



Alaska WIC Breast Pump Handbook for Local Agencies



This document is based upon the Oregon WIC Program's Breast Pump Handbook. Alaska WIC appreciates Oregon's willingness to share this wonderful resource for our purposes.



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Introduction

Implementing the Alaska WIC's Breast Pump Program involves training local agency WIC staff to appropriately offer and issue breast pumps. Staff members who work with breastfeeding mothers need to be familiar with breast pump policies and follow established guidelines and practices. The policies pertaining to breast pumps in Alaska are found in the Policy and Procedure Manual, Chapter 2 at:

http://dhss.alaska.gov/dpa/Documents/dpa/programs/nutri/downloads/Admin/PolicyandProcedures/Admin_PandP_Ch2.pdf. It contains the explanation for meeting the policies surrounding breast pumps.

This handbook provides additional details on the specific procedures for ordering, issuing, distributing, cleaning, and tracking breast pumps. It also provides some general information on why WIC provides breast pumps, ways to pump more effectively, and how to trouble-shoot breast pump problems.

History of Breast Pumps

Mothers have breastfed their infants throughout the centuries, without needing to use an artificial device to remove milk from the breasts. In recent years, however, many parents and healthcare providers have come to view the breast pump as an essential piece of equipment for successful breastfeeding. As a result, breast pumps are sometimes used in the early days and weeks before breastfeeding is well-established. It is important for mothers to understand that feeding infants directly from the breast is best, as this provides the most benefit to both mother and infant in terms of health in bonding. Breast pumps are tools to be used when mothers and babies are separated or if a baby's medical condition prevents her from feeding at the breast. Providing guidance to mothers about the proper role and use of a breast pump is as important as providing the pump itself.

The Alaska WIC Program provides local WIC agencies with breast pumps to support continued breastfeeding in the event of mother-baby separation. As available, breast pumps are provided to appropriate WIC participants in order to:

1. Protect breastfeeding for women or infants with specific medical needs.
2. Assist mothers who are separated from their babies for work or school.

When a breast pump is needed, having access to an effective breast pump through WIC can influence whether a mother continues to breastfeed her infant or not. Pumps may also contribute to an increased duration of breastfeeding. Improving breastfeeding exclusivity and duration rates are current goals of the Alaska WIC program.

It is important to note that not all breastfeeding mothers will need a pump. Providing breast pumps to women who do not need them can actually interfere with breastfeeding, and may lead to unintended consequences. For example, since pumping breast milk is not as effective as an infant nursing, mothers who begin pumping...

1. May lose confidence in their ability to breastfeed successfully.
2. May believe that they do not have enough milk and begin pumping, which could lead to a decision to stop breastfeeding.

3. May use bottles and artificial nipples earlier than necessary which could result in nipple confusion and/or refusal of the breast.
4. May conclude that she needs a pump to breastfeed successfully.

From many mothers, learning how to express their breast milk is sufficient for relieving engorgement or for expressing milk for a later feeding, and a pump is not needed at all. WIC staff members play a vital role in helping mothers assess the need for a pump, and by offering assistance and support for the continuance of breastfeeding regardless of whether a pump is provided.

Guidance on State Policies and Procedures

Staff training and education on the appropriate use of breast pumps is critical to the success of the Alaska breast pump program. The next section outlines specific procedures for the appropriate management of breast pumps, including the ordering of pumps, distributing pumps to participants, cleaning pumps, maintaining breast pump inventories, and disposing of breast pumps.

Breast Pump Program Staffing

The WIC Coordinator and Breastfeeding Coordinator shall work together to authorize and train local agency staff to appropriately assess and issue breast pumps to participants. In addition, each local program shall designate one staff member as the "Breast Pump Coordinator" for the agency. This individual will be the primary contact person for overseeing the breast pump inventory, for ordering new breast pumps and accessories, and for communicating any pump questions or problems with the State Breastfeeding Coordinator.

Procedures:

1. Breast pump training is required for all WIC staff who issue breast pumps.
2. WIC staff authorized to issue breast pumps must complete the Alaska WIC Breastfeeding Basics and the Baby Behavior modules in the Alaska WIC training program.
3. WIC staff authorized to issue breast pumps are expected to :
 - a. Use participant centered education counseling skills.
 - b. Follow all breast pump policies and procedures.
 - c. Assess a participant's need for a pump and select the appropriate pump for her situation.
 - d. Know how to use, assemble, clean and care for all WIC breast pumps.
 - e. Understand the criteria for issuing multi-user, personal and manual breast pumps.
 - f. Demonstrate to participants how a pump works.
 - g. Develop a pumping plan with the mother.
 - h. Provide information on general pump care.
 - i. Cover key education messages on how to maintain milk production and store breast milk safely.
 - j. Explain how to manually express breast milk.
 - k. Answer a participant's questions.
 - l. Provide appropriate breastfeeding assistance, counseling, and follow-up services.
 - m. Contact local agency breastfeeding expert with any questions or problems that arise.

WIC staff members who *do not* issue breast pumps *do* need to be aware of the pump program and how to refer participants for pump assistance.

Ordering and Receiving Breast Pumps

Local agencies are responsible for maintaining an inventory of multi-user electric breast pumps and for ordering other breast pumps and accessories. All breast pumps and accessories that the State of Alaska WIC carries should be ordered from the Administrative Assistant at the State WIC office in Juneau. Several types of breast pumps and accessories are available through the State WIC office:

- Multi-user double electric breast pumps
 - Personal double electric breast pumps
 - Manual breast pumps
 - Double pumping accessory kits
 - Extra pumps parts may be available: Flanges, tubing valves, and membranes
 - Battery packs for Personal double electric breast pumps
 - Symphony Carrying Case
 - Symphony Carrying Case Clips
1. Breast pump orders shall be emailed to the Administrative Assistant at: firstname.lastname@alaska.gov. The current Administrative Assistant is Jennifer McAllister and she can be reached at: jennifer.mcallister@alaska.gov.
 2. The Administrative Assistant (AA) will mail the requested item within 2 weeks of receiving the order unless stock is limited or low. The AA will work with the local agency to provide minimal requests until adequate stock is available if stock is low on requested items.
 3. Local agencies shall check to make sure that they received the requested order.

Breast Pump Inventory and Storage

All new electric multi-user breast pumps (Symphonys) must be entered into the SPIRIT system and assigned to your WIC agency clinic by the State WIC staff. The AA will enter Symphonys into the clinic's inventory. When the multi-user electric pumps are mailed, the AA will also mail a State WIC tag for the new Symphony pumps.

