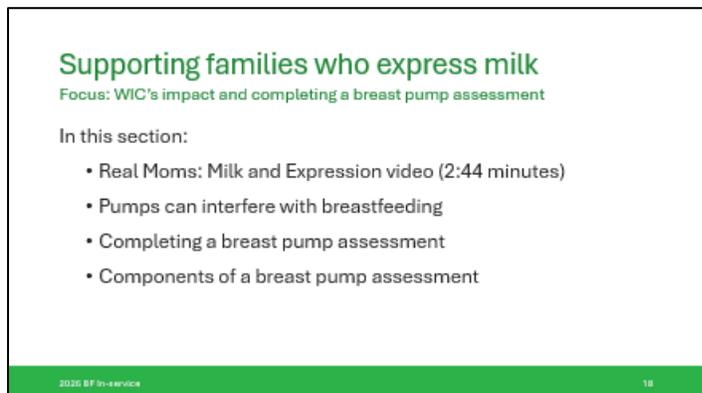
Objective:
At the end of this section staff will be able to identify components of a breastfeeding assessment

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Section 2: Supporting families who express milk

Objective: At the end of this section staff will be able to identify components of a breastfeeding assessment.

Slide 18

A slide with a white background and a green footer. The footer contains the text "2026 BF in-service" on the left and "18" on the right. The main content area features the title "Supporting families who express milk" in green, followed by the subtitle "Focus: WIC's impact and completing a breast pump assessment". Below this, the text "In this section:" is followed by a bulleted list of four items: "Real Moms: Milk and Expression video (2:44 minutes)", "Pumps can interfere with breastfeeding", "Completing a breast pump assessment", and "Components of a breast pump assessment".

Supporting families who express milk
Focus: WIC's impact and completing a breast pump assessment

In this section:

- Real Moms: Milk and Expression video (2:44 minutes)
- Pumps can interfere with breastfeeding
- Completing a breast pump assessment
- Components of a breast pump assessment

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In this section:

- Real Moms: Milk and Expression video (2:44 minutes)
- Pumps can interfere with breastfeeding
- Begin by completing a breast pump assessment
- Components of a breast pump assessment

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Supporting families who express milk: Real Moms: Milk Expression and Pumping (video)

- This video is embedded in the slide.
- Click to start.
- Click “CC” in the bottom right corner for closed captions.

Activity (Video, 2:44 min): USDA WIC Breastfeeding Support website (<https://wicbreastfeeding.fns.usda.gov/video-milk-expression-and-pumping>)

Video summary: This video touches on the needs and feelings of participants who pump and how skilled WIC staff can help shape a participant's breastfeeding journey by listening and providing supportive care to meet the individual's needs.

Optional Post video activity:

Explore how WIC staff feel about providing pump assistance with WIC participants by asking staff to consider sharing any pump stories or thoughts they may have about the role WIC plays with providing support to participants who pump.

Slide 20

Pumps can interfere with breastfeeding

- May lead to early introduction or unnecessary use of formula
- Improper use can lead to discomfort
- Possible nipple confusion
- May affect confidence



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Sometimes pumps interfere with breastfeeding

Addressing pump interfering with breastfeeding.

Ask staff: “How can pumps interfere with breastfeeding?”

Answers:

- May lead to early introduction or unnecessary use of formula.
- If used improperly, pumps may cause discomfort.
- Could lead to nipple confusion/flow preference in baby. Babies may like the flow from the bottle more than at the breast.
- Using a pump may affect a parent’s confidence. If they compare how much they pump with how much others are pumping, social media comparisons, or think how much they pump is how much their bodies are producing.

Slide 21

Supporting families who express milk begins by completing a breast pump assessment

A breast pump assessment:

- is the primary tool used to support families expressing milk
- helps identify how feeding and pumping are going and what additional support may be needed
- allows for assessment-based support for individualized pumping education tailored to each family

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Breast pump assessment

Focus: The importance of completing a breast pump assessment with participants who express their milk.

- A breast pump assessment provides the key information WIC staff need to support a parent with milk expression.
- Completing the assessment with the participant opens the door to probe and learn how things are going, and what additional support may be needed.
- This assessment allows WIC staff to individualize pumping education and support to meet the unique needs of each family.

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Components of a breast pump assessment

- 1. Discover** why pumping is needed or wanted
- 2. Determine** if the participant is exclusively pumping or is pumping and breastfeeding
- 3. Assess** participant's knowledge and strengths
- 4. Offer** education and support to meet their unique needs

Continued on next slide

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Breast pump assessment

Review components of a breast pump assessment when issuing a pump:

- Discover why pumping is needed or wanted
 - Hearing their reasons for pumping helps staff understand the participant's knowledge about breastfeeding and milk supply. This conversation helps to identify gaps in understanding and determines the appropriate level of education, support and follow-up needed.
- Determine if the participant wants to exclusively pump or pump and breastfeed.
 - The participant's goals help determine staff steps for issuing a pump.
- Assess participant's knowledge and strengths about pumping
 - Do they have support, a place to pump, desire to pump, etc.?
 - Learning what they already know and what is working helps tailor education to their needs.
- Offer education and support to meet their unique needs

- Providing education to meet their needs is key to supporting their efforts.
- Slide 52 provides pump resources to offer participants to meet their specific needs.

