

CLERK

CORE SKILLS

TOPIC	TIME TO COMPLETE	POLICY REFERENCE
Civil Rights	Within 3 months of employment & annually	CR:8.0, TR:3.0
Customer Service	Within 3 months of employment & annually	TR:3.0
Security Awareness & Computer Usage	Within 30 days of employment & annually	AUT:8.0
Child Abuse Reporting	During orientation	Child Abuse Reporting Requirements
Human Trafficking	Within 3 months of employment & annually	TR:3.0
Intimate Partner Violence (IPV)	Within 3 months of employment & annually	TR:3.0

CLINIC SERVICES

TOPIC	TIME TO COMPLETE	POLICY REFERENCE
Screening for Eligibility	Prior to performing duties	TR:3.0
Weighing and Measuring	Prior to performing duties	TR:3.0
Iron Screening	Prior to performing duties	TR:3.0
Certification Process Overview	Prior to performing dietary recall only	TR:3.0
Risk Codes	Not applicable	TR:3.0
Formula (including non-contract formula and/or formula drop ship)	Prior to performing technical drop ship duties (after formula approval)	FD:18.0, FD:16.0, FD:16.1

NUTRITION: KNOWLEDGE, EDUCATION AND COUNSELING

TOPIC	TIME TO COMPLETE	POLICY REFERENCE
Basic Nutrition Module (RD exempt)	Prior to teaching class	TR:3.0
Infant Feeding Module	Prior to teaching class	TR:3.0
Child Nutrition Module	Prior to teaching class	TR:3.0
Prenatal Nutrition Module	Prior to teaching class	TR:3.0
Breastfeeding Promotion and Support Module	Within 6 months of employment	BF:4.0
Women's Health Module	Prior to teaching class	TR:3.0
Basic Infant Formula Module	Not applicable	TR:3.0
VENA Counseling Skills	Not applicable	TR:3.0
Client Centered Nutrition Education (teaching techniques)	Prior to performing duties	TR:3.0, NE:2.0

BREASTFEEDING

TOPIC	TIME TO COMPLETE	POLICY REFERENCE
LA Breastfeeding Referral Training	Within 1 month of employment	BF:4.0
Breast Pump Training	Prior to issue if designated to issue pumps	BF:4.0
Ongoing Breastfeeding Training	Annually	BF:4.0
POLM or Breastfeeding Management (IBCLC Exempt)	Not required	BF:4.0
Nipple Shield Training	Prior to issuance, if applicable	BF:4.0
Attend Annual NE/BF Conference or Alternate Conference	Not required	NE:2.0, BF:2.0
Peer Counselor Initial Training	Not applicable	BF:3.0