

Title of Project: Employee Orientation Manuals

Agency Name: Indiana State Department of Health -WIC Division

State: Indiana WIC Program

Key Word Descriptors: Training manuals, employee orientation, bulletin boards

Description of Project:

The Indiana State WIC Program provides regularly scheduled training for all new local agency staff, however, some employees may be employed up to 6 months prior to receiving this training. In order to ensure that - all employees (new and current) have proper and consistent training, specialized employee orientation manuals have been developed. These manuals serve to familiarize the new employee with the correct clinic policy and operation while awaiting the formal training provided by the State or to reinforce training for current employees. Manuals are specifically tailored for addressing the necessary information that will assist clerical and health professional staff, as well as the coordinator, best perform their duties. These manuals are titled General Orientation (for all employees), Nutrition Education Orientation (for all health professionals) and Coordinator Orientation.

Each manual consists of chapters with a self test at the end, which may be used by the coordinator to monitor the employees progress or for self review by the employee. Exercises and examples of clinic situations are included to reinforce the concepts needed by clinic staff on a daily basis. These include instructions for using the WISE (WIC Information System Enhanced) application in the clinics.

A companion video book developed for the General Orientation Manual, contains four videos (HemoCue, Participant, Customer Service, and Anthropometric) which the employee will view at specific points in the training manuals. The State WIC Program updated several of our training videos this year, which provide consistent, correct training opportunities for all staff.

The Nutrition Education Orientation Manual includes a section on bulletin boards with color pictures, materials needed, resources and an index to topics. Samples of the Cue Cards for Professionals (Wisconsin WIC Program) are also included in this binder.

The Coordinator Orientation will include information on Vendor Management, Finance, Staffing, WISE application duties, Security issues and Reports.

Results of Project:

The General Training Employee Orientation Manual and Video Binder has been delivered to the local agencies. The State office has received positive feedback from clinic coordinators regarding having a tool to help new employees. It is expected that training provided by the State will be more beneficial as less time will be needed for general background as all attendees will now have a base knowledge of the WIC Program. Also, attendees at training should have greater clinic experience and will be

able to have specific questions or concerns addressed which are relevant to their situation.

Clinic staff have greatly appreciated the ability to have creative and well done bulletin board ideas available to use in their clinics.

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