Summary of 2016 SACSW Lactation Accommodation Follow-up Survey

SURVEY PURPOSE

The purpose of the 2016 SACSW Lactation Accommodation Follow-Up Survey was to collect data to ensure that UC locations are meeting the minimum legal requirements regarding lactation facilities and accommodations ("basic level"), and to assess the extent to which locations are meeting the recommended minimum procedures outlined in the Accommodations for Nursing Mothers (PPSM 84) UC policy ("silver level"). In addition, the survey enabled SACSW to highlight best practices for providing exceptional support to nursing mothers ("gold standard"), and identify common barriers that need to be addressed.

RESPONDENTS
Response rate: 100 percent (13/13 locations)

The survey was sent to all 10 UC campuses, including the four medical schools, as well as the Division of Agriculture and Natural Resources, the Lawrence Berkeley National Lab, and the UC Office of the President. UC Irvine, UC Los Angeles and UC San Diego medical schools all answered the survey separately from the campuses. The UC Davis response combined the campus and medical school. For this summary, campus and medical school responses that were submitted separately were compiled and analyzed together to represent the respective campus. The survey was sent to the Chief Human Resources Officer for each location, asking that they forward to the most appropriate person(s) to complete the survey.

The positions of those who submitted the survey are as follows:
1. UCB - Wellness Program Coordinator
2. UCD – Work/Life Coordinator
3. UCI – Work/Life and Wellness Manager (campus) & Benefits, WC & Disability Manager (medical center)
4. UCLA - Employee Relations Manager (campus); and Policy & Personnel Services, Campus Human Resources Manager (medical center)
5. UCM - Accommodation Consultant
6. UCR - Principal HR Policy Analyst
7. UCSB - Disability Coordinator
8. UCSD - Senior Personnel Analyst
9. UCSF - Family Services Manager
10. UC ANR - Affirmative Action Compliance and Title IX Officer
11. LBNL - HR Assistant
12. UCOP - Executive Secretary
13. UCSC - Chief of Staff, Campus Provost and Executive Vice Chancellor

FACILITIES

Summary: There are 238 lactation spaces across the system that reportedly meet the basic facility requirements to provide a private, sanitary space (not a toilet stall); be equipped with lighting, a table comfortable chair, and electrical outlet; and located in close proximity to nursing mother's work area. Across the UC locations, there is a huge range of the number of lactation spaces provided, ranging from just 4 or 5 to 32-49; both ends of the spectrum represent large UC campuses. Of note, the campuses with the higher number have medical facilities. Of the campuses or locations in the middle range, the number of facilities is about 15.

Table 1 below shows the percentage of rooms meeting each silver standard. Only 55% of the lactation spaces meet all Silver Standards, the recommended minimum procedures for appropriate facilities. A lack of sanitary or disinfectant wipes available for cleaning spills and hands is the most common unmet standard.

Table 1: Number of spaces that meet all Basic Requirements and each of the following Silver Standards	# lactation spaces	% lactation spaces
Rooms within a 5-minute walk from a nursing mother's work area	208	87%
Private rooms that lock from the inside	203	85%
A source of hot running water within close proximity or in the room	198	83%
Sanitary or disinfectant wipes available for cleaning spills and hands	156	66%
Meet all above Silver Standards	**132**	**55%**

Table 2 shows the percent of spaces that meet all Basic, Silver, and Gold Standards. The majority of the lactation spaces meet one of the two Gold Standards, considered best practices, with 36 percent meeting both.

Table 2: Number of spaces that meet all Basic, Silver, and each of the following Gold Standards	# lactation spaces	% lactation spaces
When required for certain types of jobs, where time/logistical constraints make it difficult to leave the building, a room equipped at least with basic level requirements located within the building	178	75%
A hospital-grade electric pump may be available for use	142	60%
Meet all above Gold Standards.	**86**	**36%**

ACCESS

Summary: Compared to the 238 lactation rooms that meet the Basic *Facility* requirements, only 80% meet the Basic *Access* requirements of having a webpage where information about lactation facilities is easily found, and facilities that are clearly labeled and accessible. Tables 3 and 4 below show that of the 191 lactation spaces reportedly meeting the basic access requirements, 67 percent have a method to indicate that a room is in use (Silver Standard) and 45 percent have a reservation mechanism (Gold Standard).

