
Level 1 Why and How WIC Supports Breastfeeding

1. A WIC woman is certified as “breastfeeding” if she:
 - A. Breastfeeds exclusively for the first 6 months
 - B. Breastfeeds at hospital discharge
 - C. Breastfeeds on an average of at least once per day
 - D. Does not use formula from WIC
2. True/False: WIC serves nearly 75% of all babies born in the U.S.

Level 1 Roles of WIC Staff

1. Support staff at WIC can assist a breastfeeding mother by:
 - A. Offering her a blanket to cover her breasts while breastfeeding in the waiting room
 - B. Making timely referrals to peer counselors (when applicable) and other appropriate WIC staff
 - C. Counseling mothers about their barriers to breastfeeding
 - D. Informing mothers that WIC offers formula, if needed.
2. True/False: Helping a WIC mother access a private space to breastfeed is one role of support staff.

Level 1 National Breastfeeding Goals

1. How long does the AAP recommend that infants / children breastfeed?
 - A. At least 3 months
 - B. At least 6 months
 - C. A full year after the baby’s birth
 - D. For at least one year and then as long as the mother and baby want to (answer)

Level 1 WIC Food Packages

1. True/False: Breastmilk is the only food a baby needs in the first 6 months of life, when foods are introduced with continued breastfeeding.

Level 1 Community Partnerships

1. True/False: A WIC mother who says, “I want to get formula from WIC” may indicate she has an underlying breastfeeding concern.

2. True/False: All staff have a role to play in promoting and encouraging women to breastfeed.

Level 1 Personal Beliefs

1. True/False: Consistent, positive messages about breastfeeding from all WIC staff may help more women choose to breastfeed.

Level 1 Listening Skills

1. What method of communication accounts for 55% of the message you convey to others?
- A. Tone of voice
 - B. Facial expressions/body language
 - C. Giving evidence-based information

Level 1 Customer Service

1. Which of the following can help WIC participants feel welcomed at WIC?
- A. Ask them to silence their cell phones while they are in the WIC clinic.
 - B. Call them out when they are rude or inconsiderate.
 - C. Greet them warmly and tell them you are glad they are here at WIC.

Level 1 Open-Ended Questions

1. True/False: Closed questions give participants the chance to expand their thoughts and share more information.

Level 1 Affirmation

1. Which of the following is an affirming statement?
- A. WIC has food packages that support breastfeeding.
 - B. A lot of mothers feel that way.
 - C. We have peer counselors who can tell you more about breastfeeding.
 - D. Why do you think breastfeeding would be challenging?

Level 1 Why Breastfeeding Matters

1. True/False: The biggest impact of breastfeeding on the health of a mother and baby are when they breastfeed exclusively and for a longer duration.

Level 1 Common Myths and Barriers to Breastfeeding

1. True/False: WIC participants who are resource deprived or live in vulnerable conditions can experience greater barriers to breastfeeding.

Level 1 Supporting Families

1. True/False: Mothers rely on partner support when they are making infant feeding decisions.

Level 1 Feeding Decisions

1. Which of the following is an important role of support staff during a WIC mother's pregnancy?
 - A. Promote breastfeeding and the food packages for breastfeeding mothers and babies
 - B. Counsel mothers about the risks of using formula
 - C. Ask women whether they plan to breastfeed or formula feed their baby
 - D. Issue a breast pump if the mother is leaking breastmilk during her pregnancy
2. True/False: Knowing what to expect with breastfeeding after the birth of their baby helps build confidence in a pregnant participant's ability to breastfeed.

Level 1 Promoting Exclusive Breastfeeding

1. What does the law of supply and demand mean with relation to milk production?
 - A. The more the mother breastfeeds, the less she will make.
 - B. When the baby is more demanding, the mother should supplement with formula.
 - C. The more milk removed from the breast the more milk a mother's body will make.

Level 1 Being a New Mom

1. True/False: Moms may feel breast fullness around the first few days following the birth.

Level 1 Requests for Breast Pumps

1. When a mother requests a breast pump, the role of support staff is to:
 - A. Praise the mother for breastfeeding
 - B. Let her know who can help her determine her need for a breast pump
 - C. Make timely referrals
 - D. All of the above

Level 1 Legislation

1. The 2010 Federal legislation providing protection for mothers in the workplace requires employers to provide:

- A. Unlimited break time to express milk as needed
- B. Private space other than a bathroom to express milk during work hours
- C. A dedicated lactation room onsite
- D. Lactation support for all employees, regardless of their work status

Level 1 Why Women Doubt

1. Why do new mothers often doubt they can make enough milk for their baby?
 - A. The baby wants to breastfeed more often than they expected.
 - B. They cannot tell how much milk the baby is getting.
 - C. The mother's family and friends tell her she isn't making enough.
 - D. The baby is fussy.
 - E. All of the above

Level 1 Handling Formula Requests

1. True/False: When referring WIC moms for breastfeeding help, timing is critical.
2. True/False: An appropriate way to affirm a breastfeeding mother who thinks she needs formula is, "What a great mom you are to be worried about your baby."