Procedure:

1. Once received, ensure that the State property tag has been placed on any new Symphony coming into the clinic's inventory. Contact the AA if the tag has not been placed on the Symphony.
2. Pumps shall not be issued to WIC participants until they are properly labeled and show up in the agency's inventory in SPIRIT.
3. Local programs must document the issuance of breast pumps in SPIRIT as explained in the the section on loaning Multi-user Pumps.

Breast Pump Assessment

Breast pumps shall be provided to participants only after a thorough assessment of the breastfeeding relationship to ensure that a breast pump is the preferred intervention. Providing breast pumps to women who do not need them can interfere with breastfeeding. Only a WIC staff member who has completed breastfeeding training may issue breast pumps.

Alaska WIC offers three types of breast pumps: electric Multi-User (Symphony), Personal (Pump in Style) and Manual (Harmony and Two-Handed).

- **Electronic Multi-User** Multi-User breast pumps are loaned to participants for medical circumstances. See section on loaning Multi-Use Electric breast pumps for specific details. Clients living in remote areas of the state or that are homeless may be candidates for Personal use (Pump in Style) pumps in lieu of Multi-Use electric breast pumps.
- **Personal Pumps** Personal pumps may be provided to mothers who are separated from their infants because of work or school. See section on issuing personal electric breast pumps for specific details.
- **Manual Pumps** Manual pumps may be given to participants who do not meet criteria for a multi-user or personal pump, but who do have occasional need to pump. See section on Providing Manual Breast Pumps for specific details.

WIC staff shall assess the participant's breastfeeding situation in order to determine whether she qualifies for a WIC breast pump.

1. Gather information from the participant about why a pump is needed.
2. As appropriate, explore alternatives to pumping such as hand expression.
3. Determine if the participant meets the criteria for a breast pump.
4. Determine which type of pump is best suited for the participant's needs.
5. Provide information on use of the pumps as explained in the "Breast Pump Education" section.
6. Have the participant read and sign the Alaska WIC Breast Pump Loan & Release Agreement to determine if she qualifies for a personal electric breast pump or a pump-in-style.
7. Inform her of her responsibility to return the pump in good condition on or before the due date.

Decision Tree- Breast Pump Distribution in Alaska WIC

WIC participant requests a breast pump (via telephone call, counseling session, walk-in, hospital referral, etc.)

Assessment completed by approved WIC staff member.

No

- Is the mother going to work or school more than 20 hours/week and
- Is the infant at least 4 weeks old, and
- Are mother and baby not having any problems with breastfeeding, and
- Is mother planning to breastfeed exclusively for at least 4-6 months and not expecting any formula from WIC?

Does the mother or the baby have a **medical need** for a pump? Possible examples include: infant unable to nurse due to prematurity or another health problem, or mother needs to increase milk production (multiple births, previous breast surgery.)

Yes

Loan Multi-User Double Electric Breast Pump
(Rural Participants maybe exception to rule)

Yes

Provide Personal Double-Electric Breast Pump

No

Recommend or Issue Manual Breast Pump

When providing the breast pump:

- Check that the breast pump is complete.
- Demonstrate how to assemble, use and clean the breast pump.
- Have participant practice.
- Discuss the participant's plan for pumping, maintaining, and storing breast milk.
- Provide educational materials, if appropriate.

Circumstances when Breast Pumps May NOT Be Issued

Successful breastfeeding does not usually require a breast pump. The Alaska WIC Program has established specific criteria for when a breast pump may be loaned or given to participants. Women who do not meet these criteria may not be issued a breast pump.

SPECIFIC EXCLUSIONS:

1. Breast pumps may not be issued to pregnant women.
2. Breast pumps may not be provided to breastfeeding women solely as an inducement to consider or to continue breastfeeding.
3. Breast pumps may not be issued to women beyond one year postpartum, even when her child is participating in WIC.
4. Breast pumps may not be issued to women who do not meet the specific criteria identified in:
 - a. Multi-user Breast Pumps
 - b. Personal Breast Pumps
 - c. Manual Breast Pumps

See these sections for more detailed guidance

5. Electric breast pumps may not be loaned or given to a WIC participant who previously borrowed a multi-user breast pump and did not return it.
6. A personal breast pump may not be given to a mother more than once.

Many women may benefit from learning how to hand express their breast milk instead of using a breast pump, or in addition to using a pump.

Breast Pump Education

All participants who receive a pump from WIC shall receive education on the assembly, use, and care of the pump, as well as guidance on the safe storage of breast milk.

Local programs may count breast pump education that occurs separate from certification/recertification visit(s) as the mother's secondary nutrition education contact. Group education may also be used for participants who are returning to work or school.

PROCEDURE

Follow these steps when providing any type of breast pump to a participant:

1. Check that the contents of the breast pump are complete.
2. Demonstrate how to assemble the breast pump. Take the breast pump apart and have the participant assemble it.
3. Review with the participant how to use the breast pump for pumping breast milk. Provide verbal, written or audio instruction (DVD or YouTube link) on its assembly and use.

4. Discuss how to collect, warm and feed breast milk to her baby as well as how to store breast milk safely. The [Human Milk Storage Guidelines for WIC](#) Guidelines on the WIC website is a good resource on this topic. Milk storage guidelines are found at:
<http://dhss.alaska.gov/dpa/Documents/dpa/programs/nutri/downloads/LocalAgency/2016/Human-Milk-Storage-Final.pdf>.
5. Develop a plan for pumping to maintain adequate milk production. Include:
 - a. Frequency of pumping
 - b. Pumping location (home or work)
 - c. Length of pumping sessions
 - d. Duration of the pumping plan
6. Instruct about the importance of keeping the pump clean.
 - a. For electric breast pumps, advise the participant to run the pump for about two minutes with just the tubing connected, to prevent the growth of molds.
7. Encourage continued breastfeeding. If appropriate, include information on the importance of breastfeeding directly from the breast, and to limit pumping to times when the mother and baby are apart.
8. Review pertinent written educational materials with the participants as needed.
9. Provide information on what to do and or who to contact if the pump breaks, does not work properly, or if questions arise.

Teaching Hand Expression

Studies show that mothers who use hand expression in the early days of breastfeeding significantly increase their milk production. Mothers who are pumping will collect more breast milk if pumping sessions are followed by hand expression. Other reasons for breastfeeding mothers to learn this skill include:

1. To soften breast if they are too full for her baby to latch on well.
2. To help increase breast milk production.
3. To maximize the collection of breast milk from pumping, as mentioned above.
4. To remove breast milk when a pump is unavailable.
5. For personal comfort reasons, for times when her baby has a smaller feeding, or if she is temporarily away from her baby.
6. To collect breast milk for future feedings when she will be away from her baby.

