



Oregon WIC Breast Pump Handbook for Local Agencies

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Introduction

This handbook helps WIC local agency staff effectively carry out Oregon WIC's Pump Program by guiding them on how to offer and issue breast pumps. Staff need to understand pump policies and follow all established guidelines and procedures.

Breast Pump Policy: [Policy 712 – Breastfeeding: Pump Ordering, Distribution, and Tracking Guidelines](#).

This handbook also gives step-by-step information on procedures for breast pumps, including:

- Staffing
- Ordering
- Issuing
- Distributing
- Cleaning
- Tracking

For more guidance on supporting a parent who uses a pump, please refer to the [Oregon WIC Breastfeeding Training Level 3](#), Course 4 - Normal Breastfeeding, Item 3: Pumping Assessment Guidelines (video, 10:53 min) and the [FNS Breastfeeding Support](#) website.

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Oregon WIC Pump Program Summary

Pump access and support

Our goal is to remove barriers so participants can get the support they need to meet their infant feeding goals. For many families, this includes access to a breast pump when pumping is part of their plan.



Our goal is to remove barriers so participants can get the support they need.

Overview of the pump program

Eligibility and timing

- WIC is a secondary resource for pumps, health insurance is the primary source for pumps.
- Pumps can only be issued after delivery.
- Pumps cannot be issued during pregnancy.

Types of pumps we provide

Most local agencies have access to three types of pumps.

- **Single-user (electric):** An electric pump that the participant keeps. Most participants qualify for these. They work well for participants who pump more often than a few times per month, such as a participant who is working or attending school. Single-user electric pumps can pump both breasts at the same time (called “double electric”), run on batteries, or plug into a wall outlet.
- **Single-user (manual):** A hand-operated pump. We offer manual pumps that require either one hand or two hands to operate.. They work well for participants who prefer manual pumping or plan to pump only occasionally.
- **Multi-user electric:** An electric pump that is loaned to participants for short-term use, usually about 2 weeks. They are helpful for emergency situations where a participant is waiting for their pump to be replaced. These types of pumps are also helpful for parents of twins or premature infants because they are more efficient and can help increase milk supply.

How insurance and WIC work together for pump access

WIC is the secondary source of breast pumps. Participants should do the following before receiving a pump from WIC:

- Contact their insurance, Coordinated Care Organization (CCO), and open-card/ Fee-for-Service (FSS) first to request their pump.
- If their insurance-provided pump breaks, they should contact their insurance for a repair or replacement.
- While they wait for a repair or replacement:
 - They can ask their insurance for a loaner pump.
 - Most WIC local agencies can loan a multi-user pump or issue a manual pump while they wait.
 - In some situations, a single-user pump can be issued.

Education and follow-up when issuing a pump

WIC staff:

- Complete a breast pump assessment to identify the participant's needs to determine appropriate education, resources, and referrals.
- Help the participant create a personalized pumping plan.
- Teach the participant how to assemble, clean, and use the pump, and how to store milk safely.
- Refer the participant to the WIC Designated Breastfeeding Expert (DBE) or a community lactation specialist when needed.
- Check in with the participant within 48 hours (2 business days) after issuing the pump. It is recommended to attempt contact on Friday when a pump issued on Thursday.

Pump Program Staffing

The Pump Coordinator role

Each local agency has a Breastfeeding Coordinator. It is a responsibility of the Breastfeeding Coordinator to manage their agency's pump program. They may delegate their work to another team member to be a Pump Coordinator, but the Breastfeeding Coordinator is ultimately responsible for their agency's pump program.

The Pump Coordinator is the main contact for:

- Managing the pump inventory.
- Ordering pumps and accessories.
- Communicating pump-related questions or problems with the State Pump Coordinator.
- Completing an orientation with Oregon WIC on local agency Pump Coordinator responsibilities.
- Attending the pump update section of the Breastfeeding Coordinator Quarterly Calls with your agency's Breastfeeding Coordinator when appropriate.

Staff training and responsibilities

The WIC Coordinator, Training Coordinator, and Breastfeeding Coordinator work together to authorize and train local agency staff to assess participant's needs and issue pumps appropriately.

Required training for staff who issue pumps

All WIC staff who issue pumps must complete pump-related training, including:

- [Oregon WIC Breastfeeding Training Level 3](#), Course 4 - Normal Breastfeeding, Item 3: Pumping Assessment Guidelines (video, 10:53 min)
- [2026 Breastfeeding In-Service](#) (Supporting participants who express milk)

Expectations for staff authorized to issue pumps

Trained staff must:

- Use participant-centered education and counseling skills
- Follow all pump policies and procedures
- Complete a breast pump assessment to understand the participant's needs and how a pump may help
- Check with the participant for pump options through insurance or Medicaid
- Choose the pump that best fits the participant's situation
- Know how to use, assemble, clean, and care for all WIC pumps
- Understand when to issue multi-user electric, single-user electric, and hand pumps
- Help the participant create a pumping plan
- Educate the participant on:
 - How the pump works and how to take care of it
 - Maintaining milk production
 - Safe milk storage
 - How to manually express milk
- Answer questions about using a breast pump
- Provide appropriate lactation and breastfeeding assistance, including counseling and a follow-up within 48 hours after issuing the pump
- Yield or refer to the local agency WIC DBE when questions or concerns arise

Staff awareness and referrals

WIC staff who do not issue pumps still need to understand the Oregon WIC Pump Program and know how to refer participants for pump support.

Ordering and Receiving Pumps

What to know before ordering

Your local agency is responsible for:

- Keeping an inventory of pumps and accessories
- Tracking what needs to be reordered
- Ordering pumps and accessories through Oregon WIC's centralized process, which occurs three times per year: March, July, and November.