Slide 23

Components of a breast pump assessment (continued)

5. **Create** a pumping plan with the participant
6. **Document** the breast pump assessment
7. **Yield/refer** to a WIC designated breastfeeding expert or lactation support in the community, when appropriate
8. **Ensure** 48- hour follow-up is completed and documented after pump issuance



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Breast pump assessment (continued)

Review components of a breastfeeding assessment when issuing a pump:

- Create a pumping plan with the participant.
 - Focus on their strengths to help them be successful with their efforts.
 - Slide 43 reviews key components of creating a pumping plan.
- Document the breast pump assessment
 - Documentation of the assessment is recommended but not required. It can happen in various places in the WIC data system. To help retain consistency with documentation, discuss with your staff where your agency documents components of the breast pump assessment.
 - Breast Pump Questionnaire can be found in the WIC data system's BF Tracking tab.
 - Progress Notes can be used to capture the breast pump assessment
 - Nutrition Education dropdowns can be used to document components of a breast pump assessment.

- Note section in the BF Tracking tab can be a space where the breast pump assessment can be documented.
 - Breastfeeding Topics dropdown in the BF Tracking tab can be used to document elements of the breast pump assessment.
- Yield/refer to a WIC designated breastfeeding expert or lactation support in the community, when appropriate.
 - Documentation of referrals and yielding helps ensure continuity of care and follow-up.
- Ensure 48- hour follow-up is completed and documented after pump issuance
 - Slide 47 reviews 48-hour follow-up requirements

End of Section 2

Click the home symbol to return to the menu page or end the in-service here.

3 Section 3
**Pump assembly and equipment
(ACES)**

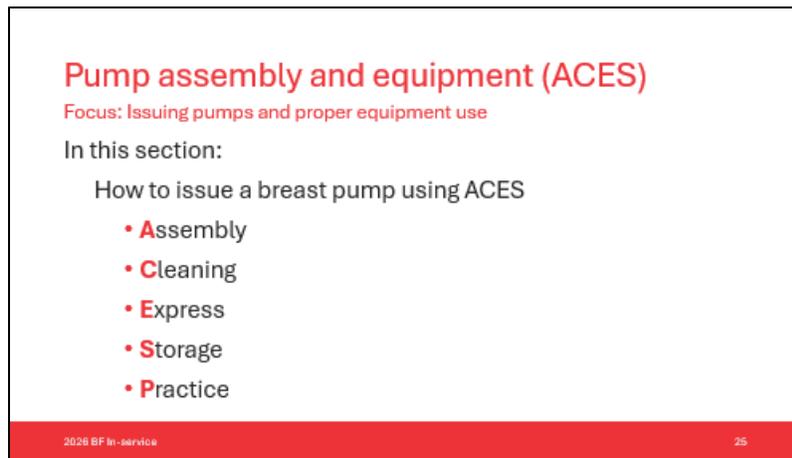
Objective:
At the end of this section staff will be able to demonstrate how to issue a pump using ACES (Assembly, Cleaning, Expressing, Storage)

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Section 3: Pump assembly and equipment (ACES)

Objective: At the end of this section staff will be able to demonstrate how to issue a pump using ACES (Assembly, Cleaning, Expressing, Storage)

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Pump assembly and equipment (ACES)
Focus: Issuing pumps and proper equipment use

In this section:

How to issue a breast pump using ACES

- **A**ssembly
- **C**leaning
- **E**xpress
- **S**torage
- **P**ractice

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ACES is an acronym used to guide staff with the steps to coach participants about when issuing a breast pump: Assembly, Cleaning, Expressing, and Storing

In this section:

How to issue a breast pump using ACES

- **A**ssembly
- **C**leaning
- **E**xpress
- **S**torage
- **P**ractice

Slide 26

A is for Assembling

- All clinics should have a demonstration model of the pumps they provide
- WIC staff can assemble the demo pump along side the participant who is assembling their new pump
- Most pumps are 5 pieces or less

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ACES: Assembly

Recommended activity:

if you use the Hygeia Pro at your clinic, view the Hygeia Pro instructional video

Assembly and functionality of the Hygeia Pro - [Meeting with Tom Dempksi](#)
(30 min)

Optional activities:

View instructional videos if your staff want or need a refresher on pump assembly and demonstration tutorials for the pumps your clinic provides.

Hand pump (<https://www.youtube.com/watch?v=7KhJG6W3ciQ>) 1:24 min

Hygeia Enjoye <https://www.youtube.com/watch?v=QxZS3J1Yhi0> (2:54 min)

Hygeia Evolve pump demonstration

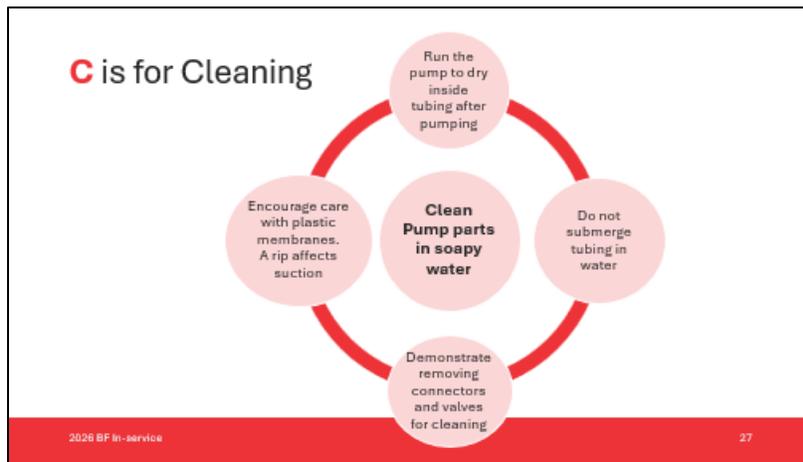
<https://www.youtube.com/watch?v=H6kuNFzWaHM> (35 min)

Medela Personal Pump <https://www.youtube.com/watch?v=rtLtqkEgXCM>
(10:23 min)

Optional activity:

Pair staff to practice or have WIC staff show the WIC DBE or breastfeeding coordinator how to assemble the pumps your clinic provides. [Use the **Milk Expression Competency Checklist**](#) to show the WIC staff knows the steps of issuing the pumps.