WIC staff can teach hand expression using breast models, diagrams, handouts, or videos. A good resource for teaching hand expression is found at: <http://newborns.stanford.edu/Breastfeeding/HandExpression.html> .

Mothers can be taught hand expression during an individual counseling session or in a group session. Reassure mothers that hand expression gets easier with some practice. She may only express a few drops in the beginning, but with continued efforts, it becomes easier and the volume will increase.

Helpful hand expression handout resources:

- Lactation Education Resources:
<http://www.lactationtraining.com/images/PDFs/handouts/Hand%20Expression%20of%20Breastmilk.pdf>
- La Leche League:
http://www.llli.org/docs/000000000000001WAB/WAB_Tear_sheet_Toolkit/06_hand_expression.pdf
- Missouri WIC: <http://health.mo.gov/living/families/wic/wiclwp/pdf/HandExpression.pdf>

Loaning Multi-User Electric Breast Pumps

Local WIC programs may loan a multi-user electric breast pump to a WIC mother who has a medical need, or whose infant has a medical need.

The loaning of personal double electric pumps, manual breast pumps, or double pumping accessory kits is not advised due to the possibility of cross-contamination.

Possible reasons a participant may need a multi-user pump include:

- Infant is unable to suck adequately due to prematurity, hospitalization or another health problem
- Infant has a severe feeding problem
- Mother has difficulty with milk production due to illness or hospitalization
- Mother has multiple babies and needs to increase milk production
- Mother has severe, recurrent engorgement
- Mother has had breast surgery
- Re-lactating



PROCEDURE:

Follow these steps when issuing a multi-user breast pump to a participant.

- Provide instruction on how to use the pump as outlined in the section on “Breast Pump Education.”
- Review and complete the “Alaska WIC Breast Pump Loan and Release Agreement” form.
- Client and the WIC staff issuing the pump must sign and date the form.
- Determine a follow-up date to re-evaluate the need for the breast pump. It is advised that the loan time frame be limited to several weeks, and then renewed if necessary. A month-by-month check issuance is advised.
- Remind client that if the pump is not brought back, WIC will pursue payment of the pump and has the regulatory authority to garnish Permanent Fund Dividends to recoup the cost of the breast pump.
- Offer the participant a photo copy of the pump form for her records.
- Keep the original copy of the form either in the hard copy of the participant’s record, scanned into the SPIRIT system or in a separate binder with all “Alaska WIC Breast Pump Loan and Release Agreement” forms.
- Enter the breast pump ID information into the SPIRIT “Issue Breastfeeding Items, Add Breastfeeding Item” screen. This documentation in SPIRIT is required. Refer to SPIRIT instructions on issuing multi-user electric breast pumps into the client record.
- Contact the mother within 48 hours to assess if further assistance is needed. Pump recipients are more likely to succeed at breastfeeding when there is ongoing follow-up. Such follow-up helps WIC staff to:
 - Determine that the pump is operating correctly and the mother is using it properly
 - Assure compliance with the recommended pumping routine
 - Provide timely care, education, and encouragement
 - Ascertain the infant’s health status
 - Determine when a mother is no longer in need of the loaned pump
- Document follow-up contacts in SPIRIT.
- Use follow-up to assess the participant’s continued use of the breast pump and to provide specific guidance on when the pump is to be returned to the local agency.

Issuing Personal Electric Breast Pumps

Local WIC programs may give a personal breast pump to a WIC mother who is separated from her infant because of a return to work or school, provided she meets qualifying criteria. Local WIC programs have the option to request documentation of employment and or school schedules. Participants may be issued only one personal pump during the “life span” of her WIC enrollment.

A personal double electric breast pump shall only be issued to a WIC mother who meets the following requirements:

- Participant is working or going to school more than 20 hours per week, is away from her baby for 9 or more feedings per week, and she is unable to feed her baby while at work or at break time, and
- Infant is at least 4 weeks old, and mother and baby are having no problems with breastfeeding, and participant plans to breastfeed exclusively for at least four to six months and will not expect formula from WIC
- Has never been issued a personal double electric breast pump before

Clients living in remote areas of the state or that are homeless may be candidates for personal-use double electric pumps in lieu of hospital-grade double electric breast pumps. For guidance see “Type of Use” for the hospital-grade pumps to determine if this type of pump is appropriate for clients living in remote areas of the state or that are homeless. This policy should be implemented on a case-by-case basis and approved by the clinic breastfeeding specialist, WIC Coordinator/assistant or designee. Special emphasis should be placed on educating the client that use of the pump is for an individual and there are risks associated with loaning personal –use double electric pumps to other women such as cross-contamination and poorly working pumps. Receiving a personal-use double electric pump is a onetime only occurrence in the WIC program and clients should be made aware of this stipulation through the use of the Breast Pump Loan Agreement located at the end of this policy.

Personal pumps should not be issued any earlier than 2 weeks prior to the participant’s return to work or school.

PROCEDURE:

Prior to issuing a personal pump, the authorized WIC staff member shall assess the participant’s breastfeeding to determine whether the pump will help maintain milk production that is already well established. If the pump is deemed appropriate, follow these steps:

1. Affirm the participant for continuing to breastfeed!
2. Provide instruction on how to use the pump as outlined in the section on “Breast Pump Education”. Make sure this is in the document.
3. Complete the “Alaska WIC Breast Pump Loan and Release Agreement” form, ensuring that all the blanks are filled in, and that the participant has signed.
4. Review each of the conditions listed on the form, highlighting the points below:
 - Encourage the participant to save the breast pump for possible future pregnancies since she will only receive one personal breast pump from WIC in total; not one pump for each pregnancy. An exception may be made for a participant who brings in a pump that is broken or no longer works effectively.
 - Remind the participant that the breast pump issued is a single-user pump. WIC expects that the participant will not loan or sell this pump because it cannot be cleaned adequately to prevent cross-contamination from person to person. When the participant is finished with the breast pump, it should **be discarded** rather than sold or given away. If the pump is sold, the cost of the pump and any profit received must be paid back to the state.
5. Ask the participant to sign and date the form.