Your local agency can order:

- Single-user double electric pumps
- Manual pumps
 - pumps that require one hand to operate.
 - pumps that require two hands to operate.
- Extra pump parts (flanges, tubing, valves, membranes, car adaptors)

Your local agency can order pumps and accessories anytime through [Oregon WIC Shopify](#). However, inventory consists of surplus stock from Oregon WIC and is limited. Not all items typically available through the standard ordering system will be available in Shopify.

How to order pumps and parts

1. Know the schedule.
 - Pump orders are processed in March, July, and November.
 - Orders are delivered the following month.
2. Watch for the order form.
 - About two weeks before the due date, the state WIC Program Analyst emails local agency Pump Coordinators a Smartsheet link to the Pump Order Fillable Form.

3. Complete and submit the form.
 - Fill out the form electronically and submit it to the State WIC Program Analyst by the due date.
4. Expect delivery.
 - Orders usually arrive within 45 days after placement and State approval.
5. Confirm shipping details.
 - Pumps are shipped directly to your local agency.
 - Each permanent clinic site may submit its own order.
 - Make sure each order form includes an accurate shipping address.

Pump order reporting requirement: What to do within 7 days

Follow the steps below within 7 days of receiving your pump order:

- Check all packages for damage.
- Use the packing slip to confirm you received:
 - The correct pump types
 - The correct number of pumps
 - The correct number of accessories or parts
- Write on the packing slip:
 - The date the shipment was received
 - “Order complete” if all items arrived
 - “Partial order” if anything is missing
- Sign the packing slip.
- Scan and email the packing slip to the designated State WIC Program Analyst.

If the package slip is missing

- Look inside the box and on the outside of the package to confirm it isn't attached.
- If it's missing, make a list of everything you received.
- Email the list to the designated State WIC Program Analyst.

If there are multiple shipments

- Scan and email the packing slip from each shipment to the designated State WIC Program Analyst.

If items are damaged or missing

- Notify the designated State WIC Program Analyst and the State WIC Pump Coordinator right away.
- Follow the instructions they provide for returning items or receiving replacements.
- When replacement items arrive, scan and email the packing slip to the State WIC Program Analyst and the State WIC Pump Coordinator.

What to expect from pump vendors

- The pump vendor covers all return shipping costs for damaged or incorrect items.
- A replacement shipment is usually sent within 15 days.
- The vendor may provide a prepaid shipping label for returning items.

Pump Inventory, Storage, and Issuance

Inventory and storage requirements

- Enter all new electric pumps, manual pumps, and pump kits into the Pump Inventory screen in the WIC data system.
- Make sure the information entered is accurate, so reports are correct.
- If you or other staff have trouble entering pump information, contact App Support at the Oregon WIC state office at 866-865-2953 or WIC.APP-SUPPORT@odhsoha.oregon.gov.
- Store all pumps in a secure location, such as in a locked room, file cabinet, or closet that is not accessible to participants. Pump security procedures will be reviewed during your local agency's biennial review.



Store all pumps in a secure location.

How to enter pump inventory and record issuance

Follow these steps to enter pumps and record issuance in the WIC data system:

1. Enter all new multi-user, single-user, and manual pumps – and all pump kits – into the Pump Inventory screen within 10 working days.
2. Do not issue any pumps until they have been entered.

3. Document pump issuance. For instructions, see sections in this document:

- [Loaning Multi-User Electric Pumps](#)
- [Issuing Single-User Electric Pumps](#)
- [Issuing Manual Pumps](#)

For detailed steps on using the Pump Inventory screen, see [Chapter 8, Section 104: Pump Inventory and Tracking Reports](#) in the WIC Data System Training Manual.

Incorrect pump inventory:

If you find your agency's pump inventory count in the data system does not match the inventory you have on sight, please do not attempt to decrease inventory in the data system. Instead, contact the Oregon WIC pump coordinators with a request to update your Pump Inventory to the correct count.

Pump Assessment

You must complete a pump assessment before issuing any type of pump. Providing pumps to participants who do not need them can interfere with breastfeeding.

Only staff who have completed [Breastfeeding Level 3 Training](#) and are trained to issue pumps may issue pumps.

Your agency may also choose to use the [Milk Expression Competency Checklist](#) to ensure consistent training, competency verification and ongoing staff development, but this is not a requirement.

Refer participants with advanced lactation needs to the WIC DBE or to community lactation support.

How to complete a pump assessment

Follow these steps when assessing a participant's pump needs:

1. Check other pump options. Ask whether the participant has contacted their insurance or Medicaid for a pump, replacement pump, or repair.
2. Ask why a pump is needed. Gather information about the participant's situation and feeding goals.
3. Complete the Pump Questionnaire in the WIC data system to determine if a pump is needed and which type fits the participant's needs.
4. Discuss alternatives when appropriate, such as hand expression.
5. Provide information on how to use the pump.
6. Complete the required forms with the participant.
 - a. For a single-user electric or manual pump, ask the participant to read and sign the Pump Release Form: [English](#) or [Spanish](#).

- b. For a multiuser pump, ask the participant to read and sign the Multiuser Electric Pump Loan Agreement Form: [English](#) or [Spanish](#). Explain that they must return the pump in good condition by the due date.

Order physical copies of forms off Shopify

- Multi-User Electric Pump Loan Agreement [English or Spanish](#)
- Breast Pump Release Form [English/Spanish](#)
- Breast Pump Questionnaire [English/Spanish](#)
- [Pump Warranty Sticker Template](#)

When pumps cannot be issued

Oregon WIC has specific criteria for when a pump may be loaned or issued to participants. Local agency staff cannot issue a pump to participants if they do not meet these criteria.

