

STAFF ROLES - PEER COUNSELORS: PRACTICE SETTINGS

LEVEL 2 HANDOUT: TEXTING TIPS

1. Discuss with your supervisor if it is okay to text WIC participants.
2. Be sure that the mother has given permission to receive texts.
3. Respect confidentiality. Do not allow your cell phone to be visible by others.
4. Document text messages on your "Peer Counselor Contact Log".
5. Use text messages only for simple, quick notes to check in with a mom. If she has questions or concerns, discuss by phone or in person.
6. Keep messages short and simple (less than 160 characters, including punctuation and spaces).
7. Use common abbreviations; use abbreviations commonly known and used.
8. Include your phone number in a number format so the mom can easily call you. (Ex: 555-1112 as opposed to "WIC-CARES")
9. Respect the mother's privacy. Do not send messages during times when moms might ordinarily be asleep.
10. Do not send photos or video links by text unless your supervisor has approved it.
11. Keep text messages focused strictly on WIC breastfeeding program information and objectives.
12. Use language that is professional and upbeat.

Common Texting Abbreviations

2moro	Tomorrow	J/C	Just checking
2nite	Tonight	KIT	Keep in touch
411	Information	KMP	Keep me posted
AEAP	As early as possible	LMK	Let me know
AFAIK	As far as I know	LOL	Laughing out loud
B/C or CUZ	Because	M2	Me too
B4	Before	MSG	Message
B4N or BFN	Bye for now	OTP	On the phone
BB	Be back	PANS	Pretty awesome new stuff
BBIAW	Be back in a while	PCM	Please call me
BF	Breastfeed	PLS or PLZ	Please
BFing	Breastfeeding	RUOK or UOK	Are you okay?
BRB	Be right back	SIT	Stay in touch
CIL	Check in later	SYS	See you soon
CT	Can't talk	THX	Thanks
CTO	Check this out	TY	Thank you
CYA	See ya	TTYL	Talk to you later
EZ	Easy	U	You
FYI	For your information	UOK	Are you okay?
GAS	Got a second	UR	You are
GJ	Good job	W/	With
GTK	Good to know	W/O	Without
IDK	I don't know	WTG	Way to go

IHU I hear you

Y Why
