

Mother to Mother

Creating a Breastfeeding Support Line in Your Community



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Mother to Mother: Creating a Breastfeeding Support Line in Your Community

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This manual is based on the research and experiences of a mother-to-mother breastfeeding telephone support program in Yarmouth County, Nova Scotia. It was developed on behalf of the Provincial Breastfeeding and Baby Friendly Initiative Committee for use across Nova Scotia.

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Welcome



This guidebook is meant to help you set up a breastfeeding telephone support line in your area.

It is based on the experiences of the Yarmouth Friendly Feeding Line (YFFL). This network started in 2003 and is ongoing.

The guidebook covers

- how to set up a feeding line
- how to find, train, and keep your volunteers
- how the feeding line works
- how to track the feeding line process

We are happy to share our experiences with you. Feel free to add your own ideas. After all, this guidebook is meant for you. Adding your own ideas will make sure your feeding line meets your needs.

A Word about the Yarmouth Friendly Feeding Line

What is it?

The Yarmouth Friendly Feeding Line (YFFL) is a support network for breastfeeding moms. Moms receive telephone support from other mothers who have breastfed. The feeding line started in 2003 and is still running. It is made up of a leader and 16 trained support moms.

Moms who have used the feeding line are happy with the support they have received. They feel all breastfeeding moms should be offered mother-to-mother support.

Why did it get started?

A 1998 Department of Health infant feeding survey showed:

- About 62% of Nova Scotian women start breastfeeding.
- Only 36% of the babies breastfed at birth are still receiving any breast milk by age 5 to 7 months.

This raised a question. Is there a way to support moms and increase the time they breastfeed?

A telephone support line for breastfeeding moms had been tried in Toronto. Supported moms were happier with their breastfeeding experience and breastfed longer.

Could a telephone support system work in rural Nova Scotia? A pilot project was started to find out.

A year later the results were in. It worked!

- Moms were happy with the support they received.
- At 3 months, 100% of the moms were still breastfeeding.

The results speak for themselves. The pilot project turned into the YFFL.

How does it work?

Breastfeeding moms are referred to the Friendly Feeding Line either by

- calling the Friendly Feeding Line leader
- being referred via prenatal classes or the hospital prenatal clinic
- being referred after the baby is born by public health nurses, hospital nurses, breastfeeding support groups, family resource centres, and doctors

The Friendly Feeding Line leader links a support mom with the breastfeeding mom.

The support mom telephones the breastfeeding mom to offer support. They are paired together for up to 3 months.

At the end of 3 months, telephone support ends.

A diagram of how the Yarmouth Friendly Feeding Line works follows below.

Yarmouth Friendly Feeding Line: How It Works

Prenatal class leader provides a sign-up sheet for Friendly Feeding Line breastfeeding support at the prenatal class. Sign-up sheets are also available at the prenatal clinic, family resource centre, and hospital maternal/child unit.

Breastfeeding mothers choose to sign up for the Friendly Feeding Line.

Prenatal leader forwards the list of breastfeeding mothers who wish to receive breastfeeding support to the Friendly Feeding Line leader.

Friendly Feeding Line leader receives breastfeeding mother's name, phone number, and due date.

Friendly Feeding Line leader matches the breastfeeding mother with a support mom.

Support mom contacts the breastfeeding mother 2 weeks before due date. Contact continues as often as the breastfeeding mother wishes until the baby is 3 months old. At least once per week for the first month and then every 2 weeks is suggested.

Breastfeeding mother receives support.

Setting Up a Telephone Support Line in Your Area

1

Step 1: Getting support

One of the keys to the success of your feeding line is local support. The more people you can get involved, the better.

Speak with these people. Let them know you want to support breastfeeding moms using a telephone support line.

Some people you may want to contact are

- breastfeeding moms
- public health staff
- lactation consultant (a person who has formal training in the art of breast feeding). This person can act as a coach for breastfeeding women.
- moms from breastfeeding or parent support groups
- members of your local Breastfeeding and Baby Friendly Initiative (BFI) Committee: This committee's mission is to protect, promote, and support breastfeeding.

Step 2: Talking it out

Now that you have a list of supporters, it is time to set up a meeting. Choose a time and place that works for everyone.

You will want to discuss:

- how a feeding line works
- what supports already exist in your area
- what your area's needs are

If your group decides the feeding line is needed, the next step is to put a leader in place.