Pumps may not be issued in the following situations:

- The participant is pregnant
- The pump would be used only as an incentive to start or continue breastfeeding
- The participant is more than one year postpartum, even if the child is still a WIC participant
- The participant does not meet the criteria in the sections in this document:
 - [Loaning Multiuser Electric Pumps](#)
 - [Issuing Single-User Electric Pumps](#)
 - [Providing Manual Pumps](#)
- The participant uses substances of concern or other contraindicated medications, unless their healthcare provider has completed an assessment. See [Policy 710, Section 6.0](#) for more details.

Additional considerations

- Local agencies may choose to loan a multi-user electric pump to a participant who previously borrowed one and did not return it.
- For questions about medications and human milk, the Infant Risk Center provides free expert guidance.
 - The call center is in Texas (two hours ahead of Pacific Time).
 - [Infant Risk Center](#)
- [LactMed](#) is another resource for information on medications and lactation.

Pump Education

All participants who receive a pump must be taught how to assemble, use, and care for the pump, and how to store human milk safely.

Local programs may count pump education provided outside the certification visit as the parent's second nutrition education contact.

How to provide pump education



All participants who receive a pump must be taught how to assemble, use and care for the pump, and store milk safely.

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

1. Check the pump contents. Make sure all parts are included.
2. Teach assembly. Show how to put the pump together. Then take it apart and have the participant assemble it.
3. Explain how to use the pump. Provide verbal, written or video instruction (DVD or YouTube link) on assembly and use.

4. Review safe milk handling. Discuss how to collect, warm, feed, and store milk safely.
 - [Storage and Preparation of Breast Milk – English](#)
 - [Storage and Preparation of Breast Milk – Spanish](#)
5. Create a pumping plan. Talk through:
 - How often to pump
 - Where pumping will happen (home or work)
 - How long each session should last
 - How long the pumping plan will continue
 - Why maintaining the pump matters
6. Teach pump cleaning and maintenance.
 - For electric pumps, advise keeping the pump in a clean area away from dust and animals, and wiping the outside daily with a damp cloth.
 - Explain how often parts like membranes, duckbills, and tubing need to be replaced based on use.
 - Extra parts can be ordered during the quarterly pump order and issued as participants need based on how much they are using the pump. For example: every 4-6 weeks for membranes or duckbills and every 6-8 weeks for tubing.



Duckbill
valve



Membrane
and valve



Tubing

7. Encourage continued nursing when appropriate. Include information on the importance of feeding directly from the breast and nipple-areolar complex (areola and nipple area on the breast).

8. Review written materials. Provide materials in the participant's preferred language when needed.
9. Provide pump warranty information. The [Pump Warranty Sticker Template Sheet](#) is available on Shopify.
10. Refer for additional support when needed. Refer to the WIC DBE, IBCLC, or community lactation support if applicable.

Teaching hand expression

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

You can teach hand expression using chest models, diagrams, handouts, or videos.

Resources:

- Video from First Droplets: [Breastmilk Production Part 2: Hand Expression](#)
- Oregon WIC Shopify: [Hand Expression: Information for Breastfeeding Families](#)
- Lactation Education Resources (LER): [Parent Handouts](#)

Teaching pump cleaning and maintenance

You can explain pump cleaning and maintenance to participants using videos.

Resources:

- [How To Clean Your Hygeia Breast Pump](#)
- [Medela Pump In Style: Cleaning After Each Use](#)
- [One-hand manual Harmony Breast Pump](#)

Loaning Multi-User Electric Pumps

Both single-user and multi-user pumps help with milk production. Multi-user pumps include a double pumping accessory kit. This kit is given to WIC parents and cannot be returned because of possible contamination.



Multi-User Electric Pump (Hygeia EnDeare)



Multi-User Electric Pump
(Medela Lactina Select)



Multi-User Electric Pump
(Medela Lactina Plus)

How to loan a multi-user electric pump

Follow these steps to loan a multi-user pump to a participant:

1. Complete a breast pump assessment.
2. Teach the participant how to use the pump (see [Pump Education](#) section).
3. Set a follow-up date within 48 hours to check if the participant still needs the pump.
 - Document the follow-up in the Pump Loan Agreement or WIC data system. (Only one follow-up attempt is required.)
 - Pump loan periods may vary. In some situations, a short-term loan of 2-3 weeks may be appropriate, while in other cases a longer loan period, such as one month, may be needed. Renew the loan later if needed.
4. Review the loan conditions with the participant. Ask them to sign and date the bottom.
 - [Multi-User Electric Pump Loan Agreement – English](#)
 - [Multi-User Electric Pump Loan Agreement – Spanish](#)
5. Review the pump release conditions with the participant. Ask them to sign and date the bottom.
 - [Breast Pump Release Form – English](#)
 - [Breast Pump Release Form – Spanish](#)
6. Offer the participant copies of the forms.
 - Keep the original copies of each form for three years after the last service (see [Policy 426 – Record Retention](#)).
7. Follow-up with the participant after 48 hours.
 - Check if they still need the pump.
 - Explain when and how to return it to the local agency.

If the pump is loaned to a high-risk parent-infant pair (also called a “breastfeeding dyad”):

8. Communicate with the participant’s healthcare providers about any ongoing medical concerns related to nursing management or infant growth and development.

Additional guidance

Some local agencies may issue Medela Lactina brand of pumps as either:

- Single-user pumps, or
- Multi-user pumps (with proper cleaning and reissue steps – see [Cleaning Multi-User Breast Pumps](#)).

If you are unsure how your agency classifies Medela Lactina pumps, ask your WIC Coordinator.

Issuing Single-User Electric Pumps

Before issuing a single-user pump, staff must complete a breast pump assessment to confirm the pump is appropriate for supporting milk production (see [Policy 712, Section 9.0](#) for qualifying examples).