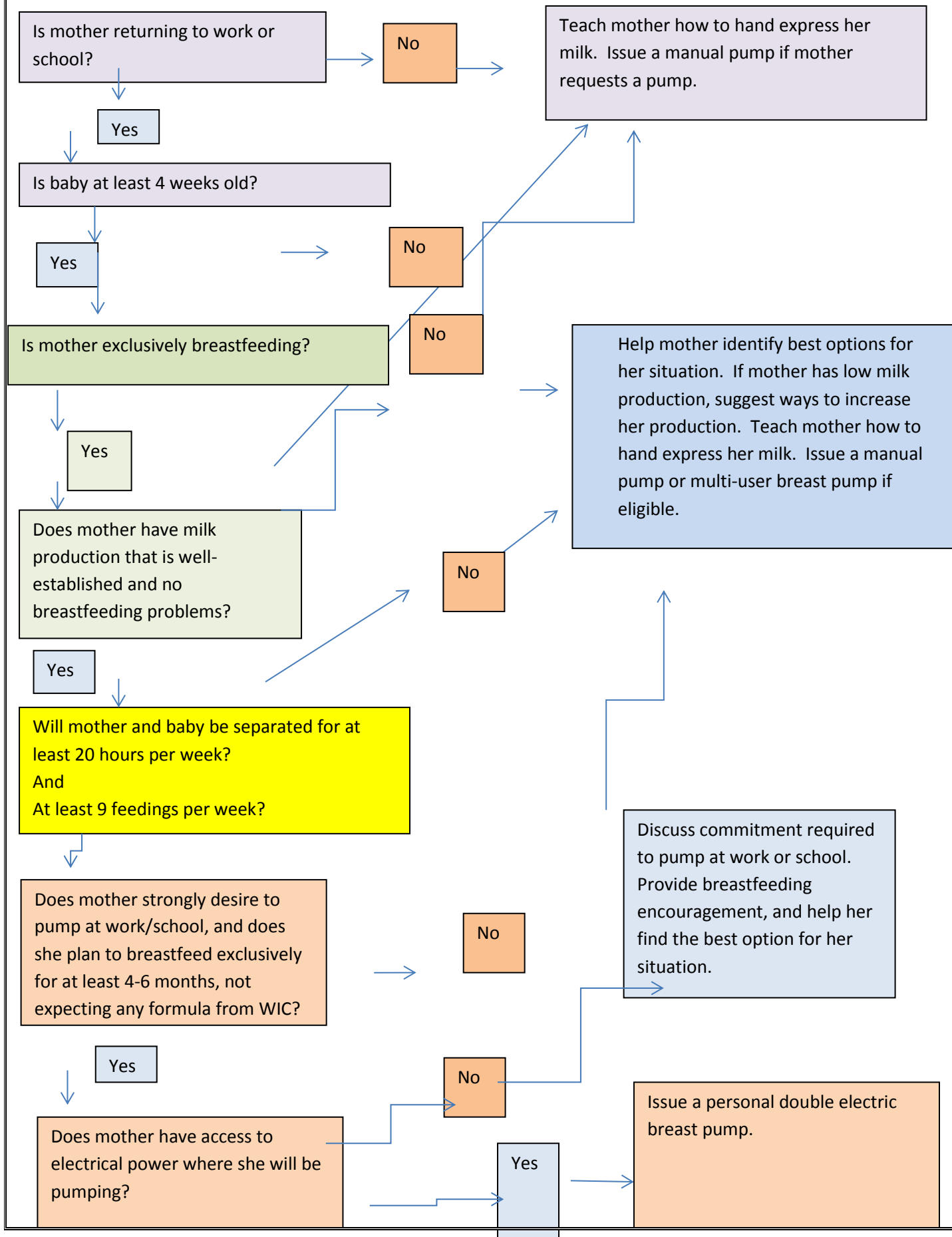
6. Offer the participant a photocopy for her records.
7. Keep the original copy of the form either in the hard copy of the participant's record, scanned into the SPIRIT system or in a separate binder with all "Alaska WIC Breast Pump Loan and Release Agreement" forms.
8. Enter the release information into SPIRIT and set an "Alert" that the participant received a personal use breast pump.
9. If the participant requests formula after a breast pump has been issued, encourage her to speak with a staff member trained in breastfeeding support who may assist her. If it is determined that formula will be issued, the trained staff member will determine the appropriate amount.

Note

Local WIC programs may opt to loan a multi-user pump to a participant for a trial of pumping, prior to issuing a personal pump. Reasons for this might include:

- Agency has a low supply of personal pumps, but an ample supply of multi-user pumps
- Mother has not yet returned to work, but wants to start pumping to build up production
- Staff member is not certain that the participant is serious about continuing to exclusively breastfeed and pump

Decision Tree for Issuing Personal Double Electric Breast Pumps



Providing Manual Breast Pumps

Local agencies may provide manual pumps to participants who do not meet criteria for a multi-user or personal pump, but who do have occasional need to pump. Having access to a pump may increase the exclusivity and duration of breastfeeding.

Manual pumps may be given to mothers who are experiencing:

- Temporary problem such as engorgement or flat or inverted nipples
- Brief separations from the infant for social events or meetings
- Time away from the infant to seek employment
- Working or going to school on a part-time basis (less than 20 hours per week)
- Other short term separations, where pumping would not occur more than 8 times per week
- No access to electricity when it is time to pump

PROCEDURE:

Follow these steps to issue a manual pump:

1. Determine which style of manual pump is most appropriate for the participants.
2. Provide instruction on how to use the pump as outlined in the section on “Breast Pump Education.”
3. Document issuance of manual pump in participant’s record in SPIRIT.
4. Affirm the participant for continuing to breastfeed!



The two-handed pumps are excellent for relieving engorgement.



The Harmony pumps are helpful for frequent use.

Note: For a mother without access to electricity who is committed to breastfeeding, and is willing to use a manual pump when she is separated from her infant, two Harmony breast pumps may be issued for double pumping, if appropriate. Additional options to consider are the Medela Pedal pump, and battery packs for the personal electric pump.

Recovery of Multi-User Electric Breast Pumps

Local agencies will make reasonable effort to retrieve multi-user breast pumps that have not been returned by the date specified in the “Alaska WIC Breast Pump Loan and Release Agreement” form. Local agencies will document attempts to retrieve these breast pumps.

If efforts to retrieve a pump are not successful, the State WIC Program shall assist local staff to attempt recovery of the pump. Unreturned pumps are considered to be lost or stolen. The state office has the option of requesting that the participant reimburse WIC for the replacement cost of a lost multi-user breast pump. The process of recouping funds shall be done by the state office.

According to federal regulations, local programs cannot withhold or deny WIC benefits, transfer documentation, or other services from a participant who has not returned a breast pump.

