



# Oregon WIC Listens

## CLERICAL SCENARIOS for ROLE PLAY

Find a partner. One person will act as the participant and the other will act as a clerk using a scenario described below. Practice responding to the situation in a participant centered way.

### **A. You are the parent of a 6 month old formula fed infant:**

I keep running out of formula every month and I need to get more. WIC doesn't give me enough. I'm not working and I can't afford to buy formula. My food stamps just don't cover everything. Can I get more formula instead of baby food? Do you want my baby to starve?

### **B. You have just had your baby and are trying to breastfeed:**

I just don't think I have enough milk for the baby. He is hungry all the time. I'm not going to stop breastfeeding but I want to give him a little formula to be sure he gets enough to eat. Why would I have to wait until next month? What do you mean that I can't get formula for my baby right away?

### **C. You have a certification appointment for your child:**

I didn't know I had to bring her to this appointment. She is at Grandmas and it would take me too much time to go and get her. I need to get back to work. No one told me I had to bring my child to this appointment!

### **D. You and your two children are waiting for a WIC appointment:**

I checked in for my appointment a long time ago and my kids are getting restless having to wait for so long. It looks like everyone else is going in before me. How much longer is this going to take?