Single-User Electric Pump
(Hygeia Pro)



Single-User Electric Pump
(Medela Pump in Style)



Single-User Electric Pump
(Hygeia Evolve)



Single-User Electric
Pump (Hygeia EnJoye)



Single-User Electric
Pump (Hygeia Express)

How to issue a single-user electric pump

1. Complete a pump assessment (see [Pump Assessment](#) section).
2. Check health insurance coverage of pump.
 - Ask these questions to understand if insurance can or cannot provide a pump for the participant:
 - “Have you already received a breast pump through your health insurance?”
 - “If you have not received one, have you contacted your insurance to check if you are eligible for a breast pump?”
 - “If you have asked, what was their response (approved, denied, or waiting)”?
3. Check previous WIC pump issuance.
 - Ask: if they received a pump through WIC in the last 1-3 years.
 - “Have you received a breast pump through WIC in the last one to three years?”
 - If yes:
 - “Is it still working and meeting your needs?”
 - If needed:
 - Offer to check the pump and provide new parts (if available).
4. Provide pump education (see [Pump Education](#) section).
5. Fill out a warranty sticker with the participant.
 - Assist the participant in filling out the warranty sticker.
 - Explain to the participant that they must contact the pump manufacturer if the pump doesn’t work during the warranty period.
6. Review the pump release conditions with the participant:
 - [Breast Pump Release Form – English](#)
 - [Breast Pump Release Form – Spanish](#)

7. Review key points on the Breast Pump Release Form with the participant:

- The pump is for you only.
- Do not loan, sell, or give away the pump. This pump is a WIC food benefit.
- The pump cannot be cleaned for someone else to use. When you are done using the pump, throw it away.
- If you sell the pump, you must pay back the full cost and any profit to the State.
- You may keep the pump for future pregnancies.
- WIC staff can help check the pump and replace parts if needed.
- WIC will contact you within 48 hours to see how pumping is going and answer questions.
- You can contact WIC anytime by text, email, phone, or in person if you need help.

8. Ask them to sign and date the bottom of the form.

9. Offer the participant copies of the forms.

10. File the original copies of each form for three years after the last service (see [Policy 426 – Record Retention](#)).

11. Follow-up with the participant within 48 hours.

If a participant asks for formula after getting a pump

- The participant must talk with a CPA trained in lactation support or, if available, a WIC DBE.
- They will complete a breastfeeding assessment to decide if formula is appropriate.
- If formula is needed, staff will determine the amount to issue based on completing a breastfeeding assessment [Policy 713—Breastfeeding: Use of Supplemental Formula](#).

Issuing Manual Pumps

Local programs may provide manual pumps to participants who request or would benefit from using one. Having a pump can help parents breastfeed longer and more exclusively.



One-Handed Manual Pump
(Hygeia)



One-Handed Manual Pump
(Medela Harmony)



Two-Handed Manual Pump
(Hygeia)



Two-Handed Manual Pump
(Medela Harmony)

How to issue a single-user manual pump

Follow these steps to issue a manual pump:

1. Complete a pump assessment (see [Pump Assessment](#) section).
2. Teach how to use the pump (see [Pump Education](#) section).
3. Document pump issuance in participant's record in the WIC data system.
4. Follow up with the participant within 48 hours of pump issuance to provide support and answer questions.

5. Document attempted 48-hour contact in participant's record in the WIC data system.

Additional information on manual pumps

- Some participants prefer a manual pump over an electrical pump. They find they have more control over pumping.
- If a parent does not have electricity and wants to pump, you may issue two single-handed pumps for double pumping or convert a double-pump kit from electric to manual for the participant.
- Some electric pumps have rechargeable batteries and can be used without electricity. For example, the Hygeia Pro brand has a rechargeable battery.

Distribution of WIC Pumps by a Third Party

Local agencies may partner with third parties, such as hospitals, clinics, or community health nurses to distribute pumps to WIC participants.

These partnerships must ensure:

- Pumps purchased with WIC funds are issued only to current WIC participants by trained staff.
- All pump policies are followed.
- A signed written agreement outlining responsibilities of each party is current and on file.

How to set up a pump partnership

1. Identify contacts. Your local agency and the third party each must have a point of contact for the partnership.
2. Create a written agreement.

The agreement must:

- Define responsibilities for each party, including training.
- Include dates and signatures from both parties.
- Be valid for up to 2 years and may be renewed in 2-year increments.

See the [Sample Pump Partnership Agreement](#) (.doc) for guidance on how to develop an agreement.

3. Provide training and tracking to third party staff who will issue pumps.

Local agencies must train all third-party staff who will issue pumps. A system for obtaining, distributing, and tracking pumps must be in place to prevent fraud or loss.

Training must ensure that third-party staff:

- Follow pump assessment and issuance guidelines.
- Teach participants how to use the pump.

- Follow loaning procedures outlined in [Third Party Breast Pump Issuance](#).

Recovering Multi-User Electric Pumps

Local programs must make every reasonable effort to get back multi-user pumps by the return date listed in the [Multi-User Electric Loan Agreement](#). Local agencies must document all recovery attempts. For detailed steps, see [Policy 712, Section 11.0](#).

If a multi-user electric pump is not returned:

- The state WIC agency will help local staff try to recover it.
- Unreturned pumps are considered lost or stolen.
- The state agency may ask the participant to reimburse WIC for the pump's replacement cost. The state handles all reimbursement processes.

If a participant moves out of state without returning a pump:

- Contact the state WIC agency immediately.

Federal compliance

- **Do not withhold WIC benefits, transfer documents, or other services** because a pump was not returned. Federal regulations prohibit this.

Cleaning Multi-User Electric Pumps

Every multi-user electric pump must be cleaned and checked before it is loaned to another participant.