If an electric breast pump is lost or not returned, the WIC office is not obligated to provide an electric pump to that mother in the future. Make a notation that the electric breast pump was not returned, in an “Alert” and copy to the “Breastfeeding Notes” section in SPIRIT. In the future, a mother can receive a manual pump and or a pedal pump if the need for a breast pump arises.

If an electric breast pump is reported stolen and an official police report is brought into the WIC office, scan or file a copy in the chart and make a notation in the “Breastfeeding Notes” section in SPIRIT so that this mother can be issued an electric breast pump in the future.

If an electric breast pump is returned to the WIC office damaged, take the pump out of the Local Agency Inventory and send it in to the State WIC Office for repair.

Make reasonable effort to retrieve electric breast pumps that are not returned to the local WIC agency after the date specified in the Breast Pump Loan and Release Agreement Form.

At minimum Local Agencies should:

- Attempt to contact all parties by phone or email listed on the Breast Pump Loan and Release Agreement Form and on the Family Information Form, within seven days of the breast pump return due date.
- Leave messages if appropriate.
- Document all call attempts.
- If unsuccessful after 14 days:
 - Mail a letter to the participant and the “additional contact” person listed on the Breast Pump Loan and Release Agreement Form, requesting return of the pump to the Local Agency.
 - Document that a letter(s) was sent in the “Breastfeeding Notes” section in SPIRIT. Keep a copy of the letter for your records or scan it into SPIRIT.
 - If these efforts are not successful and the WIC client fails to return the breast pump within 30 days after the letter was mailed, notify the State WIC office Administrative Assistant and provide backup documentation along with the participant ID number for further collection efforts. The State WIC Office will pursue further collection options.
 - Backup documentation includes:
 - Alaska WIC Breast Pump Loan & Release Agreement form

- Rights and Responsibilities form
 - Notes from SPIRIT
 - Letter(s) sent to client
-
- Remove the electric breast pump from the Local Agency inventory after contacting the State WIC Office. Make note that the pump was not returned and was turned over for collects to the State WIC Office.
 - Document that the electric breast pump was not returned, in an “Alert” and copy to the “Breastfeeding Notes” section in SPIRIT.
 - Notify the State WIC Office if the participant returns the pump to the Local Agency after collection efforts have begun.

A sample breast pump loan form and collection letter is available at the end of the policy.

Checklist for Instructing Breastfeeding WIC Participants on Using Breast Pumps

WIC Participant Name: _____

Instructions: Complete the tasks listed below in person or over the phone. Initial on the space provided.

1. _____ Breast Pump Loan and Release Agreement form reviewed and signed. Original in the file, and a copy given to client.
2. _____ Demonstrate pump kit assembly, show or send video with the pump for the client to view before using it. Disassemble the pump and have client put it together.
3. _____ Demonstrate how to hook kit up to electric pump.
4. _____ Demonstrate how to adjust suction on pump.
5. _____ Help client, as appropriate, use pump or express milk from both breasts. Be available, in person or by phone, to help client.
6. _____ Demonstrate how to take apart the pump, and which parts need to be washed.
7. _____ Review cleaning instructions. (Sterilization instructions must be reviewed for mothers of very small, pre-term infants and infants with an immune deficiency).
8. _____ Demonstrate how to close the carrying case.
9. _____ Review breastfeeding/pumping routine with client. (Provide handout *Working and Breastfeeding, or Balancing Act* La Leche League International.
10. _____ Review breast milk collection and storage with the client. (Provide handout *Human Milk Storage Guidelines for the Special Supplemental Nutrition Program for Women, Infants and Children (WIC)*).
11. _____ Give client the name and phone number of the clinic to call if she needs help.
12. _____ Notify client an RD/RN/IBCLC or Breastfeeding Peer Counselor will call within 24 hours and at least weekly to follow up.

Staff Signature

Date

Cleaning Multi-User Electric Breast Pumps

All multi-user breast pumps that have been loaned to participants are to be cleaned and checked for performance upon return and before re-issuing the pump to another participant. All electric breast pumps (EBP) and carrying cases will be cleaned by hand, using bleach and water with disposable towels, bleach wipes, or other appropriate disinfectant such as Cavacide.

1. Check the condition of the returned pump and pump case.
2. Document the date of the pump's return in the participant's record in SPIRIT.
3. Update the "Alaska WIC Breast Pump Loan & Release Agreement" form with the date of the return.
4. The use of protective gloves is recommended when cleaning multi-user pumps.
5. Remove carrying strap and clean both sides with bleach solution.
6. Wipe all surfaces of EBP with the bleach solution; allow to remain wet for 2 minutes
7. Wipe carrying case inside and out with the bleach solution, allow to remain wet for 2 minutes.
8. Allow EBP, carrying case and strap to air dry.
9. Document any missing or broken pieces on electric multi-user inventory form.
10. Replace carrying strap, and EBP in case. Store closed until needed.

Cleaning Solution Options:

11. Bleach Solution: Mix 1 tablespoon of chlorine bleach with 4 cups warm water. Discard after use.
12. Use commercial Bleach wipes.
13. Use commercial spray sanitizing solution and paper towels.

Once cleaned and assessed, store the breast pump in a secure location, in a manner that keeps it clean. Do not clean and re-use personal double electric pumps, manual pumps and/or double pumping accessory kits. Re-use is not recommended because of the possibility of cross-contamination. If such items are returned to the local program, they should be discarded.

Breast Pump Repair Warranty Service

Breast pumps are covered under warranty for a set period of time, and may be returned to Medela if they are found to be defective or in need of repair before the warranty period has expire.

Warranty periods for the pumps are:

- Medela Symphony- 1 year
- Medela Double Pumping Accessory Kits- 1 year
- Medela Pump-In-Style- 1 year
- Medela Harmony or 2-Handed Manual Pump- 1 year

All warranty periods start at the date of issuance to the participant. Symphony's warranty starts upon date of purchase.

If unclear whether the pump is on warranty, contact the Administrative Assistant for assistance in determining this information.

PROCEDURE

If the pump is under warrant:

1. Notify the Administrative Assistance that a pump needs repair under warranty, take the pump out of the inventory, if appropriate, and send the pump to the state office. Send the pump with a description of what is wrong with the pump.
2. The State office will contact Medela Customer Service regarding the warranty service.

If the pump is not under warranty:

1. Try to determine what part of the pump is not working correctly. Use the *Trouble-Shooting Breast Pump Problems* guide below to see if you can figure out what the problem(s) might be.
2. Contact the State Administrative Assistant to let them know that you have a pump that is not working correctly.
3. The pump will need to be evaluated for the cost of repair, so the more information you have, the easier it is to determine whether the pump is worth fixing. Depending on the damage, it may be more cost effective to dispose of the pump, rather than pay for an expensive repair.
4. Take the pump out of the inventory; send the pump to the Administrative Assistant along with a description of what is wrong with the pump.
5. The local program will dispose of pumps that are determined to be too damaged to repair. See section on *"Disposal / Recycling of Breast Pumps"* for additional information.