Slide 27



ACES: Cleaning

More information on teaching participant about cleaning and maintenance for pumps is available in the [Breast Pump Handbook](#) (Teaching pump cleaning and maintenance, page 25)

- Maintaining a clean pump kit and pumping environment is important when expressing human milk.
- It is important to keep the pump clean to reduce the chance of unwanted bacteria and dirt build-up on the pump.
- Educate pumping participants on the best way to keep their pumps clean and their milk safe for baby.

Cleaning instructions:

- Run the pump for 2-minutes or more after a pumping session will help dry out any condensation that forms during pumping.
- Tubing only needs to be washed when it comes in contact with milk or somehow gets soiled.

- The yellow piece on Medela products is the valve. This piece must be included in cleaning because milk splashes where the valve fits the connector and flange.. Users often forget to remove this piece when cleaning.
- Double-electric pump kits come with extra valve membranes. More can be ordered through Shopify.

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ACES: Cleaning

Soft, plastic parts of a pump wear out. The more the pump is used, the faster these parts become worn. Exclusive pumping or frequent use of the pump may lead to these parts being replaced more frequently. Here's an idea of how often parts may need to be replaced:

- Membranes and duckbills may need to be replaced every 2-3 weeks
- Tubing every 4-6 weeks
- Breast shields (flanges) every 3-6 months

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E is for express

- Discuss the participant's plan for expressing milk
- Fit the participant with a breast shield (flange) when issuing a WIC pump
- Listen for common pumping concerns and address them as needed
- Provide encouragement

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ACES: Express

More information about milk expression is available in the Breast Pump Handbook.

Discussing the participant's plan for expressing milk:

Meet the participant where they are and to support their individual goals.

Help set realistic expectations and achievable goals based on their situation, experience, support, and comfort level with pumping.

Breast shield fitting and common pumping concerns:

Section 4, Pumping Techniques & troubleshooting, reviews how to fit a breast shield and common pumping concerns.

Provide encouragement:

- Encouragement is essential.
- You may be the only person supporting them or the only one telling them they are doing a good job.
- Acknowledge their efforts and reinforce that what they're doing matters, and they are a good mom.

Optional activity:

Ask staff to share affirmations they use with their participants.

Slide 30

S is for storage

Review the basics:

- Freshly expressed or pumped milk can be stored at room temperature for 4 hours, longer in the refrigerator or freezer
- Store in small amounts when freezing
- Thaw under warm water, never reheat in microwave
- Use within 2 hours after baby finished eating
- Never refreeze breastmilk

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Pump assembly & equipment: ACES: Storage

WIC staff can provide anticipatory guidance on the safe handling of breast milk when participants plan to pump.

Facilitator note:

Review basic information as a reminder. Below are resources for milk storage.

- For current CDC guidelines:
<https://www.cdc.gov/breastfeeding/breast-milk-preparation-and-storage/handling-breastmilk.html> The CDC PDF can be printed on magnets through a printing service. English:
<https://www.cdc.gov/breastfeeding/pdf/HumanMilk-en-4x6-508.pdf>
Spanish: <https://www.cdc.gov/breastfeeding/pdf/HumanMilk-sp-4x6-508.pdf> We have provided these pdfs as a handout for this section of the in-service.
- The following tips for storage are from the following sources: Office on Women's Health <https://womenshealth.gov/breastfeeding/pumping-and-storing-breastmilk> Oregon and Minnesota WIC.
- Job Aid: [Safe Milk Storage](#)
- [Storing and Thawing Breast Milk](#)
- [Storage and Preparation of Breast Milk – English](#)
- [Storage and Preparation of Breast Milk – Spanish](#)
- [Pumping and storing breast milk \(English and Spanish\) - Shopify](#)

Slide 31

Practice issuing a pump using **ACES**

- Remember
 - **A**ssembly
 - **C**leaning
 - **E**xpress
 - **S**torage

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Practice issuing a pump using ACES

Optional Group Activity:

As a group (or individually) go through the ACES steps for teaching pump education which include pump assembly, cleaning the pump, expressing milk and milk storage guidelines. Then practice assembling and disassembling each type of breast pump your agency provides until staff is comfortable with the pumps

Demonstration:

Role play

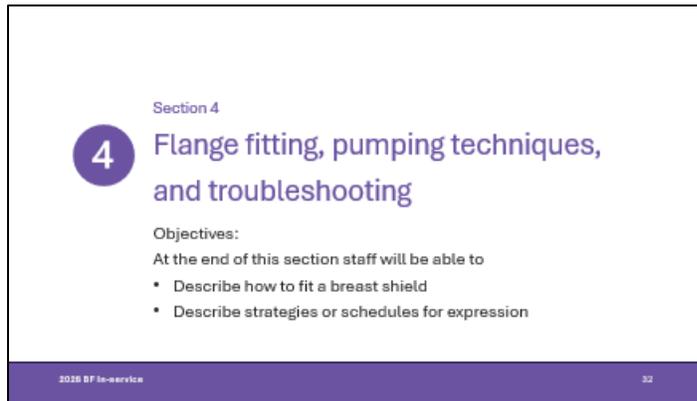
In groups of two have one person be the staff member and one person be the WIC participant. Both people have the same model breast pump. The staff person will walk through the breastfeeding assessment using ACES technique with the “WIC participant”

Optional: Use the job aid, “[Milk Expression Competency Checklist](#)” to staff demonstrated how to issue a breast pump using ACES This job aid can be found in the [job aid database](#).