How to clean pumps and check pump performance

1. Clean the pump by following the steps listed in the job aid: [Cleaning Multi-User Breast Pumps](#).
2. Consider posting a laminated copy of the job aid: [Cleaning Multi-User Breast Pumps](#) in the pump cleaning area so that all staff members follow the same cleaning steps.
3. Check performance. Use the job aid: [Assessing Breast Pump Performance](#) to make sure the pump works properly and to document the pump was checked.
 - a. Consider printing a copy of this job aid and placing it near the pump cleaning station so staff can easily document that pumps were checked for pump pressure.
4. Store the pump. Keep cleaned pumps in a secure, clean location. Some agencies use clear bags to keep pumps clean.
5. Update pump status. In the WIC data system, change the pump status to “In-House Cleaning”. See the [TWIST Training Manual, Chapter 8, Lesson 104](#) for details.

Never clean and reuse single-user pumps, manual pumps, or accessory kits. If participants return these items to your local agency, throw them away to prevent cross-contamination.

Pump Repair and Warranty Service

Warranty information:

- Multi-user pumps and Medela single-user pumps are not under warranty.
- Hygeia single-user pumps have a 1-year warranty from the date WIC issued the pump.

How to assist participants with pump repair and warranty service

If a participant has a Hygeia single-user pump and needs repair or warranty service:

- Provide Hygeia Customer Service contact information
 - Email: customer.service@hygeiahealth.com
 - Phone: 714-515-7571.
- Help the participant check the warranty date
 - The date is on the warranty sticker on the bottom of the pump.
- If the pump is out of warranty
 - If it's past the 1-year warranty and the participant cannot get a pump through insurance, WIC may issue a second pump if they qualify.
- Explain Hygeia's process
 - Hygeia will confirm the warranty and guide the participant through next steps.
- If the pump is under warranty
 - Hygeia will send a Return Merchandise Authorization (RMA) form.
 - The participant completes the form and ships the pump to Hygeia for testing.
 - Remind them: WIC does not ship pumps.

Your role

- Confirm issuance date and eligibility for a second pump.
- Explain the warranty process clearly.
- Provide Hygeia's contact information.
- Remind participants that WIC does not handle shipping.

Troubleshooting Pump Problems

Keep electric pumps in a clean, dust-free area. Do not place them in direct sunlight or near heat sources.

How to troubleshoot different pump problems

If a pump is not working properly, follow these steps:

Pump does not turn on

- Check that the pump is plugged in and connected to power.
- Check the fuse.
- Make sure the white membranes are securely attached.

Suction is too weak

- Check if the vacuum control knob is broken.
- Make sure the rubber seal is inserted correctly and fits tightly.
- Ensure the cylinder is screwed tightly into the holder.
- Check for leaks in the tubing between the cylinder holder and flange.
- Confirm the flange fits snugly against the chest (no clothing in between).

Suction is uneven on both sides

In this situation, the problem is likely to be with the kit.

- Inspect membranes for tears, dirt, or improper attachment.
- Ask the participant if milk has ever backed up into the tubing (this can cause mold and affect suction).
- **Do not attempt to remove the faceplate** to clean the pump.

Vacuum cannot be adjusted (Medela single-user pump)

The two holes where tubing connects to the pump may be blocked with dirt.

- Clean the holes where the tubing connects with a brush and soapy water.
- Look at the bullets above to check for other possible issues.

Tubing is kinked

- Straighten or replace the tubing.

Helpful videos

Medela pumps

- [Medela Pump in Style – Trouble Shooting: Low or No Suction](#)
- [Troubleshooting the Medela Symphony Breast Pump](#)

Hygeia pumps

- [Troubleshooting Your Hygeia Breast Pump and Accessories](#)

Participants Cannot Profit from WIC-issued pumps

Participants cannot sell or loan WIC pumps.

- Participants may not profit from selling any WIC-issued pump.
- Multi-user pumps must never be sold for personal gain.
- Personal double electric pumps, manual pumps, and accessory kits are **single-user pumps**. They cannot be loaned or sold because they cannot be cleaned to prevent cross-contamination.

How to educate participants on these rules

1. Review agreements with participants.
 - Go over the Pump Release Form and Pump Loan Agreement.
 - Explain that selling WIC-issued items is a violation of program rules and is program abuse.
 - Gently remind participants that online and offline listings, advertisements, or postings of sell WIC-issued items are monitored.
2. Ensure pumps are returned.
 - When a participant no longer needs a multi-user electric pump, it must be returned.
 - If not returned, the participant is liable for the cost.
3. Give guidance on personal pumps:
 - Participants may keep personal pumps for future use or throw them away.
 - They should not sell or give them away.

If you find a WIC pump for sale

If you find a WIC pump for sale online (for example, e-Bay or Craigslist) or in public (for example, a consignment store):

- Gather details: photo or screenshot, seller's contact info, WIC ID, or other identifying information.
- Report the discovery to your local agency's Nutrition Consultant or state Breast Pump Coordinator. They will pass the information to the state WIC Investigator.

Note: Not all ads can be investigated, but reporting is appreciated.

Disposal and Recycling of Pumps

Broken pumps that cannot be repaired and are out of warranty must be discarded or recycled by your local agency. This includes multi-user pumps and single-user pumps returned to the agency by participants.

Agencies may recycle pumps locally instead of discarding them.

How to dispose or recycle pumps

1. Notify the state WIC office.
 - Inform the state Breast Pump Coordinator that the pump is no longer in service.
 - Send the pump's serial number so it can be marked Permanently Out of Service in the inventory.
2. Recycle or dispose of the pump.
 - Do not send broken pumps back to the state WIC office.

Transfers and Multi-User Pumps

Follow these steps when participants move between WIC agencies.

In-state transfers

- Request the pump return before a participant transfers to another Oregon agency.
- Notify the new agency if the participant transfers without returning the pump.
- If the participant transfers into your agency with an unreturned pump, help recover it and return it to the original agency.

Out-of-State transfers

- Contact the state WIC office immediately if a participant transfers out of state with a pump. State staff will help get in contact with the new agency.
- If a participant moves into Oregon with a pump from another state, try to recover it to the original state. Contact the state WIC office for help.