Trouble Shooting Breast Pump Problems

An electric breast pump should only be used in a dust-free environment. Do not use or set the pump where it is exposed to direct sunlight or any other source of heat. If a pump does not appear to be working properly, try to diagnose the problem.

1. *If the pump does not run when it is switched on:*
 - Check whether the breast pump is properly connected to the electric supply.
 - Check the fuse
 - Be sure that the pump is plugged in.
 - Make sure that the white membranes are on the yellow disks inside the bottles.
2. *If the pump suction is too weak even after adjusting the vacuum regulator dial, check whether:*
 - The vacuum regulator ring has been turned beyond the stop, has been displaced, is no longer a close fit or is dirty on the inside.
 - The rubber seal of the piston is sealing correctly and is in good condition. The valve has been correctly, fitted to the flange. Is the valve membrane clean and closing properly when in resting position? The cylinder has been screwed tightly into the cylinder holder.
 - There is no leak in the tube connection between cylinder holder and flange.
 - The flange fits closely to the breast
3. *If the suction on one side of the pump is different from the other side (when testing a Pump lin Style):*
 - The problem is likely to be with the kit. Check the condition of the membranes to see if they are torn or dirty.
 - Ask the participant if breast milk ever backed up into the tubing. This can affect the suction, and could lead to mold growing inside the pump.

- Do **not** attempt to remove the face plate to clean the pump. It is very easy to damage the prongs of the face plate, or to damage the diaphragm under the plate. The participant may contact Medela Customer Service to learn what can be done.
4. *If the vacuum cannot be regulated:*
 - The two holes in the cylinder under the vacuum regulator ring may be blocked with dirt. Clean them using a brush and soapy water. The points listed above should also be checked out.
 5. *If the vacuum is not released at the end of the suction stroke:*
 - The ventilation hole at the bottom of the cylinder may be blocked with dirt.
 6. *If the piston does not return after the suction phase:*
 - Check whether the suction circuit is blocked.
 - There may be a kink in the tubing.

Sale of Breast Pumps- Not Allowed

WIC participants may not profit from the sale of any breast pump provided by WIC. Multi-user breast pumps *are loaned* to WIC participants and are not to be sold for personal gain.

Personal double electric breast pumps, manual breast pumps, and double pumping accessory kits are **single-user** breast pumps. These items may not be loaned or sold to others because of sanitation issues. They cannot be cleaned in a way to prevent cross-contamination from person to person.

PROCEDURE

1. When providing a WIC breast pump, be sure to review the breast pump release and pump loan agreement form carefully with each participant so she knows that selling WIC issued items is a violation of program rules and constitutes program abuse.
2. When a participant no longer needs to borrow a multi-user electric breast pump, it should be returned to the local agency. If the pump is not returned, the WIC participant is liable for the cost.
3. When a participant is finished with a personal electric breast pump, she can save it for a future pregnancy or **discard** it rather than sell or give it away. Remind the participant that she will not be given another personal pump even if another pregnancy occurs, so she should keep the pump until her family is complete and she expects no more children.
 - The WIC participant may dispose of the pump herself, or bring it to the local program for disposal. If pump is to be disposed of by the local program, follow the guidance in the section on *“Disposal / Recycling of Breast Pumps.”*
4. If a WIC staff member comes across a WIC breast pump that is advertised for sale in a public site such as e-Bay or Craig’s List, or in a public setting such as a consignment store, gather as much information as possible on the item and its seller (photo or screen shot of the pump, seller’s phone number, WIC ID #, or other identifying information, etc).
5. Report the discovery to the State WIC office.
6. If the State WIC office determines that any breast pump(s) were lost as a result of unexplained causes, negligence, mismanagement of the breast pump loan program, or poor inventory control, the state WIC office will require the local WIC agency to pay a sum equal to the amount of the money or the value of the breast pump(s) lost or missing. Multiple-user electric breast pumps are valued at a replacement cost of \$350.00/pump.

Disposal / Recycling of Breast Pumps

Broken breast pumps that are not candidates for repair and are no longer on warranty may be disposed of by the local program. This includes multi-user pumps and personal pumps that have been returned to the agency.

Breast pumps that are broken and beyond the warranty period can also be recycled, rather than discarded. Agencies may recycle these pumps locally, or contact the State WIC office for instructions on how to recycle with Medela's source in Illinois.

1. Notify the Administrative Assistant you have a pump that is no longer in service.
 - **If the pump will be disposed of by the local program:**
 - Remove any parts that can be salvaged and reused (case, clips, strap, power cord), and discard the rest in a closed trash container. It may be helpful to label the pump as "broken" or to disassemble it so there is no confusion as to its condition.
 - When a multi-user breast pump is no longer useable, change the pump status on the inventory record and in SPIRIT.
2. **If the pump will be recycled:**
 - The State Office will contact Medela directly to verify the pump serial number. The pump serial number must be verified to ensure it is a WIC pump that belongs to the state of Alaska *before* it is shipped to the recycler.
 - Once verified, the pump must be taken out of the inventory and documented by the local program as "permanently out of service". Then pump must be taken out of SPIRIT under the State Office module, Activities, Manage Consigned Breast Pumps tab.

Client Transfers

Local program staff shall request the return of a multi-user breast pump *before* a participant transfers to a different location within the state of Alaska. If the participant does not comply, or if the participant transfers without notifying the agency, staff at the previous agency, shall notify the participant's new agency about the unreturned multi-user breast pump.

Staff transferring in a participant who has not returned a multi-user breast pump loaned to her by the previous agency shall assist with continued breast pump recovery attempts. Recovered pumps are to be returned to the original agency.

Local program staff shall contact the Administrative Assistant at the State WIC Office immediately when they learn a participant has transferred out of the agency with a multi-user breast pump. State staff can assist in identifying the participant's new agency. The local program can also do a "state-wide" search for the participant to see which local agency they transferred into.

Local program staff who become aware that a participant who has transferred to Alaska from another state has a multi-user breast pump from that state, shall attempt to recover that pumps and return it to the state where it originated. Contact the State WIC Office for assistance if needed.

According to federal regulations, local programs cannot withhold or deny WIC benefits, transfer documentation, or other services from a participant who has not returned a breast pump.