Keeping You on Track: The Feeding Line Leader

Step 3: Do we need a leader?

Yes, you need a leader. She is the link between the breastfeeding moms and your support moms. Support moms are women who have breastfed and are trained to give telephone support to breastfeeding moms.

The feeding line leader's role includes

- finding, training, and recognizing support moms
- matching support moms with breastfeeding moms who ask for support
- tracking the contact of each support mom to breastfeeding mom during their 3 months together
- acting as a resource and support for support moms
- working with public health staff, lactation consultants, and your local Breastfeeding and BFI Committee
- promoting the program
- working within a set budget

Who is the right person for the position?

The person best suited for this role

- believes breastfeeding is best for babies, mothers, families, and communities
- is a “people person”
- is at ease speaking with people or groups of people
- is an organizer

Is this a paid position?

The leader position can be a volunteer or a paid position. If you want to advertise this position, a sample job description follows on the next page.



Sample: Leader Job Description

Number of Hours Needed:

Start Date:

Supervisor:

Duties:

1. Recruit breastfeeding support moms.
2. Set up support mom training sessions.
3. Link breastfeeding moms to support moms.
4. Track and log contact of breastfeeding moms and their support moms.
5. Set up support mom forums.
6. Work with mothers and local groups in support of breastfeeding.

Skills Needed:

1. has a high school diploma
2. is at ease when speaking to the public
3. writes clearly
4. can work alone or with others
5. is organized
6. maintains a budget
7. must have a phone

Funding a Friendly Feeding Line

Step 4: Do we need funding to run a feeding line?

Yes, but the amount of funding needed depends on

- if the leader position is a paid position
- the number of support moms you have
- if the support moms receive a stipend (money to cover expenses)
- if you receive help in the form of free supplies and services

The YFFL gives their support moms financial stipends. The stipend covers costs of attending forums and training sessions. Costs can include child care, parking, gas, etc.

Step 5: Where can we look for funding?

The YFFL received funding from the local community health board, Public Health Services, and the Canadian Volunteer Initiative.

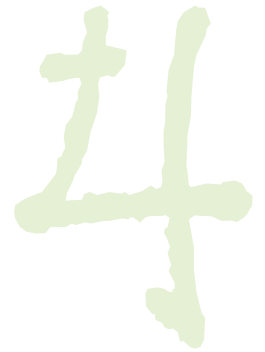
You can get funding too. You must be ready to apply for grants or write letters asking for funding.

Other sources of funding you might want to approach include

- your municipal council
- local hospital foundations
- women's auxiliaries
- government agencies

Brainstorm within your group and see what other ideas you can come up with.

A sample training proposal and budget can be found on the next page.



Sample: Yarmouth Friendly Feeding Line Training Proposal

Background

The Yarmouth Area Baby Friendly Initiative Committee is launching a one-year pilot project entitled the Yarmouth Friendly Feeding Line. The project is aimed at increasing breastfeeding duration rates and mothers' happiness with the breastfeeding experience.

This project involves the training and support of volunteer mothers. These experienced mothers will offer support to breastfeeding mothers.

Sample Budget for 1 Year

Unpaid leader		free
OR		
Contract position fee: leader (based on 8 hr/week x 52 weeks x \$20./hr)	\$8,320.	
Travel (one provincial meeting/presentation)	\$200.	\$200.
Telephone: home phones used	free	free
Office supplies, log books, pens	\$100.	\$100.
Printing (training manuals, handbooks, flyers)	\$200.	\$200.
Mailing (sponsoring agency)	free	free
Advertising (local)	free	free
Support mom stipend (10 support moms x 4 forums/year x \$20.)	\$800.	\$800.
Training room/meeting rooms	free	free
Snacks for training sessions/forums	\$300.	\$300.
Total	\$9,920.	\$1,600.

Support Moms – We Can't Do It Without Them

We all know a friendly feeding line is a great way to help breastfeeding moms. We also want to keep the feeding line running for a long time.

A lot of effort goes into finding and training support moms. How we treat them determines how long they will stay with us. For this reason, we want to do what we can to show them their support is valued. It is in our best interest to get it right.

After 2 years, almost 100% of the YFFL support moms are still in place! The YFFL has it right, and your friendly feeding line can too.