Comments from more than one location indicate issues with having reservation mechanisms (Gold Standard). UCSF discovered that room scheduling shouldn't be a "one-size fits all" solution because each lactation room has unique needs. UCD advises and encourages participants to "coordinate with other users of their most-frequented room(s) to customize a system that best meets their needs, such as a communication journal within the room, noting the sign-in times on the room logs, posting a schedule." UCB discourages a formal reservation mechanism because there are so many users registering on any given day. In addition, UC Davis mentioned the issue of not advertising the room locations widely in order to preserve the integrity of the lactation sites and the health and safety of the participants.

Table 3: Number of spaces that meet the Silver Standard for access	# lactation spaces	% lactation spaces
A method to indicate that a room is in use, for example a sign-in sheet or dry erase board with time being used/reserved	128	67%

Table 4: Number of spaces that meet all Basic, Silver, and Gold Standard for access	# lactation spaces	% lactation spaces
Reservation mechanism, for example web-based system or other sign up system for reserving rooms (to ensure room availability when arrive to use it)	85	45%

EDUCATION/INFORMATION/SUPPORT

Summary: Beyond meeting the basic information requirement of posting the following online: Accommodations for Nursing Mothers California Law (Labor Code Section 1030-1033) and Accommodations for Nursing Mothers - PPSM 84, 85 percent of the locations report having additional local breastfeeding resources posted online, including information about the importance of and encouragement of breastfeeding. Thirty three percent of the locations report having active campus outreach to promote the breastfeeding/lactation program.

Six locations mention having programs, workshops, and counseling that they use to extend information about lactation support and resources. No locations mention using a moderated online interactive community for mom-to-mom interaction; however, a couple mention having support groups.

Table 5: Number of locations that meet the Silver Standard for education/information/support	# locations	% locations
Location has a website with links to local breastfeeding resources (including importance and encouragement of breastfeeding)	11	85%

Table 6: Number of locations that meet the Basic, Silver, and Gold Standard for education/information/support	# locations	% locations
Active campus outreach to promote breastfeeding/lactation program (at least two activities described below) Depending on campus community needs, educational and information activities could include: educational material in rooms, training program for campus managers and supervisors, an information brochure about the program provided to all expectant mothers, a moderated online interactive community for mom-to-mom interaction, lactation counseling/consultation or workshops, or other education/information/support	4	31%

➢ The locations with active outreach programs are: UCB, UCD, UCR, and UCSD.

BREAKTIME FOR LACTATION

Summary: Tables 7 and 8 show that about half of the locations are going beyond the basic requirements for break time for lactation, e.g. breaks will be at mutually agreeable times; no fewer than twice per day; and for a reasonable amount of time (generally around 30 minutes per break). However, fewer than half of the locations have a process in place to request additional flexibility if required.

Information about break time for lactation is provided in a variety of ways: Posted physically and online, through parenting/maternity benefits classes and counseling sessions, and general benefits orientation. Some locations also include this in supervisor trainings and as updates during staff meetings.

Table 7: Number of locations meeting the Silver Standard for break time for lactation	# locations	% locations
Mutually agreeable times, up to three times per day	7	54%

Table 8: Number of locations that meet the Basic, Silver, and Gold Standard for break time for lactation	# locations	% locations
Process in place to request additional flexibility if required	5	38%

ADDITIONAL ITEMS

Summary: As shown in Table 9, over half of the locations consider lactation accommodation in new construction design, have an administrative home for lactation support, and have a mechanism to gather feedback from users. The administrative home for lactation support programs varies widely across the UC system. Usage logs and surveys are the most common methods to get feedback from women who use the lactation facilities.

Most locations offer lactation space usage to faculty, staff, students, and campus visitors. Of the four campuses reporting actual usage survey data (below), the percentages of faculty, staff and students using the spaces varied.

Table 9: Number of locations with the additional recommended lactation support strategies in place	# locations	% locations
A provision is included in the Campus Standards and Design Guide for new construction or renovated construction plans to incorporate designs for, at minimum, a private space equipped with locking door, lighting, an	7	54%

electrical outlet, table and chair.		
An administrative home is designated for the lactation support program. If selected, please identify the administrative home(s) at your location.*	8	62%
A mechanism to gather feedback from women who use the lactation facilities. Options for collection of feedback include usage logs and/or employee satisfaction surveys.*	7	54%