PROCEDURE

If a local program receives a transferred participant who has not returned a breast pump as indicated in SPIRIT or by the former WIC agency, the local program should:

1. Request that the participant return the breast pump immediately, to either the local program that made the agreement or the local program into which they are transferring.
 - If the participant is still using the pump, the local program into which she is transferring, once the first pump is returned, may loan another multi-user pump to her.
2. Notify the participant that the pump must be returned to WIC within 30 days, or the breast pump retrieval process will start.
3. Put the client on a monthly issuance cycle until the pump is returned, or until payment for the breast pump occurs or it is determined to be unrecoverable

ADDITIONAL INFORMATION

Learning how to use a breast pump can be overwhelming for a new mother. When providing a pump loan or a personal pump to a WIC participant, it is important to allow adequate time for explaining how the pump is assembled and used, as well as for individualizing her breastfeeding plan, and answering her questions. The information in this section provides details for staff and participants on the “how-tos” of using a breast pump in the most effective manner. A special thanks to Korina Skaff, IBCLC in Oregon and the Oregon State WIC Office for giving permission to adapt guidance for the Handbook.

Breast Pump Flanges

The breast pump flange (sometimes called a breastshield) is the circular cup attachment that fits on the breast and connects with tubing to the breast pump. **Choosing the right size flange is important for the mother’s comfort and for effective pumping.**

Flanges are available in many different sizes. The Medela accessory kit and the pump in style personal pump both come with 2 sets of flanges- small (24mm) and medium (27 mm). Local agencies also have the option to order from the State WIC office, flanges in extra small (21 mm), large (30-31 mm) and extra-large (36 mm).

Pumping works best when the nipple moves easily in the flange tunnel. When the mother’s nipple is in the center of the shaft, it should not touch the sides of the flange. Breast tissue will swell slightly due to pumping, so if the nipple fills the flange at the beginning of the pumping session, damage can occur. The correct flange size is the one that **best fits a mother’s breast and nipple.**

Here are some other tips:

- Wet the flange with breast milk or with water to help create a seal.
- Hold the flange onto the breast with enough pressure that the flange stays on the breast. Too much pressure can plug the ducts that are close to the skin, and too little pressure can create a poor seal and can cause nipple damage and poor milk release.
- Holding the flanges can become cumbersome. If a woman wants her hands free while pumping, she can purchase a special bra that holds the flanges for the woman, OR modify a sports bra by cutting two tiny holes where the nipples touch. Cut just enough so the base of the flange will fit tightly through the hole.

Breast Milk Production and Release

There are two main hormones involved in milk production, oxytocin and prolactin. Both are needed to establish and maintain good milk production.

Oxytocin is the hormone that causes the milk-producing cells in the breasts to *release* milk so it can flow to the baby. Prolactin is the hormone that helps to create and maintain milk production. Both oxytocin and prolactin work most effectively when the body and mind are relaxed.

Some mothers find it difficult to release milk when using a hard, plastic breast pump. As a result, less milk is collected from pumping than when the baby is fed directly from the breast. Stimulating the mother's five senses (seeing, hearing, smelling, tasting and touching) with reminders of her baby has been shown to help the mother's body to release oxytocin, which then allows her breasts to express more milk. Encourage mothers to try one or more of the following suggestions to overcome the stress of pumping.

Sight: Look at a photo of the baby while pumping. Seeing a picture of the baby may stimulate milk release.

Hearing: Download the baby's cooing or crying sounds into a cell phone. Listening to sweet baby noises can stimulate let-down.

Smell: Bring the baby's blanket or a recently worn shirt with you to the pumping session. The baby's scent may help to stimulate let-down.

Taste: Get a beverage (water, milk, tea, smoothie, etc.) or small snack to consume during the pumping session. This may help a mother to relax and can also help meet fluid and nutritional needs. Please note that alcoholic beverages are *not* recommended.

Touch: Research has shown that one of the most effective ways for mothers to increase the volume of pumped breast milk is to stimulate the breasts through touch.

- **Warmth-** Take a warm shower, or apply warm towels from the dryer or a warm wash rag to the breasts before pumping.
- **Gravity-** Bend over and jiggle the breast; let gravity help move the milk.
- **Massage-** Take a couple of minutes to massage the breasts, paying particular attention to areas that feel lumpy.
- **Touch-** Gently tickle the breasts with the back of the fingernails, using a feather stroke, from the top of the breast, down to the nipple.
- **Hand express-** To help the milk to start flowing, try hand expression for a minute or two.

Sometimes woman who are trying to get themselves to relax find that the effort increases their stress level instead. In this situation, *distraction* and *calming activities* may help.

- Try pumping while watching TV, or listening to music, or talking on the phone.
- Breathe deeply- take a few deep breaths, inhaling and exhaling slowly to the count of 8.

- Focus on positive thoughts or events. For example, rather than dwelling on negative thoughts about her lack of time to pump, or her low volume of pumped milk, help her to think positively about her body's amazing ability to produce milk for her baby or what she is doing to support her breastfeeding experience.
- Encourage her to spend time with her baby, skin-on-skin, when she can. Suggest she spend the weekend in bed with her baby and allow the baby to nurse frequently.

Helping Mothers Learn How to Pump Effectively

Instructions for a Participant Borrowing a Multi-User Electric Breast Pump

1. Use one or more of the techniques described above to relax and prepare the breasts for the pumping session (warmth, gravity, massage, touch, hand expression).
2. Get comfortable. Use pillows or an arm chair to support the elbows. Suggest leaning forward to help the milk flow into the bottle and consider putting a pillow behind the back for support.
3. Turn on the pump and start the pumping session with the suction dial on LOW. After a couple of minutes turn the dial up as far as possible without causing pain. Once the suction is no longer comfortable, reduce it so it is comfortable, and continue pumping. Please note that using a higher suction setting does not necessarily mean more milk and may delay letdown and damage breast tissue.
4. Continue pumping as long as milk is flowing.
5. Once milk flow slows down, or stops turn off the pump.
6. Repeat steps 1-4.
7. Then, when the flow of milk stops again, plug one of the tubing ports and pump one breast only for a few minutes, while massaging and compressing the breast to express more milk.
8. Switch to the other side and repeat.
9. The above techniques work for many women, but each person is an individual and may need to experiment a bit to find out what works best for her. For example, try putting the pump at a higher setting and then switching to a lower one. Or try increasing the suction for 5 minutes or so, and then decrease the setting to less suction.
Warning: Never use the pump on HIGH for too long, this can cause severe nipple damage.