Next we look at finding, training, and keeping our support moms. Again feel free to add your own ideas.



Step 6: Finding support moms

How many support moms will we need?

The number of support moms you need is based on the yearly birth rate in your area. The YFFL has found that 10 to 15 support moms per 200 births is a good number to start with. This assumes that each support mom is paired with 3 breastfeeding moms per year.

Your funding will also have an impact on how many support moms you can have.

Things to keep in mind when looking for support moms

Here are some factors that may prevent a woman from being a support mom:

- lack of facts about the program and her role
- cultural or language differences
- reading ability
- transportation
- child-care needs
- time needed
- site of training and forums
- expenses
- paper work

Here are some ways to turn your search into a good experience:

- Assess your program's needs first.
- Be clear on the skills you need from your support moms.
- Write a description of the feeding line and the support mom's role.

See the following page for a sample of a Support Mom Role Description.

Friendly Feeding Line Support Mom Role Description

Support Moms

- are moms who have breastfed at least one child
- have a good feeling towards breastfeeding
- want to help women
- will attend 2 half-day training sessions to learn how to help breastfeeding moms using telephone support
- will receive training on how to know when to refer a mom to another resource (e.g., lactation consultant, doctor, public health, etc.)
- will have access to a friendly feeding line training manual to help them

Getting the word out!

Word of mouth is one of the best ways to find support moms, so talk it up!

You can also make use of your local newspaper. Have a reporter write a story about the new feeding line. It's great exposure and it's free! Advertise on local notice boards.

Your local radio and cable TV stations are also keen to have new stories. Contact them with your ideas. Remember they air free public service notices too.

Put up flyers in areas where support moms may be. These places include

- breastfeeding support groups
- community and day care centres
- public health offices
- prenatal classes and clinics
- hospitals

A sample flyer can be found in Appendix A.



Step 7: Keeping Your Support Moms

Now that you have support moms, how do you encourage them to stay?

Here are some things you can do to keep your feeding line alive.

Support your moms

- Give your support moms clear guidelines as to what their role is (to give moral support to a breastfeeding mom).
- Let them know where they can turn to when a problem arises.
- Train your support moms.

Help them feel connected

- Support moms need to feel valued by the leader and members of your feeding line.
- Support moms need to have a chance to meet and talk with each other.

The YFFL support moms hold a forum every 3 months. This is a chance to share experiences with other support moms. The support moms decide how the forum will progress. Any ideas they have are well received and acted upon.

Recognize their efforts

We all like to be appreciated.

The YFFL recognizes their support moms in many ways. Stipends are given to all support moms. They are not based on need. This covers the costs involved when attending training sessions and forums. It also says, “I value your being here.”

Support moms sign an agreement at the end of the training sessions. The leader of the YFFL also signs the form. The leader promises to train and help the support mom in her new role. Again this gives the message, “You are important to us.”

The YFFL also recognizes their support moms’ training efforts. Diplomas are given out at the end of the training sessions.

By acting upon the ideas of the support moms, the YFFL says, “I value your ideas.”

At the end of one year, the support moms fill out a survey. The survey is used to get feedback about their support experience. Again, this tells support moms what they have to say is important.

A sample Support Mom Experience Survey can be found in Appendix B.

Training Your Support Moms

Step 8: Setting up your training sessions

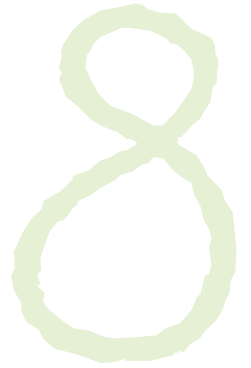
How you set up your sessions is up to you. The support moms of the YFFL attend two 2-hour training sessions. The sessions are held at an agreed-upon time and place. A healthy snack is offered. At the end of each session, support moms are given a \$20 stipend to cover their costs (parking, gas, child care, etc.).

The leader, a lactation consultant, and a support mom guide the YFFL's training sessions. You may wish to include other people from your community.

Outlines and information sheets needed for the training sessions can be found in Appendices C and D.