End of section 3

Click the house to return to the menu or end your in-service.

Slide 32

A slide with a white background and a purple footer. The footer contains the text "2018 BF in-service" on the left and "32" on the right. The main content area has a purple circle with the number "4" inside. To the right of the circle, the text reads "Section 4" in a small font, followed by "Flange fitting, pumping techniques, and troubleshooting" in a larger font. Below this, the word "Objectives:" is followed by the sentence "At the end of this section staff will be able to" and a bulleted list with two items: "Describe how to fit a breast shield" and "Describe strategies or schedules for expression".

Section 4

4 Flange fitting, pumping techniques, and troubleshooting

Objectives:

At the end of this section staff will be able to

- Describe how to fit a breast shield
- Describe strategies or schedules for expression

2018 BF in-service 32

Section 4:

Flange fitting, pumping techniques, and troubleshooting

Objectives:

At the end of this section staff will be able to

- Describe how to fit a breast shield (flange)
- Describe strategies or schedules for expression

Slide 33

Flange fitting, pumping techniques, and troubleshooting

Focus: Effective pumping, concerns, and planning

In this section:

- Breast shield (flange) fitting, videos, and takeaways
- Common pumping concerns:
 - Milk supply
 - Maintaining supply when exclusively pumping
 - Discomfort
- Develop a pumping plan

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Section focus: Effective pumping, concerns, and planning

In this section:

- Breast shield and flange fitting, videos, and takeaways
- Common pumping concerns:
 - Milk supply
 - Maintaining supply when exclusively pumping
 - Discomfort
- Develop a pumping plan

Slide 34

Breast Shield (Flange) fitting

- A properly fitted breast shield is key for allowing adequate pump suction and milk removal
- An incorrect breast shield size can lead to:
 - clogged milk ducts
 - mastitis
 - lower milk supply
 - nipple pain
 - damage

2020 BF In-service 34

Breast shield (flange) fitting

Additional information is available in the Breast Pump Handbook (page 51).

A properly fitted breast shield is key for allowing adequate pump suction and milk removal

An incorrect breast shield size can lead to:

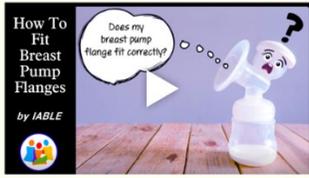
- clogged milk ducts
- mastitis
- lower milk supply
- nipple pain
- damage

Slide 35

- **Fitting Pump Flanges**
(about half-way down the page)

Fitting Pump Flanges

How to Fit Breast Pump Flanges.

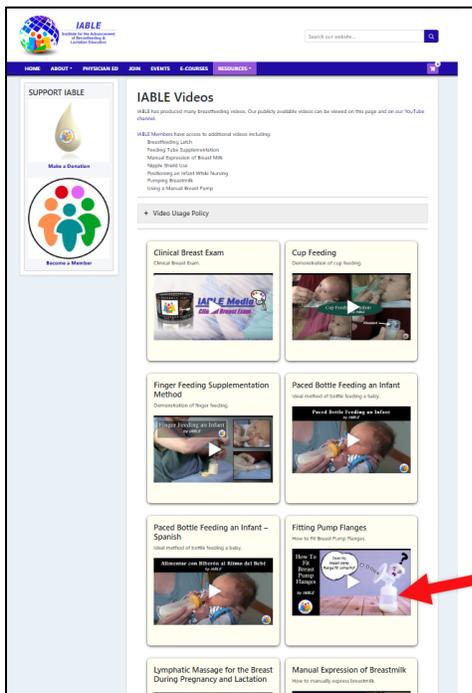


How To Fit Breast Pump Flanges
by IABLE

2026 BF In-service 36

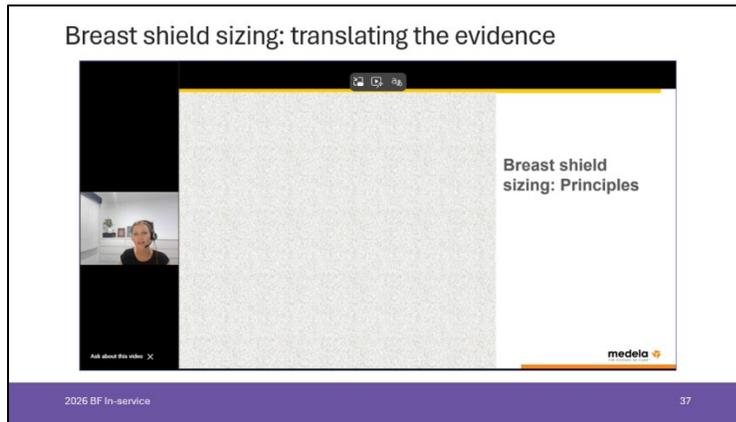
Real life examples showing how to fit a breast shield and what proper fit looks like.

