Steps to implementing a lactation program

1. **Initial planning**
   a. Review benefits of a lactation program (see Business Benefits – Corporate Voices).
   b. Familiarize self with federal regulations and state laws requiring support for nursing mothers (see Lactation Accommodation Laws).
   c. Identify stakeholders within the company to support lactation program

2. **Research**
   a. Examine company data such as maternity leave, return to work, absenteeism, etc.
   b. Identify community resources to help with designing a lactation program including but not limited to; health professionals, lactation consultants, Women, Infant and Children (WIC), Breastfeeding coalitions, etc (See Resources).
   c. Determine if insurance carriers cover breastfeeding and/or maternity resources or services such as breast pumps, lactation consultants, pre/post natal classes, etc (see Insurance Benefits/Coverage)..

3. **Assess employees' needs and determine the administrative home for program**
   a. Complete assessment (see Assessment Tool or Toolkits under Resources).
   b. Establish baseline data.
   c. Determine an administrative home for lactation program. Consider utilizing multiple departments such as HR, employee health benefits platform, wellness or health program, family and work-life programs, building maintenance, etc.

4. **Program development**
   a. Establish a lactation policy (see Company/Business Sample Policy).
   b. Find a clean, private space, other than a restroom, for employees to use (refer to the Law Brochure and Designing a lactation Room).
   c. Determine how you will communicate the program (through e-mail, company's website, newsletter, orientation, handbook, etc.).
   d. Provide resources (see Employees Guide to Breastfeeding and Working & Resources).

5. **Program Implementation**
   a. Determine how to announce and promote the program (see Drop-In Letter & Lactation Program Announcement Flyer).

b. Inform department heads, managers, and supervisors of the program (see Sample Training for Employees).
c. Conduct a brief training/orientation about the program with current employees (see Sample Training for Employees).

6. Monitor and Review of the program
a. Review company absenteeism and turnover rates periodically to track the potential impact of the program (see Measuring Success – Corporate Voices).
b. Solicit feedback from employees (see Employee Satisfaction Survey).