The sessions are planned with the knowledge of how adults learn. Adults learn best when

- they see how what they are learning relates to their life experiences
- they feel the need to learn
- they feel in charge of what, why, and how they learn
- they can make use of past experiences
- they have an active role in learning and learn best by doing
- they are in a group that welcomes discussion and knows there are different learning styles
- their time is valued (classes start and finish on time)
- they are at ease in the class room (temperature and seating)



The Process – Putting It All into Action

Step 9: How the feeding line works

It starts with a referral. The referral can come from

- the mother herself
- prenatal clinic
- public health nurse
- lactation consultant
- midwife
- doula (a woman who provides support to a woman before, during, and after childbirth)
- doctor

The leader then matches the breastfeeding mom with a support mom. The match is based on

- age
- number of children they have had
- if she is available
- telephone distance

Once the match is made, a package is sent in the mail to the support mom. This must be sent out at least 3 weeks before the breastfeeding mom's due date.

The package contains

- a telephone log cover page (see Appendix D)
- 12 copies of the support mom activity record (see Appendix D)
- a stamped, addressed envelope

The support mom writes on these forms each time she phones the mom.

The support mom phones the breastfeeding mom at least 2 weeks before the mom's due date:

- The breastfeeding mom decides how often she wishes the support mom to contact her. If she is not sure, the support mom will suggest at least once a week during the first month. Then, she will call once every 1 to 2 weeks, up until the baby is 3 months old.
- The breastfeeding mom can decide to stop telephone support at any time.

At the end of the 3 months, all records are returned to the leader. If the mom stops breastfeeding earlier, the process is the same.

When the leader receives the records, she sends a "Mom's Feelings Matter" survey to the breastfeeding mom. See Appendix E for a sample.

When the leader receives the returned survey from the breastfeeding mom, the match is over. The paper work is filed.

It is important to keep track of where you are in the process. The YFFL leader uses a tracking sheet. A sample tracking sheet can be found in Appendix F.

The last Word

What you should remember about setting up a feeding line

- Our best support comes from those who “have been there.”
- Treat your support moms well, and your feeding line will thrive.
- Set up your feeding line to meet the needs of your own area.
- Mother-to-mother support can make a difference.

Resources



Where to turn for help

Contact your local Public Health Services office, Family Resource Centre, or other community organization for support.

Websites

- www.swndha.nshealth.ca/fflhandbook/pdf
South West Health – Friendly Feeding Line volunteer handbook
- www.lalecheleaguecanada.ca/
La Leche League Canada
- www.gov.ns.ca/hpp
Nova Scotia Department of Health Promotion and Protection
- www.momsanddads.ca
Resources for parents including breastfeeding information
- www.bflrc.com/newman/articles.htm
Information sheets by Dr. Jack Newman, pediatrician, founder of the first breastfeeding clinic in Canada
- www.infactcanada.ca/InfactHomePage.htm
INFACT (Infant Feeding Action Coalition) Canada
- www.volunteer.ca/volcan/eng/content/canvol-init/canvol-init.php
Canadian Volunteer Initiative

Articles

Wiessinger, Diane. "A Breastfeeding Teaching Tool Using a Sandwich Analogy for a Latch-on." *Journal of Human Lactation* 14 (1), 1998: 51–56.

Dennis, Cindy-Lee, et al. "The Effect of Peer Support on Breastfeeding Duration among Primiparous Women: A Randomized Controlled Trial." *Canadian Medical Association Journal* 166 (1): 21–8.

Dennis, Cindy-Lee. Breastfeeding Peer Support: Maternal and Volunteer Perceptions from a Randomized Controlled Trial." *Birth* 29 (3): 169–175.

Appendix A

Sample Flyer

Friendly Feeding Line Mother-to-Mother Breastfeeding Support

- The Friendly Feeding Line pairs support moms who have breastfed with breastfeeding mothers.
- The support moms' role is to give support and connection to local breastfeeding and family resources.
- Any pregnant or breastfeeding mother wishing support from another mother may sign up.
- Support moms live throughout Yarmouth County and provide telephone support to women throughout the county.
- The breastfeeding mom decides when and how long to receive support. Support moms may contact mothers before baby is born and continue until baby is 3 months old.
- Mothers may sign up for the Friendly Feeding Line at prenatal classes, prenatal clinics, Parents' Place, breastfeeding support groups, and Public Health.

For more information contact:

Appendix B

Support Mom Experience Survey

Code: _____ Date: _____

1. Do you think the training session prepared you for your support mom role?
 Yes
 No Why not?

2. Do you think the Friendly Feeding Line’s forums helped you in your support mom role?
 Yes How?

 No Why not?