[Fitting Pump Flanges](#) – scroll to video about halfway down



The screenshot shows the IABLE website interface. On the left is a sidebar with 'SUPPORT IABLE' and 'Breast & Baby' icons. The main content area is titled 'IABLE Videos' and lists various video topics. A grid of video thumbnails is displayed, including 'Clinical Breast Exam', 'Cup Feeding', 'Finger Feeding Supplementation Method', 'Paced Bottle Feeding an Infant', 'Paced Bottle Feeding an Infant - Spanish', 'Fitting Pump Flanges', 'Lymphatic Massage for the Breast During Pregnancy and Lactation', and 'Manual Expression of Breastmilk'. A red arrow points to the 'Fitting Pump Flanges' video thumbnail, which features a breast pump flange and a speech bubble.

Slide 36



[Medela Webinar: breast shield sizing-translating the evidence](#)

In depth description of how to properly fit a breast shield and reasons why proper fit is important for expressing milk.

Start at 32:26 minutes and end at 45 minutes.

The link is cued to this spot. Watch to 45 minutes.

Discussion questions on slide 38 focus on this video.

Slide 37

Watch some videos to get started

- [Fitting Pump Flanges](#)
(about half-way down the page)
- [Medela Webinar: breast shield sizing-translating the evidence](#)
Start at 35 minutes and end at 45 minutes.
- [Medela Breast Shield Fitting](#)
- [Medela Fact Sheet](#)

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Optional videos

This slide is hidden.

It will not show during your presentation. It will show if a person is reading the slide deck independently.

The first two links are the required videos on slides 36 and 37. The second two links are videos your staff may find helpful. Share them if appropriate.

Additional videos (optional)

- [Medela Breast Shield Fitting](#)
Basic overview of how to fit a breast shield.
- [Medela Fact Sheet](#)
A written resource for flange fitting.

Slide 38

What do you think?

- What were some of the issues with a too large or too small breast shield?
- What are some signs during pumping that a breast shield does not fit correctly?
- When should a participant be referred to your agencies Designated Breastfeeding Expert for breast shield fitting?
- How can we support participants with breast shield sizing using a hands-off approach?

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Breast shield (flange) fitting discussion

Post video discussion questions for the [Medela Webinar: breast shield sizing-translating the evidence](#) video from minute 32:26 to minute 45

- What were some of the issues with a too large or too small breast shield?
- What are some signs during pumping that a breast shield does not fit correctly?
- When should a participant be referred to your agencies Designated Breastfeeding Expert for breast shield fitting?
- How can we support participants with breast shield sizing using a hands-off approach?

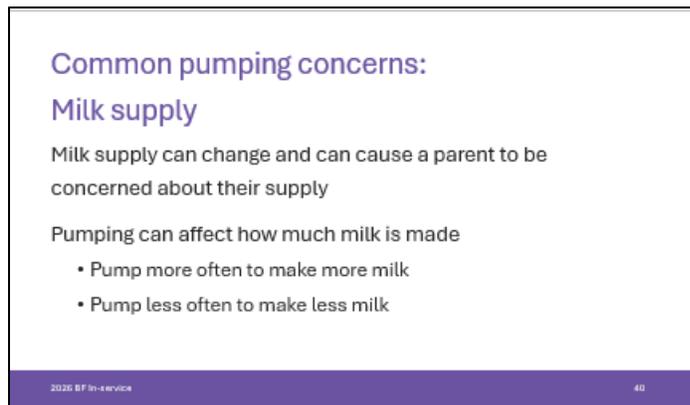
Slide 39



Flange fitting takeaways

- The main culprit for sore nipples during pumping is using an incorrectly sized breast shield.
- Re-evaluating fit is important for problems related to pumping such as sore nipples, recurrent plugged ducts or low milk supply.
- Breast shield sizing is a tool to improve participants pumping journey. The right size is a balance of comfort, performance and safety.

Slide 40

A slide with a white background and a purple footer. The text is as follows:

Common pumping concerns:

Milk supply

Milk supply can change and can cause a parent to be concerned about their supply

Pumping can affect how much milk is made

- Pump more often to make more milk
- Pump less often to make less milk

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Common pumping concerns

Milk Supply

Many pumping participants are concerned about milk supply. These concerns about supply may have led to pumping to increase supply. Sometimes frequent pumping causes an oversupply of milk.

- WIC staff can support pumping participants in maintaining an adequate supply after assessing the situation.
- The pumping plan may need to increase the frequency of pumping for a participant with low milk supply or decrease the frequency for an oversupply.

Slide 41

Common pumping concerns:
Maintaining supply when exclusively pumping

- Discuss the participant's feeding goals and plans
- Ask whether feeding at the breast is an option
- Encourage early initiation of pumping after birth
- Emphasize frequent pumping to establish supply
- Include nighttime expression to support full milk supply
- Refer/yield to a WIC DBE or IBCLC for additional lactation support as needed

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Common concerns

Maintaining supply when exclusively pumping

1. Assess if direct breastfeeding is an option for the family. If so, encourage continued breastfeeding at the breast.
2. Studies have shown with pre-term infants that early initiation and frequent pump sessions (at least five to six in 24 hrs. aim for 8 in 24 hours) may increase the establishment of a full milk supply when exclusively pumping.
3. Nighttime expression is required to maintain full milk capacity during early lactation. The length of time between pump sessions at night depends on the storage capacity of the parent and frequency at which the baby is eating.

