

SECTION: Administration**SUBJECT: Local Agency Office Hours and Scheduling**

Federal Regulations: §246.7 (b) (4) and (5)

Nutrition Services Standards: 20

See also: *Finding Balance in WIC Scheduling* and WIC Numbered Memo 17-019

POLICY

Local agency office regular/extended/weekend hours shall be posted at the entrance and in the WIC service area at all times.

Local WIC agencies shall remain open continuously and available for full service during regular business hours for five full working days a week, unless granted a waiver by the State WIC office because of inadequate staffing.

Any local agency that is going to be closed on any day that is not a State holiday must notify the State WIC office beforehand. The date, reason, and any available coverage must be included in the notice.

Satellite clinics should remain open continuously and available for full service during scheduled satellite hours as staffing allows.

To ensure program access, scheduling accommodations i.e. evening/Saturday extended hours shall be made available for applicants/participants who are employed, live in rural areas, students or any other individual who requests a convenient appointment.

Local agencies must offer the same services such as (re) certification, mid-certification, group and individual nutrition education, food prescription changes and walk-in appointments during standard and non-standard hours of program operation.

The schedule must include lunchtime, evenings (until 6:00 p.m.), and Saturday hours.

Hours conclude when the final (re) certification or follow-up education appointment is completed.

CLINIC HOURS**STANDARD CLINIC HOURS**

Standard Clinic Hours are 8:00 a.m. to 4:30 p.m. and include (re) certification, mid-certification, group and individual nutrition education, formula/food prescription changes, and walk-in appointments.

All sites with 1200+ participants and/or 4 staff members must offer participant services including all types of appointments and phone coverage during lunchtime hours.

NON-STANDARD CLINIC HOURS

All types of appointments are offered until 6:00 p.m. (evenings) and Saturdays.

During non-standard hours of operation, clinics must offer the same services provided during standard clinic hours including (re) certification, mid-certification, group and individual nutrition education, formula/food prescription changes, and walk-in appointments.

Local agencies must have minimum of **twelve (12)** non-standard hours per month. Exceeding this minimum is strongly encouraged since hours that accommodate working families serve to improve both program service quality and participation.

Each agency must use their own judgement to determine the needs of their own community when scheduling the non-standard hours.

Minimum Non-Standard Clinic Hours:

All permanent sites must offer evening hours, at least once per week; totaling **six (6) non-standard evening hours per month**.

All local agencies must have one site that offers Saturday appointments once per month; for a **minimum of 4 hours**.