Federal compliance

- **Do not withhold WIC benefits, transfer documents, or other services** because a pump was not returned. Federal regulations prohibit this.

What to do when a participant transfers to your agency

If the WIC data system shows the participant has not returned the pump:

1. Request pump return.
 - Ask the participant to return the pump to either the original agency or your agency.
 - If they are still using the pump, you may loan another multi-user pump after the first one is returned.

2. Explain the 30-day rule.
 - Tell the participant they must return the pump within 30 days to avoid being billed, as stated in the [Multi-User Electric Pump Loan Agreement](#).
3. Notify the previous local agency.
 - Inform them of the participant's transfer and pump status.

Fiscal Management

Pump program costs

Charge all pump program costs to the WIC Nutrition Services and Administration (NSA) grant. Pump program costs include:

- Staff time for managing the pump program
- Storage space for pumps
- Maintenance, cleaning, and shipping costs for pumps
- Participant education

Local programs can buy more pump supplies and breastfeeding aids beyond what the state provides. These purchases must follow federal policy and be charged to the WIC NSA grant. [Policy 315, Fiscal Reporting Requirements, Breastfeeding Expenses](#). If you are unsure what costs are allowed under these rules, contact the state Breastfeeding Coordinator.

Pump distribution rules

For pumps ordered through the state purchasing program:

- **Multi-user pumps** cannot be sold to participants, hospital partners, or other entities.
- **Single-user pumps** (electric or manual) and accessory kits must be given to participants for free.

How to track and report costs

1. Track all pump program costs, including:
 - Pump program management expenses listed above
 - Pump supplies and nursing aids purchased by your local agency

2. Report these costs quarterly (every three months) in the Public Health Services Revenue and Expenditure Report. This report is completed by your local agency's financial services division.
3. Tag these costs as "Breastfeeding Promotion" under the WIC NSA grant.
4. For questions about financial reporting, contact the state WIC Financial Analyst or your local agency's Nutrition Consultant.

Additional Resources for Staff to Support Participants

This section includes additional topics to help you support participants using breast pumps.

How to help parents with pump fit and flanges

What is a flange?

The flange (also called a breast shield) is the cup that sits on the breast and connects to the tubing and pump parts that prevent backflow. Getting the right size helps parents with comfort and milk flow.



Sizing and stocking:

Flanges are available in many different sizes. Local agencies can order flanges from 10 millimeters up to 36 millimeters.

What's the right size for a participant?

- The right flange size feels comfortable and helps milk flow.
- Parents may need to try a few sizes to find their best fit.

How to use the flange:

- Wet the flange (with milk or with water) to help create a seal.
- Hold the flange onto the chest with enough pressure that the flange stays on the chest.
 - Too much pressure can block milk ducts near the skin.

- Too little pressure can break the seal, cause nipple damage, and reduce milk flow.

How to help parents with milk production and release

Milk production and release rely on two hormones:

- **Prolactin** helps the body make milk.
- **Oxytocin** causes milk release (also called milk ejection, expression, or letdown). Remind participants it usually takes a couple of minutes after they start to pump before oxytocin is released.

Relaxation is key for both hormones to work. When participants don't see milk when they start pumping, they often get nervous they don't have milk or the pump doesn't work properly. Remind them that it takes a few minutes to see milk is being expressed.

The 5 senses: Tips to share with participants

Pumping can feel stressful, especially with a hard plastic pump. Using the five senses – sight, sound, smell, taste, touch – can help parents relax and trigger these hormones. Reminders of their baby can help release oxytocin, which allows them to express more milk.

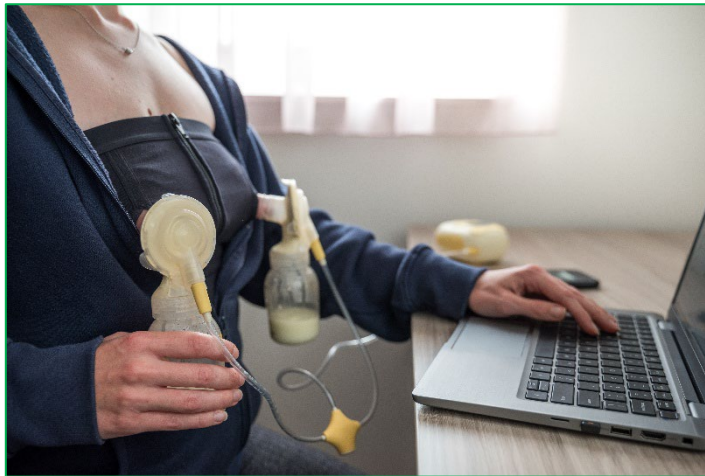
Tips to share with participants:

- **Sight:** Look at a photo or video of your baby while pumping. Cover the milk bottle or container to reduce stress.
- **Sound:** Play recordings of the baby cooing or crying.
- **Smell:** Bring the baby's blanket or worn shirt with you while pumping.
- **Taste:** Sip on a non-alcoholic drink (water, milk, tea, smoothie) or have a light snack.
- **Touch (very helpful):** This is one of the most effective ways for parents to increase the volume of milk. Below are four ways to touch:
 - **Gravity:** Lean forward and gently jiggle the chest to let milk move.

- **Massage:** Gently massage areas that feel firm or lumpy.
- **Light touch:** Feather-light strokes from the upper chest toward the nipple using back of fingernails.
- **Hand expression:** One to two minutes before trying pumping can help milk start (see [Pump Education](#) section).

If relaxing is hard:

Sometimes parents feel more stressed when they try to relax. In these cases, suggest distraction or calming activities to help them pump more comfortably.