3. Did you ever meet a mother you were supporting?
 Yes How many mothers? _____ Where? _____
 No

4. On a scale from 1 to 5
 with 1 = *not at all*
 and 5 = *all the time*,
 when you supported a mother did you feel they

	<i>Not at all</i>			<i>All the Time</i>	
• Listened to what you had to say	1	2	3	4	5
• Showed mutual trust and respect	1	2	3	4	5
• Accepted you and your support	1	2	3	4	5
• Appreciated you	1	2	3	4	5
• Made you feel helpful	1	2	3	4	5

5. Did you ever feel uncomfortable while supporting a mother?
 Yes Why?

 No

Adapted from: Dennis, C. L., E. Hodnett, R. Gallop, and B. Chalmers. “The Effect of Peer Support on Breastfeeding Duration among Primiparous Women: A Randomized Controlled Trial.” *Canadian Medical Association Journal* 166 (1): 21–8.

6. Did you ever feel disappointed while supporting a mother?

Yes Why?

No

7. Did you ever refer a new mother to professional health services?

Yes Why?

Which ones?

No

8. Did being involved with the Friendly Feeding Line interfere with your life?

Yes How?

No

9. Did being involved with the Friendly Feeding Line program help you grow as a person?

Yes How?

No

10. Did you feel the support moms themselves have enough support?

Yes Why?

No Why not?

11. Overall, are you happy with the Friendly Feeding Line program?

Yes

No Why not?

12. Did the money (stipend) given to you for training make it easier for you to attend the training?

Yes How so?

No

13. Is there anything else you would like to tell us about your support mom experience?

Thank you

Appendix C

Friendly Feeding Line Support Mom Training Session 1

Outline

9:00–9:15

- Housekeeping – washrooms/snacks/stipends
- Introductions
- Agenda – what will be covered
- Discussion: “What comes to mind when we say the words ‘mother-to-mother support?’”

9:10–9:30

- What is the Friendly Feeding Line and how does it work?

9:30–10:00

- Visioning: Have the support moms think about a time when they needed support. Who was that key person? What made that person supportive? Brainstorm using a flipchart.
- Discussion: Who else provides support ... partners, doctors, mothers? What type of support do they provide? How is this different from mother-to-mother support? (Mother-to-mother support is from those who have “been there.”)

10:00–10:15

- Snack

10:10–11:00

- Telephone support: Go over the LOVE method of mother-to-mother support (use overhead/PowerPoint)
- Practise telephone support (toy phones and role play). Use Conversation Starters sheet and What If scenarios

11:00–11:15

- What if? Discuss further in the group format.

11:10–11:30

- Feedback on the training session (survey)

Telephone Support Using the LOVE Method

Listen	Mother might say: “You know, I have small breasts, and I am wondering if I can make enough milk for my baby.”
Active Listening	You’re wondering ... You feel happy/worried/sad/angry/excited about ... You’ve heard ... You’re wanting ... It sounds like ...
Clarifying If you are not understanding how the mother feels, move back to listening and try again.	I’m not sure what you mean. Do I have it right? I don’t understand.
Observe	What does her voice (tone, speed) tell you? How do you hear her interacting with the baby/those around her. Does it sound like she is in pain?
Validate	Many women also feel this way ... That’s a common concern ... I’m glad you brought that up ... I’ve also felt that ...
Empower/Educate	Provide information/resources. Make referrals to professionals/supports if needed. Encourage the mother; highlight her success to date.

Conversation Starters

Hello may I speak with

My name is _____, and I am with the Friendly Feeding Line. I got your name from the leader of the Friendly Feeding Line. Do you recall signing up at prenatal [or Parents' Place or ...]?

Mother

How are you doing ...?

What did you name your baby?

Ask questions like

Who ...?

What ...?

Where ...?

When ...?

Why ...?

How ...?