***The following administrative homes for lactation support program(s) were identified:**
- UCB - University Health Services, Be Well at Work Wellness Program (formerly called Health Matters)
- UCD - WorkLife and Wellness, Human Resources
- UCR - Human Resources
- UCSD - Women's Center is responsible for the facilities; HR is responsible for the policy
- UCSB - Disability Coordinator located in Human Resources/Benefits
- UCLA – Campus Human Resources
- UCSF - Campus Life Services, Family Services (Under Vice Chancellor Administrative Services)
- UC ANR - Affirmative Action, Human Resources

***The following mechanism(s) to gather feedback from women who use the lactation facilities were reported:**
- UCB - Annual satisfaction survey, notebooks in the rooms, and signage in the rooms encouraging moms to call or email the program
- UCD - Annual program evaluation and ongoing communication with participants through consultations, support groups and classes.
- UCI - log kept, keys issued to nursing mother for one of the spaces
- UCR - On the HR Lactation Program website, there is an option for employees to send an email with their suggestions. Periodic surveys are also distributed to program participants.
- UCSD - UCmom provides a lot of information regarding usage, and some experiences as well. https://blink.ucsd.edu/HR/services/support/family/expectant/lactation/index.html
- UCSB - Usage logs and signs with coordinator's contact information
- UCSF - Room user survey (planned as every other year to monitor progress toward improvements)

Several campuses were able to provide summary data on the proportions of their populations using the lactation rooms. Table 10 provides data from four campuses, showing a fair amount of variability.

Table 10: Percent of use by campus populations for specific campuses				
Campus	Faculty	Staff	Students	Visitors
Berkeley	43% faculty and staff		43%	8%
Davis	5%	59%	26%	6%
Riverside	2%	38%	56%	4%
San Francisco	26%	48%	28% postdocs, students, fellows	2%

COMMON BARRIERS

The locations were asked to describe barriers they have encountered in implementing the UC policy and facility standards.

The most common barriers reported were the following:
- Lack of funding
- Challenges with maintenance and cleaning
- Space for new rooms
- Lack of standardization between the rooms

Additional funding is needed to be able to open more rooms, for maintenance, purchasing hospital grade pumps, and for décor to make the spaces more comfortable.

Although not required by policy, the University of California Lactation Facilities Standards encourage new construction to incorporate designs for location accommodation. The standard states that at minimum there should be a private space equipped with locking door, lighting, an electrical outlet, table and chair. However, with new construction rooms are often included in the design, but with no accompanying budget to set them up (lock, hospital grade pump, furniture, etc.).

Several locations describe the ongoing challenges to have the spaces cleaned regularly. One location mentioned writing cleaning standards into the custodial building standards but still having a lack of commitment from the custodial staff to clean the rooms. In addition, there is the issue with refrigerator maintenance and cleaning, so one location does not provide refrigerators at all.

One location stated that some of the rooms designated as lactation rooms have been repurposed, and that rooms designated for lactation are interpreted to be available for other "wellness" functions (i.e. napping, eating, phone calls). Another location pointed out that the lack of a centralized administrative home for lactation support makes it challenging to gather information about barriers, as well as making it difficult to fully implement the policies and standards.

BEST PRACTICES

The locations were asked to share best practices that distinguish their facilities or program.

The most common best practices reported included the following:
- Hospital grade pumps
- Parenting/maternity programs that include lactation consultation, classes, and support groups

In addition, there were various unique best practices mentioned:
- Special locks for the rooms with unique user codes
- Annual program evaluation, user surveys
- "Back to Work" kit for transitioning back to work after childbearing leave
- Working with departments to help them accommodate employees in their own department, or in close proximity, to make it as convenient and cost effective as possible

Most commonly, locations loan out hospital grade pumps. Given the reported funding barrier to purchasing these hospital grade pumps, UC Riverside's partnership approach is worth highlighting. They partnered with the County of Riverside's Department of Public Health Lactation Services Program, which allows them to borrow three Medela Breast Pumps to use in the campus lactation rooms, and includes bi-annual maintenance.

The UC Davis program is notable for its relationship with the campus Child Development centers, and providing access to campus research and development of evidence-based practices in lactation, breastfeeding, infant nutrition and breast milk, as well as bringing translational theory to practice.

In addition, from the responses to the education/information/support question, significant outreach to new mothers and supervisors, and clearly stated policies and procedures for supervisors to follow are best practices.

Questions

Contact the SACSW Expectant and New Parents subcommittee that lead this survey effort: Elizabeth Ozer, Professor, School of Medicine, UC San Francisco; Karie Frasch, Director, Office for Faculty Equity & Welfare, UC Berkeley; and Katherine Webb-Martinez, Associate Director, UC ANR Program Planning and Evaluation.