Suggest distraction or calming activities to help them pump more comfortably

Tips to share with participants:

- **Distraction:** Watch TV, listen to music, or talk on the phone.
- **Breathing:** Take slow deep breaths (in and out to a count of 8).
- **Positive thoughts:** Remind parents of their amazing ability to make milk and that every drop supports their baby. Praise their efforts to support breastfeeding.
- **Skin-to-skin time:** Encourage time with baby skin-to-skin when possible. Suggest a “weekend in bed” with frequent nursing to boost milk flow.

How to help parents learn how to pump effectively

Below are step-by-step instructions to share with participants using different pumps.

Steps and tips for participants with a multi-user electric pump (Medela Lactina or Hygeia EnDeare)

1. **Prepare:** Use relaxation techniques (gravity, gentle massage, light touch, hand expression) on previous pages.
2. **Get comfortable:** Support arms and back with pillows and lean slightly forward to help the milk flow into the bottle.
3. **Start on LOW suction:** Begin on LOW for one to two minutes, then increase until comfortably strong. If it becomes uncomfortable, turn down and continue pumping.
 - If there is a speed dial on the pump, start with the speed dial on a fast setting like 9. Once milk starts to eject, turn speed dial down to around 7 or so.
4. **Pump while milk is flowing.** Turn off when flow slows or stops.
5. **Stay safe and comfortable.** Everyone is different – try different settings to see what works best. Some parents get more milk by changing suction slightly higher and lower. Always keep suction at a comfortable level.

Warning: Never use HIGH for too long. Using HIGH for too long can cause severe nipple damage.

Steps and tips for participants with a single-user electric pump (Medela Pump in Style or Hygeia Pro)

1. **Prepare:** Use relaxation techniques (gravity, gentle massage, light touch, hand expression) on previous pages.
2. **Get comfortable:** Support arms and back with pillows and lean slightly forward to help the milk flow into the bottle.
3. **Start on LOW suction:** Begin on LOW for 1-2 minutes, then increase until comfortably strong. If it becomes uncomfortable, turn down and continue pumping. The speed is automatically set to a fast speed for two minutes to mimic a nursing baby. Remind participants it can take a few minutes before oxytocin is released and milk is being expressed.
4. **Once milk is flowing regularly:** Press the mode button (“M” on Hygeia Pro) to switch to a slower speed but stronger suction.
5. **Use the “+” button to increase suction.** If it’s uncomfortable, use the “-” button to turn it down.
 - Higher suction does not always mean more milk, and this can delay the body’s milk expression reflex and damage chest tissue.
6. **Pump while milk is flowing.** Turn off when flow slows or stops.
7. **Stay safe and comfortable.** Everyone is different – try different settings to see what works best. Some parents get more milk by changing suction slightly higher and lower. Always keep suction at a comfortable level.

Warning: Never use HIGH for too long. Using HIGH for too long can cause severe nipple damage.

Steps and tips for participants with a manual pump

1. **Prepare:** Use relaxation techniques (gravity, gentle massage, light touch, hand expression) on previous pages.
2. **Get comfortable:** Support arms and back with pillows and lean slightly forward to help the milk flow into the bottle.
3. **Start on LOW suction:** Begin on LOW for 1-2 minutes, then increase until comfortably strong. If it becomes uncomfortable, turn down and continue pumping.
4. **Quick strokes for 1-2 minutes:**
 - For a two-handed pump: Pull the piston in and out about 1-2 inches (not full length).
 - For a one-handed pump: Press the front part quickly.
5. **When milk starts to be expressed:** Turn suction up as far as possible without causing pain. If uncomfortable, reduce suction.
 - Higher suction does not always mean more milk, and this can delay the body's milk expression reflex and damage chest tissue.
6. **Switch to slow, rhythmic strokes:**
 - For a two-handed pump: Pull the piston in and out long strokes, using the whole length of the piston shaft.
 - For a one-handed pump: Switch to pumping with the back lever.
7. **Repeat on both sides twice.**
 - When milk slows or stops, switch to the other side and repeat steps 1-6.
 - After both sides, repeat the whole process again on each side.
 - Pumping each side twice can increase milk collected.

How to help participants with pumping frequency

If baby is not nursing at chest or breast

When infants are not nursing because of separation from parent, premature birth, or a medical issue:

- Refer to your WIC DBE for current recommendations.

If baby is breastfeeding and parent is storing milk

Suggest these options for parents:

- Pump one side while nursing on the other.
- Pump about one hour before or after a feeding.
- Explain: Pumping right after feeding usually gives less milk.
- Storage tip: Each pumping session must be cooled separately. Once cooled, milk can be combined in one container.



Suggest participant pump one side while nursing the other.

For temporary separations (work or school)

For parents who are separated from their baby for several hours a day:

- Advise parents to pump for every missed feeding (usually 3-4 times in an 8-hour workday).

- Encourage them to plan with their employer before returning to work.
- Share resources: Direct them to the Oregon WIC website for [state and federal lactation laws](#).

Pumping time and patience

Remind parents that pumping time is different for everyone and:

- Most sessions take about 15-20 minutes..
- Milk usually starts flowing after 1-2 minutes – this is normal.
- Relaxation techniques can help milk production.
- Plan for at least 30 minutes so participants have time to set up and clean the pump parts and store the expressed milk.

How to help participants increase milk production

Check flange fit

- Many parents need smaller flanges than what comes with a pump.
- A flange that's too large can reduce milk flow because it doesn't trigger oxytocin.
- Local agencies can order multiple flange sizes through Shopify or pump orders.

Free flange resources:

- Babies in Common: [The Flange Fits Guide](#)
- Medela: [Breast Shield Sizing, Translating the Evidence](#)

Power pumping

This technique is controversial and needs more research. If parents ask about it, refer them to your WIC DBE or International Board-Certified Lactation Consultant (IBCLC).

