

Healthy kids, strong parents,  
WIC works wonders!



## Brains: Journey to Resilience

Can WIC make a difference in a child's brain development? **Absolutely!**

One of the things that we are learning from our work with Vroom and Adverse Childhood Experiences is that every positive event in a child's life will help them develop the resilience needed to handle whatever comes their way. WIC can be a positive support for families and WIC staff can model the power of healing relationships for caregivers.

*Alberta Family Wellness Initiative* has posted a fun video from *Palix Foundation* that illustrates how this can work.

“Let [Brains: Journey to Resilience](#) take you on an adventure where heroic brains inch across snowy landscapes, where perils lurk in every shadow, and where one community will rally behind a struggling brain—and just might change the world in the process. Learn about the resilience scale in this scientifically rigorous (and cinematically epic) video created by the AFWI in consultation with the FrameWorks Institute and the Harvard Center on the Developing Child.”

WIC's new Adverse Childhood Experiences online course includes information on resilience. The [Resilience Questionnaire](#) from that course covers some things that support resilience. What affirmations might you give caregivers that focus on those resilience factors?

# RENEW

**Renew counseling:  
Skilled staff;  
Nutrition-focused!**

“Renew” is a term being used a lot lately. There is a good reason for that. WIC is renewing our focus on providing participant centered services (PCS). With eWIC, we spent a lot of time focusing on TWIST and WIC foods. Now it is time to re-focus on participants and all the factors that impact their nutrition.

Over the next year, you will have the opportunity to attend training that will deepen your PCS skills. The goal of this training is to support your work providing nutrition-focused services that acknowledge and accommodate the unique circumstances of individual families

Watch for upcoming training:

- March - Counseling training for all certifiers
- May 9-10 - Statewide meeting for all WIC staff, including Bridges Out of Poverty and Renew for clerical staff.
- September - Advanced counseling training for all certifiers



## ***I'm glad you asked***

Question: I had a parent of an infant ask me about arsenic in infant cereals. She said she saw something on the news and was concerned about feeding her baby store bought cereal. What should I know about this?

Such a good question—ripped right from headlines and social media shares! It is important to look at the science and recommendations behind headlines. First, we want to emphasize that parents have options based on the Oregon [WIC food package](#). Prior recommendations were to use rice cereal when weaning infants, but newer evidence no longer supports this practice.

The Food and Drug Administration analyzed arsenic's impact and found that pregnancy, infancy and early childhood are periods of greater susceptibility to adverse health and developmental effects from exposure to [arsenic](#). Recently an advocacy group brought the issue of arsenic in infant cereal up again. For your information, that report is linked [here](#). Arsenic is an elemental metal in the Earth's crust and is present in very small amounts in water, soil and air. As rice plants grow, they tend to absorb arsenic more readily than other food crops, with brown rice having higher arsenic levels than white rice. There have been efforts in recent years to decrease the amounts of arsenic in infant foods, but there continues to be concern for infants.

What we want to emphasize is that there are other options for parents to introduce as first foods besides rice cereal, if this is a concern. These options include oat, barley and multigrain cereals, all of which have lower arsenic levels than rice cereal. The American Academy of Pediatrics continues to recommend that parents and caregivers feed babies iron-fortified cereals to be sure she or he receives enough of this important nutrient. For further information on limiting arsenic exposure click this [link](#).

## Shopping Tip

### **Change at the register at Safeway and Albertsons**

Have you heard a shopper say that they had to pay for their WIC foods at Safeway or Albertsons? The chain has changed the way their cash registers take WIC, which may cause some confusion.

Here's what happens.

1. The cardholder swipes their eWIC card.
2. The mid-transaction or proposed redemptions receipt prints.
3. A prompt like the one below appears on the PIN pad asking for approval of the eWIC dollar amount.



4. The cardholder should press yes if the amount is correct for the WIC foods. If they press no, they are telling the register not to charge WIC for those foods and will have to pay with another form of payment.
5. If they press yes, WIC is charged for the foods and they are deducted from their eWIC benefit balance.
6. The shopper will then be asked to use their next form of payment to pay for all the non-WIC foods.



## Staff news: Salud staff use [AIDET](#) to improve the participant experience

Salud has trained all their staff to use AIDET when talking with participants. AIDET is an acronym for a powerful framework that can be used to communicate clearly with participants. When WIC staff are transparent, anxiety and stress are reduced. Salud even drafted scripts for staff to use in different situations. Here are the [AIDET](#) components:

### Acknowledge

- Greet people with a smile
- Use their name if possible

### Introduce

- Tell them who you are and how you are going to help them
- Escort them rather than pointing or giving directions
- Tell them who they will be seeing if possible

### Duration

- Stress is less when you know about how long it will take
- Let people know if there is a delay
- Offer a chance to reschedule if needed

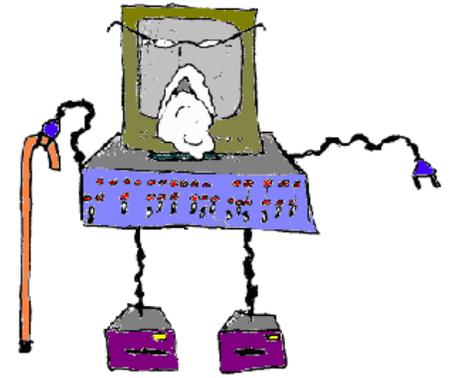
### Explanation

- Explain what will happen
- Ask if they have questions

### Thank you

- Share the attitude of gratitude

What would AIDET sound like in your clinic?  
Check out this [video!](#)



## Whoops! Missing Proofs

TWIST is old and tired and is allowing errors. TWIST is allowing the intake tab to get a check mark, without updating the income and proofs.

It doesn't happen often, but when multiple people in a family come in for appointments on the same day, staff sometimes forget to go to the Income Eligibility tab on one family member. This also sometimes happens during a re-instate transaction or when a participant has been prescreened.

Your coordinator will be getting a report from us with a list of participants where this has happened and will be asked to verify proofs and enter them in TWIST correctly.

## Register to vote in 6 languages

The Oregon Elections Division recently announced that voter registration forms have been expanded to 6 languages. You are not required to stock these in WIC, but they might be nice to have available for participants.

- [English](#)
- [Spanish](#)
- [Chinese](#)
- [Vietnamese](#)
- [Somali](#)
- [Russian](#)