“What If?” Scenarios

- I don't know any other moms who have breastfed. I feel like I am the only one doing this. Everyone else I know is bottle-feeding!
- My baby wants to nurse all the time. He poops all the time too. He doesn't sleep through the night either. He is 4 weeks old already. Do you think I have enough milk? Do you think he is getting enough or do I have to give him some milk from a bottle too?
- I am going away to a wedding on the weekend. I have never pumped. What should I do? Do you think I can pump?
- One of my breasts is sore. I feel like I am coming down with something. I think I may have a fever. Is my milk still good for the baby?
- Breastfeeding is going so great with this one. The baby and I are doing fine but, my 3-year-old is not a happy camper. I don't have the time to play with her, and she would love to have play buddies over but I don't have the energy. I am not sure how to balance two children yet. Any suggestions for me ... I suppose it will pass?

Appendix D

Friendly Feeding Line Support Mom Training Session 2

Outline

9:30-9:45

- Welcome
- Review of Session 1

9:45-10:15

- What ifs? Continue group discussion of scenarios.

10:15-10:45

- Breastfeeding What's a good latch? (apples and overhead or PowerPoint)
 1. Big Bite Test: Have moms open wide to bite into a big apple. Have them describe the position of their head, lower jaw, chin, lips, and tongue. A water-filled balloon may also be used for a demonstration of a good latch (see resource list for more information). Show pictures of a good latch.
 2. Feeding patterns: Have moms write down on a piece of paper every time they ate or drank so far that day, including sips of water. This shows how often a baby may want to breastfeed.

10:45-11:00

- Friendly Feeding Line Manual Treasure Hunt: The treasure hunt helps moms get used to using the manual (see resource list). You will need manuals, the FFL Manual Treasure Hunt list, and Post-it flags. Have moms look in their manuals for answers. Have them flag parts of the manual they would use often.

11:00-11:15

- Paperwork: Review how the FFL works and how the leader tracks the process (see Appendix F for a sample tracking sheet), using an overhead or PowerPoint. Show moms the telephone log cover page and activity sheet.
- Have moms fill in:
 - Support Mom Profile Sheet
 - Leader and Support Mom Contract
 - Support Mom Training Session Survey

Friendly Feeding Line Manual Treasure Hunt

Look through your manual to find the pages that contain the following information:

- Is the baby getting enough milk? (hint: chart)
 - Telephone log activity sheet
 - Phone numbers of community resources including Family Resource Centres
 - Lactation consultant's e-mail address
 - Breastfeeding Barrier – Loss of Freedom
 - How does the breast make milk? (hint: photo with parts of the breast)
 - Breastfeeding hormones
 - Breast reduction information
 - Picture of a good latch
 - Role of support mom
-
- Highlight or place Post-it flags to help you find places in the manual you will visit most often.
 - Is there something new you found on your travels through the manual you would like to share? Is there anything missing?

Support Mom Telephone Log

Covering Letter

Support Mom Code

Breastfeeding Mother Code

Mother's First Name

Phone

Due Date

Dear Support Mom,

The attached activity log will help us understand the nature of the support you give the breastfeeding mom. Use the cover page to keep track of the calls you make. Each time you talk or visit with her, use one of the activity sheets to describe the kind of support you gave her. When your contact has ended, or after you have supported the new mother for 3 months, please mail back the activity log in the stamped, addressed envelope.

Thank you so much for taking part in this program. We appreciate the time you are giving to it. If you have any questions or concerns, please call your leader,
at _____ .

Date contact started

Date contact ended

Support Mom Telephone Log Activity Sheet

Listen, Observe, Validate, Encourage

Support Mom Code	
Breastfeeding Mother Code	
Contact Number	
Date	Number of days from being matched with mother
Type of contact (tick only one)	
<input type="radio"/> Talked to mother,	<input type="radio"/> Mother called
<input type="radio"/> Visited	
duration (minutes)	
Action taken	
(tick all that apply)	
<input type="radio"/> Talked to	<input type="radio"/> Referred to (where?)
<input type="radio"/> Other (explain)	
mother	
Do you feel you	
were helpful?	<input type="radio"/> Yes (explain)
<input type="radio"/> No (explain)	
Did you do any of the following with the	
mother? (tick all that apply)	
<input type="radio"/> Helped her develop ways to deal with	<input type="radio"/> Helped her view her situation differently
problems	<input type="radio"/> Provided her with information and
<input type="radio"/> Listened to her concerns	suggestions
<input type="radio"/> Told her about your experiences	<input type="radio"/> Helped her to have realistic expectations
<input type="radio"/> Told her what to expect in certain	about motherhood
situations	<input type="radio"/> Helped her to become more confident
<input type="radio"/> Positively reinforced her success	<input type="radio"/> Increased her self-esteem
<input type="radio"/> Encouraged her to take care of herself	about being a mother
<input type="radio"/> Made her feel better	<input type="radio"/> Gave her feedback on how she was
<input type="radio"/> Helped her explore her feelings	doing
<input type="radio"/> Told her you were available whenever	<input type="radio"/> Helped her cope with her situation
she needed to talk	<input type="radio"/> Let her know she could depend on you
<input type="radio"/> Suggested she seek professional help	<input type="radio"/> Assessed her to make sure she was
<input type="radio"/> Suggested professional services or	doing fine
community resources	
Notes	
Next contact planned	