Potential support option: WIC clinics who have a surplus of Lactina pumps could discuss if they want to permanently issue Lactina pumps to the exclusively pumping participant. To learn more about this option, please reach out to your local agency's nutrition consultant or to the breastfeeding coordinator at the Oregon WIC Program.

More information about milk supply is available in the [Breast Pump Handbook](#).

Slide 42

Common pumping concerns:
Discomfort

What can cause breast and nipple pain when pumping?

- Over production or swelling
- Incorrect sizing of breast shields
- Pump vacuum set too high
- Vasospasm
- Pump cycle set too fast or slow
- Long pumping sessions
- Dermatitis

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Slide is animated: click to reveal answer categories for the question.

There are 7 answers.

Common pumping concerns

Breast and nipple pain

Ask: “What can cause breast and nipple pain when pumping?”

Review answers as needed:

1. **Overproduction:** Increase in supply can create an issue with the breast shield fitting correctly.
2. **Incorrect sizing of breast shields:** An overly tight breast shield can pinch the nipple and breast tissue, potentially causing damage to this tissue. It is not uncommon to need to use different sized breast shields during a person’s pumping journey because of changes in breast and nipple sizes
3. **Pump vacuum set too high:** Nipple and breast pain or discomfort, nipple swelling, blanching, or bruising, tissue trauma or cracked nipples, reduced milk flow due to pain and stress, increased risk of inflammation or vasospasm, pumping may become less effective over time.
4. **Vasospasm:** If the pump vacuum setting is too hard or the breast shield doesn’t fit properly, cold exposure, or nipple trauma can cause

vasospasms which are painful, sharp pain, burning, or throbbing during or after pumping. Nipples may change color (white, blue, or red)

Refer or yield participants to a WIC DBE for assistance if they're experiencing vasospasms that are unexplained, or are untreated, the WIC DBE can provide guidance to manage symptoms and support continued breastfeeding.

5. **Pump cycle set fast/slow:**

- **Cycle is set too fast:** can cause nipple pain or irritation, can feel too over stimulating, and can reduce milk flow if the body is tense and won't release oxytocin, the milk ejection hormone.
- **Cycle is set too slow:** May feel like pulling or tugging and can lead to nipple soreness or swelling. It may not trigger or maintain stimulus for milk ejection.

6. **Long pumping sessions:** Most pumping sessions last about 20 minutes. If participants are pumping longer than 20 minutes, reevaluate and offer to yield/refer to a WIC DBE for follow-up, if needed.

7. **Dermatitis:** from pump cleaning products or nipple ointment use.

Summary:

Comfort matters- Pain can reduce milk output, it may be caused by many different factors and can lead to shortened breastfeeding duration. Pumping should be comfortable and effective. WIC staff support participants by adjusting pumping plans to meet their comfort, needs, and feeding goals.

Slide 43

Develop a plan for pumping

A pumping plan includes:

- How often the person will pump
- Where they will be pumping (home or work)
- How much time the person has for a pumping session
- Instructions for keeping the pump clean and storing milk
- When to reevaluate the pumping plan
- Schedule a 48-hour check in



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Pumping plan

Develop a plan for pumping to maintain adequate milk production

Pumping frequency

How often to pump? This varies from person to person and with the circumstances. This is a basic rule.

Pump about as often as the baby normally would eat.

- Most babies eat every 2-3 hours. (Around 8-12 times in 24 hours)
- Exclusive pumping- Pump at least 5-8 times in 24 hours
- Younger babies- may need to pump closer to every 2-2.5 hours
 - Pump whenever breaks are available.

Pumping location (home or work):

Home:

- Suggest pumping in the morning, when milk supply is usually the highest.
- Pumping after breastfeeding may yield less milk pumped.
- Combine milk from multiple pumps into one container if needed.
- Only pool cooled milk with cooled milk.
- If freezing the milk, freeze it the same day as it was collected.

- Pumping one breast while the baby nurses on the other can often yield more milk in less time.

Work or school:

“How long will you be away from your baby, including commute time”

- Explain the amount of time away from the baby will determine how many times you will need to pump.

8-hour pumping plan example (most common)

- “If you are away for about 8 hours, try to pump every 3 hours. That usually means pumping 2-3 times while you are away.”

Example:

- Pump or breastfeed before leaving to go to work. (Recommend it is the last thing the parent does before commuting to work. Sometimes they can nurse at the sitters before commuting to work.)
- Pump mid-morning
- Pump mid-afternoon (or try to have baby brought to the parent to nurse or for the parent to go home to nurse at lunch if the commute isn't far.)
- Breastfeed when reunited (Recommend breastfeeding the baby before leaving the sitters if the commute is longer than a few minutes. Ask the sitter not to feed the baby at least an hour before you are due to pick up the baby if you want to breastfeed right away.)

Length of pumping sessions: How long to pump?

- Most pumping sessions take about 20 minutes.
- Sometimes pumping can slow down if a person isn't relaxed.

Ask staff:

“What are some relaxation techniques you tell participants?”

Relaxation examples:

If you need help to get your milk to start flowing without your baby there, you can:

- Think about the things you love about your baby. Bring a photo or a blanket or item of clothing that has your baby's scent on it.
- Apply a warm, moist cloth to your breasts.
- Gently massage your breasts.
- Gently rub your nipples.
- Visualize the milk flowing down.
- Sit quietly and think of a relaxing setting.

