

## **PC Program Policy # 11-C: Communication**

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*“Effective teamwork and successful peer counseling thrives on clear communication.”*

### **Policy Title: Communication with LPCC**

**Purpose:** *To establish clear expectations for timely, professional, and effective communication between PC and their supervisor, the LPCC.*

**Communication expectations are mandatory for all Peer Counselor (PC) staff:**

#### **1. Expected Communication Frequency**

- PCs will maintain regular communication with their LPCC, at minimum as often as required by program or agency standards.
- Check-ins may occur weekly, bi-weekly, or monthly, depending on the PC’s duties and LPCC direction.
- Additional communication should occur as issues or needs arise.

#### **2. Appropriate Communication Channels**

- Use PC Program approved communication methods such as email, Google Meets, phone calls, or scheduled meetings.
- Urgent matters should be handled by phone or Google Meets, not email or text messaging.
- Confidential or sensitive issues should follow Health Insurance Portability and Accountability Act (HIPAA) and agency privacy rules with use of phones and Google Meets.

#### **3. Response Time Expectations**

- PCs should respond to their LPCC’s communication within at least 24 hours or sooner, or unless otherwise directed.
- LPCC’s should communicate expected response times for tasks or directives.

#### **4. Reporting of Issues or Concerns**

- PC’s must notify their LPCC promptly about:
  - Challenges with time management, caseload, or workload.
  - Concerns regarding clients or PC program operation
  - Safety issues or potential policy violations

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- Personal schedule changes that affect availability or caseload.
- Client emergencies or situations where the PC feels out of scope and needs LPCC support
- Questions or need for clarification regarding protocols, procedures, or new program guidance.
- Any incident that feels unusual, concerning, or uncomfortable. An example can be a client discloses physical abuse, substance abuse, or any other issues outside of the PC scope of practice.
- Changes in client risk factors, behavior, or circumstances that may impact breastfeeding support.
- Conflicts or misunderstandings with clients, TLs, or other WIC staff that may require support.
- Technology or equipment issues that interfere with performing duties
- PCs should communicate any questions, concerns, or situations that may require LPCC guidance.
- Early communication is encouraged so concerns can be addressed before they escalate.

### **5. Documentation**

- When direction is provided verbally, LPCC may follow up with a brief email summary to ensure mutual clarity.

### **6. Professional Conduct**

- Communication must remain respectful, clear, and aligned with WIC and Peer Counselor Program standards, which are outlined in all Communication Policies.
- PC's should communicate factually, avoid assumptions, and request clarification when needed.

### **7. Availability and Scheduling**

- PCs should communicate schedule changes, leave requests, and unexpected absences as early as possible to their LPCC.
- LPCCs will communicate upcoming deadlines, changes in expectations, or program updates that affect workflow.

Refer to [\*\*PC Policy # 17-PC Scope of Practice\*\*](#) for consequences of lack of communication under

### **Violations of any PC Program Policy and PC Scope of Practice**