Instructions for a Participant Given a Personal Electric Breast Pump (Pump in Style):

1. Use one or more of the techniques described above to relax and prepare the breasts for the pumping session (warmth, gravity, massage, touch, hand expression).
2. Get comfortable. Use pillows or an arm chair to support the elbows. Suggest leaning forward to help the milk flow into the bottle and consider putting a pillow behind the back for support.
3. Turn on the pump and start the pumping session with the suction dial on LOW.
4. The speed is automatically set to a fast speed for 2 minutes, to mimic a nursing baby.
5. Once she sees her milk ejecting, she can push the button that has a picture of a drop on it. When this button is pushed, the machine will start to pump at a slower speed. If this button is not pushed, the speed will automatically go slower after 2 minutes.

6. Turn the suction dial up as far as possible without causing pain. Once she feels like the suction isn't comfortable, reduce it so it is comfortable. **Please note that using a higher suction setting does not necessarily mean more milk and may delay letdown and damage breast tissue.**

7. Continue pumping as long as milk is flowing.

8. Once milk flow slows down, or stops, turn off the pump.

9. Repeat steps 1-7.

10. Then, when the flow of milk stops again, plug one of the tubing ports and pump one breast only for a few minutes while massaging and compressing the breast to express milk.

11. Switch to the other side and repeat.

12. The above techniques work for many women, but each person is an individual and may need to experiment a bit to find out what works best for her. For example, try putting the pump at a higher setting and then switching to a lower one. Or try increasing the suction for 5 minutes or so, and then decrease the setting to less suction. Warning: Never use the pump on HIGH for too long, this can cause severe nipple damage.

Instructions for a Participant Given a Manual Pump (Two-Handed or Harmony):

1. Use one or more of the techniques described above to relax and prepare the breasts for the pumping session (warmth, gravity, massage, touch, hand expression).

2. Get comfortable. Use pillows or an arm chair to support the elbows. Suggest leaning forward to help the milk flow into the bottle and consider putting a pillow behind the back for support.

3. Turn on the pump and start the pumping session with the suction dial on LOW.

4. For 1-2 minutes pump using quick, short strokes.

- For the two-handed pump, quickly pull the piston in and out about 1-2 inches in length. Do not pull the piston its full length.
- For the one-handed pump, pump by pressing the front part.

5. Once milk starts to spray, turn the suction dial up as far as possible without causing pain. Once she feels like the suction isn't comfortable, reduce it so it is comfortable. **Please note that using a higher suction setting does not necessarily mean more milk and may delay letdown and damage breast tissue.**

6. Pump using slow, rhythmic strokes.

- For the two-handed pump, start pulling the piston in and out in long strokes, using the whole length of the piston shaft.

- For the one-handed pump, switch to pumping with the back lever.

7. Once milk flow slows down, or stops, repeat steps 1-6 on the other breast.

8. When the milk flow slows down, or stops on the second breast, repeat steps 1-6 on the first breast *one more time*.

9. When the milk flow slows down, or stops on the first breast, repeat steps 1-6 a second time on the second breast. Pumping each breast twice can significantly increase the amount of milk that is collected.

Recommendations for Pumping Frequency

For babies who do not feed directly from the breast (separation, preemie, physical abnormality, etc.):

Pump at least every 2-3 hours during the day, for about 20 minutes, plus a couple of times during the night.

Suggestions for babies who feed from the breast and the mother is collecting milk for future feedings:

- To get the most milk in the fastest way, pump one side while nursing on the other side, or
- Pump one hour before or after a feeding
- Pumping right after the baby has fed will usually yield less milk. However, by pooling this milk in one container in the refrigerator, a mother may be pleasantly surprised by the amount collected at the end of the day.

For temporary separations (work, school, etc.):

Mothers need to pump for every missed feeding. This usually means 2-3 times for an 8-hour work day. Encourage a mother to make arrangements with her employer prior to her return to work.

Length of Time for a Pumping Session

It varies between mothers, but in general, most pumping sessions take about 20 minutes of actual pumping. There may be times when it's as quick as 12-15 minutes, or as long as 30 minutes, however. It is wise to plan for a 30 minute time frame for the entire experience.

Patience and Flexibility

It usually takes a woman 1-2 minutes before they see milk coming out of their breasts. One to two minutes can seem like a long time when you are pumping, but this is normal. Practicing relaxation techniques may help milk to flow.

Suggestions for Increasing Milk Production

Dry Pumping

After feeding the baby or pumping both breasts, pump an additional 2-5 minutes, both breasts at the same time. Even though there is no milk coming out, the body is being stimulated to produce more milk. Within 2-3 days, many women find their production increases.

Power Pumping

Power pumping is a technique that is helpful for increasing milk production. The idea is to mimic a baby who is nursing frequently, as is common during a growth spurt. There are several methods of power pumping. Here is a brief explanation.

The mother sets up the breast pump in a convenient location for pumping (sometimes called a pumping station), determines which pumping method to use, and then double pumps at each pumping session (pumps both breasts at the same time).

➤ Method 1:

- Mother pumps for 10-20 minutes, rests for 10 minutes, pumps another 10 minutes, rests for 10 minutes, then pumps again for 10 minutes (this takes about one hour)
- Mother does this “power pumping” two times or more each day, for 2-3 days in a row.
- Mother feeds baby (or pumps if away from baby) as usual the rest of the day.

➤ Method 2:

- Mother pumps for 5-10 minutes every 45-60 minutes, in addition to feeding her baby as usual.
- Depending on the room temperature, she can continue pumping in the same bottle/flange for 4-6 hours. Then the milk needs to be stored and the bottle/flanges washed for the next power pumping session, so she can remember when she needs to store the milk.
- Mother aims for 10 pumping sessions per day, for 2-3 days in a row.
- After 2 or 3 days, resume normal pumping routine.

➤ Method 3:

- Mother pumps for 10-15 minutes *after* each feeding (during the day and evening), even when feeling “empty”.
- The extra stimulation to the breasts encourages her body to begin making more milk.

For any of these methods, it generally takes 2-3 days for a mother to notice an increase in her milk production.

Use of Galactogogues

If a mother inquires about the use of galactogogues-agents such as herbs or medicines that increase the flow of breast milk-encourage her to talk with her health care provider or International Board Certified Lactation Consultant (IBCLC). More information on this topic is available in these texts:

[Making More Milk](#), Diana West, IBCLC and Lisa Marasco, M.A., IBCLC

[Medications and Mother's Milk](#), Thomas W. Hale, PhD.

[The Nursing Mother's Herbal](#), Sheila Humphrey, RSc, RN, IBCLC