Duration of pumping plan & scheduling the 48-hour check-in

When to reevaluate pumping plan?

- If the pumping plan isn't meeting the participant's needs.
 - They're requesting formula
- Offer encouragement: “Any pumping you can do helps keep up your supply.”

Summary: WIC staff can assist with creating a successful pumping experience by ensuring the pump fits correctly.

End of Section 4.

Click the house to return to the menu or end the in-service.

Slide 44

5
Section 5
Documentation and Workflow
Objective
At the end of this section staff will be able to describe their agency's workflow for a 48-hour pump follow-up

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Section 5: Documentation and Workflow

Objective: At the end of this section staff will be able to describe their agency's workflow for a 48-hour pump follow-up

Slide 45

Documentation and workflow
Focus: Paperwork, follow-up, and practice skills

In this section

- Educational resources
- 48-hour follow-up after issuing a pump
- Breast pump scenarios

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Focus: Paperwork, follow-up, and practice skills

In this section:

- Educational resources
- 48-hour follow-up after issuing a pump
- Breast pump scenarios

Slide 46

Educational resources

Shopify	Links to resources
• Pumping & Storing Breastmilk (Eng/Span)	• Your Guide to Breastfeeding from the Office of Women's Health
• Hand Expression (Eng/Span)	• Going Back to Work or School (video)
• Breastfeeding Employee Rights Flyer (Eng/Span)	• Hand expression of Breastmilk (video)

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Documentation & workflow

Educational resources for participants

What resources do your staff use?

Ask staff “What are some of the resources you use to educate participants about pumping?”

Resources:

Shopify:

- [Pumping & Storing Breastmilk \(Eng/Span\)](#)
- [Hand Expression \(Eng/Span\)](#)
- [Breastfeeding Employee Rights Flyer \(Eng/Span\)](#)

Links:

- Office of Women’s Health downloadable guide: [Your Guide to Breastfeeding](#)
- USDA WIC Breastfeeding Support Video: [Going Back to Work or School](#)
- Stanford Medicine Video: [Hand Expression of Breastmilk](#)

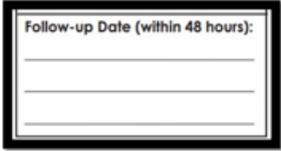
- <https://wicbreastfeeding.fns.usda.gov/video-going-back-work-or-school> (2min)
- <https://med.stanford.edu/newborns/professional-education/breastfeeding/hand-expressing-milk.html> (7:33 min)

Slide 47

48-hour pump issuance follow-up

- Contact with the participant is required 48 hours after issuing a pump
- Document the 48-hour contact or the attempt

This supports a successful start to pumping



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48-hour follow-up

What method does your agency use to track 48-hour follow-up attempts and contacts?

Discussion:

Review your agency's 48-hour follow-up policy with your staff

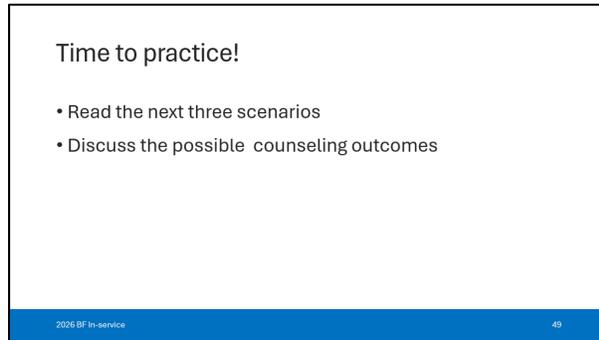
Background information:

- The pump loan agreement form for multi-user pumps and the pump release form for single-user pumps has been updated to include a section for follow up within 48 hours.
 - Check to make sure your staff are using the most updated forms.
<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/WIC/Pages/breastfeeding.aspx>
 - They can be ordered in print form from Shopify.
 - They can be completed electronically on the form found on our website.

- When **any** WIC pump is issued to a participant, staff must attempt to contact the participant within 48 hours to assess if further assistance is needed.
- 48-hour contacts, and attempted contacts, can be documented on the pump release form, in the WIC data system or on a local agency tracking form.

Practice your skills

Slide 48

A rectangular box with a black border containing the text for slide 48. The text includes a heading and a bulleted list. At the bottom of the box is a blue footer bar with small white text.

Time to practice!

- Read the next three scenarios
- Discuss the possible counseling outcomes

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You may use the scenarios in this slide deck or create your own scenario to review with staff or complete one or more of the following three scenarios together in a group or pair people up to discuss the scenarios.

Let's practice figuring out which pump to issue participants based on their needs.

Slide 49

Breast pump scenario: Heather

Heather comes into the WIC office for a breast pump. Her son is 6 weeks-old and she is exclusively breastfeeding.

She is going back to work in one week. She'll be working as a waitress doing split shifts 4 hours in the morning and 4 hours at night.

She won't have time to pump at work but only works 5 minutes from home. The baby will be staying with grandma while she is at work.

She would like to pump while at home to store breastmilk for when she is away. Her goal is to breastfeed until at least 6 months.

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Breast pump scenario: Heather

Heather comes into the WIC office for a breast pump. Her son is 6 weeks-old and she is exclusively breastfeeding.

She is going back to work in one week. She'll be working as a waitress doing split shifts 4 hours in the morning and 4 hours at night.