Friendly Feeding Line Support Mom Profile Sheet

For the purpose of matching you with a breastfeeding mother, please fill in the following:

Name
Age <input type="radio"/> 15–20 <input type="radio"/> 21–31 <input type="radio"/> 31–40 <input type="radio"/> 41–50
Breastfeeding Experience: (please list anything that might help us with linking you with mothers with specific needs, e.g., twins, premature babies, etc.)
Mailing Address
Telephone
E-mail

Friendly Feeding Line Leader and Support Mom Agreement

You are important to us. We value your work and want to make your time with us a positive and rewarding one. This agreement reflects our promise to you.

The Friendly Feeding Line agrees to accept the services of

Support Mom name

Beginning

And we will commit to the following:

1. To provide training to help the support mom carry out her role
2. To provide guidance for the support mom
3. To respect the skills, dignity and needs of the support mom
4. To be open to ideas from the support mom about ways we can work better together
5. To work as partners with the support mom

Support Mom

I, _____, agree to be a support mom and commit to the following:

1. To perform my duties according to the support mom role
2. To inform the leader of the FFL if I am unable to provide support, so other plans may be made to provide support to the breastfeeding mom
3. Not to reveal information received by me while carrying out my duties except where required by law

Agreed To

Support Mom signature

Friendly Feeding Line Leader signature

Date

Date

Friendly Feeding Line Support Mom Training Session 2 Survey

Please tell us what you think so we can improve our training sessions.

1. What was most helpful about the training?

2. What was least helpful about the training?

3. How has the training prepared you to be a Friendly Feeding Line Support Mom?

4. Do you think the manual:
has what you need Yes No
is easy to use Yes No
needs to be changed in some way Yes No

We would like to hear ideas that would make the manual better for you.

5. Any other comments or suggestions:

You have great gifts and talents that we in your community appreciate.

Appendix E

Friendly Feeding Line “Mom’s Feelings Matter” Survey

Code: M	Code: P	
<i>Please circle the answer that most closely shows how you feel about each statement.</i>		
I felt my support mom listened to what I had to say.	Agree	Disagree
I felt my support mom showed concern for my feelings.	Agree	Disagree
I felt my support mom cared about how breastfeeding was going.	Agree	Disagree
I felt a sense of trust with my support mom.	Agree	Disagree
I felt I could call on my support mom during times of trouble.	Agree	Disagree
I felt my support mom gave me useful ideas.	Agree	Disagree
I felt my support mom gave helpful suggestions.	Agree	Disagree
I felt my support mom told me what to expect at certain times.	Agree	Disagree
I felt better after talking to my support mom.	Agree	Disagree
I felt more at ease after talking to my support mom.	Agree	Disagree
If you could do it over again, would you have a support mom?	Yes	No
Do you feel you had enough contact with your support mom to help you with breastfeeding?	Yes	No
Were you able to speak to your support mom at the time you experienced problems?	Yes	No
Do you think all new breastfeeding mothers should be offered a support mom?	Yes	No

What kind of milk were you feeding your baby when your baby was 3 months old?

Breast milk only

Other kinds of milk

Mixture of breast milk and other kinds of milk

Is there anything else you want to tell us?

Thank you very much. The time and effort you have spent answering this survey will help other mothers and babies!

Appendix F

Friendly Feeding Line Leader's Tracking Sheet

Breast-feeding Mother Code	Support Mom Code	Mother's Name	Due Date	Date Log Sent to Support Mom	Date Completed Log Received from Support Mom	Date Mom's Feelings Survey Sent	Date Mom's Feelings Survey Received

Notes



Notes