Galactagogues (herbs or medications for milk flow)

If parents ask about galactagogues, advise them to talk with their healthcare provider or IBCLC first. These products can interact with medications, be unsafe in some conditions, or even lower milk supply if misused.

Read more about galactagogues:

- *Making More Milk* by Diana West, IBCLC and Lisa Marasco, M.A., IBCLC
- *Medications and Mothers Milk* by Thomas W. Hale, Ph.D.
- *The Nursing Mother's Herbal* by Sheila Humphrey, MSc, RN, IBCLC
- *Luna Lactation Herbal Database* by Melissa Cole, MS, IBCLC, RLC

Note: The state WIC office provided each local agency with a copy of *Making More Milk* and *Medications and Mothers Milk*.

Medical or nutritional deficiencies that impact milk production

Conditions like diabetes, hypothyroidism, or anemia can affect milk supply. Refer participants to their medical provider, WIC Nutritionist, or an International Board Certified Lactation Consultant (IBCLC) for assessment and support.

How to help participants with pumps and insurance

During pregnancy

Talk with participants about getting a pump through their health insurance. Insurance usually requires a provider's request for the pump.

After pregnancy

Before giving a WIC pump postpartum, confirm the participant has already contacted their insurance for a new, replacement, or repaired pump.

How to support parents who are exclusively pumping

Pump choice

- Recommend a double electric pump for exclusive pumping. These are the most efficient pump type.
- Explain that manual pumps can be tiring for long-term use and wearable pumps aren't designed for frequent pumping sessions.



Recommend a double electric pump for exclusive pumping. These are the most efficient pump type.

Pump part care

- Frequent pumping wears out the soft plastic parts faster.
- Share these replacement timelines with participants:
 - Membranes and duckbills: Replace every 2 to 3 weeks
 - Tubing: Replace every 4 to 6 weeks
 - Flanges: Replace every 3 to 6 months

Boosting milk supply

- In the first few weeks, suggest hand expression and gentle breast compression along with pumping to increase milk output.

- Share how to check flange fit:
 - The flange should fit so the nipple rubs lightly inside the tunnel. This helps oxytocin release.
 - Most parents need smaller sizes than the ones that come with the pump. Offer help or refer to a provider for sizing.

Relaxation tips

- Encourage mindfulness and meditation to reduce stress and help milk flow.
- Suggest looking at baby pictures or videos to help trigger oxytocin.
- Share that gentle massage and hand expression also help milk flow.

Pumping frequency and comfort

- Remind participants that in the first month, frequent pumping often helps build supply.
- Share that most parents need to pump at least every 6 hours, about 5 times per day, including during the night, to keep making milk.
- Pumping should never hurt. The pump should pull the nipple and breast gently. Suggest a comfortable position for relaxation.

Milk volume and storage

Share with participants that:

- Average milk production can vary from 2-4 ounces.
- Pumping and storing extra is not necessary. Aim to pump enough to meet baby's daily needs and to maintain milk production over time.
- Exclusive pumping can lead to oversupply, mastitis, or low supply.
- Participants may contact their WIC clinic for lactation support, including help with managing milk supply. Staff can provide education, referrals to community resources, and support available through the WIC clinic.

- Refer participants who want to exclusively pump to the WIC DBE for additional support. Pumping is very individualistic and varies from person to person.

List of Resources from Breast Pump Handbook

Below is a compiled list of breastfeeding policies and materials from previous pages of this handbook.

Law

- [State and Federal laws and regulations for pregnancy, chest/breastfeeding, and lactation](#)

Policy

- [Policy 712–Breastfeeding: Pump Ordering, Distribution, and Tracking Guidelines](#)
- [Policy 713–Breastfeeding: Use of Supplemental Formula](#)
- [Policy 426–Record Retention](#)
- [Policy 315-Fiscal Reporting Requirements](#)

Forms

English

- [Multi-User Electric Pump Loan Agreement – English](#)
- [Breast Pump Release Form – English](#)
- [Sample Pump Partnership Agreement – English](#)

Spanish

- [Multi-User Electric Pump Loan Agreement – Spanish](#)
- [Breast Pump Release Form – Spanish](#)

Oregon WIC Shopify

- [Pump Warranty Sticker Template Sheet](#)
- [Hand Expression: Information for Breastfeeding Families](#)

- [Breast Pump Questionnaire – English/Spanish](#)

Staff Training

- [Breastfeeding Level 3 Staff Training on Workday Learning](#)
- [2026 Breastfeeding In-Service](#) (Supporting participant who express milk)
- [Milk Expression Competency Checklist](#)
- [TWIST Training Manual, Chapter 8, Section 104: Pump Inventory and Tracking Reports](#)

Job Aids

- [Assessing Breast Pump Performance](#)
- [Cleaning Multi-User Breast Pumps](#)
- [Third Party Breast Pump Issuance](#)

External Resources

Webpages

- [FNS Breastfeeding Support](#)
- [Storing and Thawing Breast Milk](#)
- [How Much Milk Will I Express?](#)
- [The Flange Fits Guide](#)
- [Lactmed Handouts](#)
- [Storage and Preparation of Breast Milk – English](#)
- [Storage and Preparation of Breast Milk – Spanish](#)
- [Parent Handouts from Lactation Education Resources \(LER\)](#)

Videos

- [How To Clean Your Hygeia Breast Pump](#)
- [Medela Pump In Style: Cleaning After Each Use](#)

- [Instructions for Use Medela Harmony Breast Pump](#)
- [Cleaning A One-Handed Manual Breast Pump](#)
- [Medela Pump in Style – Trouble Shooting: Low or No Suction](#)
- [Troubleshooting the Medela Symphony Breast Pump](#)
- [Troubleshooting Your Hygeia Breast Pump and Accessories](#)
- [Breast Shield Sizing, Translating the Evidence](#)
- [Breastmilk Production Part 2: Hand Expression](#)