She won't have time to pump at work but only works 5 minutes from home. The baby will be staying with grandma while she is at work.

She would like to pump while at home to store breastmilk for when she is away. Her goal is to breastfeed until at least 6 months.

Possible counseling outcomes:

Certifiers will need to use critical thinking skills, these are suggestions.

- Ask her how often she works.
 - If she works more 3 or more days per week, then a single-user double electric pump might be appropriate to offer her.
 - If she works 2 times per week or fewer, then a hand pump might be appropriate to offer her.

- Explore the possibility of Grandma bringing the baby to work, so she can breastfeed baby at work. Maybe it is only one shift a day she does that. Or once or twice a week.

Slide 50

Breast pump scenario: Maureen

Maureen is the mother of a 6-month-old exclusively breastfed girl, Olivia. Maureen shares joint custody with her ex-husband.

They have decided the baby will spend one night during the week and one night during the weekend with her father.

Maureen wants to continue providing her breastmilk along with other solid foods.

She needs a breast pump to pump at least 6 times a day for the 2 days a week they are separated. Her goal is to breastfeed to at least one year or maybe longer.

© 2016 BF in-service 50

Breast pump scenario: Maureen

Maureen is the mother of a 6-month-old exclusively breastfed girl, Olivia. Maureen shares joint custody with her ex-husband.

They have decided the baby will spend one night during the week and one night during the weekend with her father.

Maureen wants to continue providing her breastmilk along with other solid foods.

She needs a breast pump to pump at least 6 times a day for the 2 days a week they are separated. Her goal is to breastfeed to at least one year or maybe longer.

Possible counseling outcomes:

- Certifiers will need to use critical thinking skills, these are suggestions.
- Issue a single-user double-electric pump.

Slide 51

Breast pump scenario: Chris

Chris is returning to work at 7-11 gas station at 4 weeks postpartum.

They work 8 hours a day and has talked to their employer about wanting to pump at work.

Their employer said they may use the back storeroom if there are 2 people working and use their designated break times.

The storeroom has limited access to electricity. They don't know how long they want to nurse but know they will do it for awhile.

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Breast pump scenario: Chris

Chris is returning to work at 7-11 gas station at 4 weeks postpartum.

They work 8 hours a day and has talked to their employer about wanting to pump at work.

Their employer said they may use the back storeroom if there are 2 people working and use their designated break times.

The storeroom has limited access to electricity. They don't know how long they want to nurse but know they will do it for a while.

Possible counseling outcomes:

- Certifiers will need to use critical thinking skills, these are suggestions.
- Issue a Hygeia single-user pump and show them how to use the battery.

Slide 52

Resources

- Oregon WIC Breast Pump Handbook
- FNS Pumping Web page
- WIC Breastfeeding Support website
- Oregon WIC Policy 712
- Oregon WIC Pump Loan Agreement forms



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Resources

Oregon WIC Breast Pump Training- Part 1: October 2021 and Part 2: January 2022

<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/WIC/Documents/bf/2021-2022-pump-training.pdf>

USDA WIC Breastfeeding Policy and Guidance, July 2016

https://wicworks.fns.usda.gov/sites/default/files/media/document/WIC-Breastfeeding-Policy-and-Guidance_1.pdf

Michigan WIC Milki Expression Training Resources:

https://www.michigan.gov/mdhhs/-/media/Project/Websites/mdhhs/Folder3/Folder8/Folder2/Folder108/Folder1/Folder208/Resources_for_Milk_Expression_Training_12232020_v2.pdf?rev=7ec9ef2de52344bca31ab3376833de70&hash=6DC412E83484883603870AACFB672500

Minnesota Department of Health and Minnesota WIC Pumping: Topic of the Month, August 7, 2024

<https://www.health.state.mn.us/docs/people/wic/localagency/topicmonth/pumping.pdf>

U.S. Department of Agriculture, USDA WIC Breastfeeding Support>>Expressing and Pumping Milk

<https://wicbreastfeeding.fns.usda.gov/expressing-and-pumping-milk>

The Office on Women's Health (OASH)

<https://womenshealth.gov/breastfeeding/pumping-and-storing-breastmilk>

CDC Breast milk storage and preparation

<https://www.cdc.gov/breastfeeding/breast-milk-preparation-and-storage/handling-breastmilk.html>

Oregon WIC Policy 712, Breastfeeding: Pump Ordering, Distribution and Tracking Guidelines, Revised- July 15, 2024

<https://www.oregon.gov/oha/ph/HealthyPeopleFamilies/wic/Documents/ppm/712.pdf>

[AMA Journal of Ethics](#)

WIC breast pump resources

<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/WIC/Pages/breastfeeding.aspx>

Information on this site:

- Oregon WIC breast pump information
 - [Breast Pump Handbook](#)
 - [Breast milk storage guidelines English/Spanish](#)
 - Sample letter: Request to return electric breast pump (Word) [English/Spanish](#)
- Breast pump education materials
- Pump loan forms and questionnaires
- Breast pump management

- [Cleaning multi-user breast pumps](#)
- [How to keep your breast pump kit clean \(CDC resource\) English/Spanish](#)
- [Multi-user pump assessment chart](#)
- [Troubleshooting pump problems](#)
- [Breast Pump Training 2021-2022](#)
- [Medela pressure gauge instructions](#)
- [Hygeia resources](#)

End of Section 5

Click the house to return to the menu or end your in-service