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## Required Guidance: Online Nutrition Education Contacts

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Staff must:

1. Offer online nutrition education as an option for the second nutrition education contact to participants who speak or read English or Spanish.
  - The WIC Health online lesson is relevant to the category, needs, and preferences of the participant or parent guardian.
  - Online nutrition education can't be used to meet the high-risk care plan requirement for participants designated as high risk. However, it could be offered as a second nutrition education contact after a high risk care plan is completed.

**Note:** We hope to include additional languages in the future for this option.
2. Only refer to the [www.wichealth.org](http://www.wichealth.org) website for online nutrition education.
  - This website offers participant-centered interactive nutrition education.
3. Document the intent to complete nutrition education using WIC Health in the participant's file.
  - Schedule a WIC Health lesson in the participant's file in the Nutrition Education Topics container on the Nutrition Education screen, or
  - Write an Individual Care Plan note.
4. Assess if the participant completed the nutrition education lesson on WIC Health by going to the Nutrition Education screen and confirming an online lesson was completed.
  - A. If the participant **did** complete a lesson online:
    - 1) The participant file in Cascades will be automatically updated to reflect the lessons completed.
    - 2) Follow up with the participant at the next appointment and allow them opportunity to ask questions and receive additional information as needed.
    - 3) Issue one, two or three months of benefits as appropriate for the participant's risk status and certification timeframe.
  - B. If the participant **didn't** complete a lesson online discuss the best option to complete the nutrition education contact.
    - Provide monthly benefits until the participant completes the nutrition education contact (either online, remotely, or in person) or refuses.

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**PROCEDURE:**

Clinic staff:

- A. Create a staff account and visit the website at [www.wichealth.org](http://www.wichealth.org) and become familiar with its content.
- B. Offer the option of online nutrition education to English and Spanish-speaking or reading parent guardians or participants and determine their interest.
  - When recommending a WIC Health lesson, assure it's relevant to the category, needs, and preferences of the participant or parent guardian.
- C. Document when the participant intends to complete nutrition education using WIC Health in the participant's file.
  - Recommend a WIC Health lesson and schedule it in the participant's file as a topic on the Nutrition Education screen, or
  - Write an Individual Care Plan note.
- D. Inform the person how to access WIC Health:
  1. Provide the [www.wichealth.org](http://www.wichealth.org) website address, the Family ID, agency name, and clinic name.
  2. The person will create a user name and password to set up their account.
- E. Guide the parent guardian or participant to complete the entire lesson.
- F. At the next appointment assess if the participant completed the nutrition education lesson on WIC Health.
  1. View the Nutrition Education screen in Cascades under Topic Status to see if WIC Health lessons were completed and met the second nutrition contact requirement.
  2. If the documentation is there, no further documentation is needed.

**Note:** The participant file in Cascades will be automatically updated to reflect the lessons completed 24 hours after the person completed the course.
- G. If the parent guardian or participant **completed** a lesson online:
  1. Provide the participant/caregiver with the opportunity to ask questions or receive additional information about the topic covered in the online lesson.

2. Provide one, two, or three months of benefits as appropriate for the participant's risk status and certification timeframe.

H. If the participant **didn't** complete a lesson online discuss the best option to complete the nutrition education contact.

1. Provide monthly benefits until the participant completes the nutrition education contact (either online, remotely, or in person) or refuses.

**Note:** As with other second contact offerings, participants may not complete online nutrition education lessons. Be sure to allow enough time during the certification period to complete another type of nutrition education contact if the participant doesn't complete online nutrition education.

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