Lactation Support Program – General FAQs:
This section will answer general questions as it relates to the Lactation Support Program at CMU.

Lactation Support Program – Supervisor FAQs:
This section will answer common questions as it relates to supervisors and the Lactation Support Program at CMU.

Lactation Support Program – Employee FAQs:
This section will answer common questions for employees seeking to understand how to best utilize the Lactation support program to meet their specific needs.

Lactation Support Program – General FAQs

1. Does Carnegie Mellon University have a Lactation Policy?
Yes. The Lactation Support Policy [pdf] includes procedures for lactation breaks, lactation rooms, and non-Pittsburgh locations. The procedures outlined in the policy apply to all CMU faculty, staff and student workers.

2. What is the importance of supporting lactation in the workplace?
There are significant health benefits for both parent and child when lactation is successful:

- Planned flexibility around lactation breaks supports employees' emotional and physical health and results in fewer unplanned PTO occurrences due to illness.
- While 80% of birthing parents breastfeed their children at birth, that number drops to 20.5% by the age of 6 months. The largest contributing factor to this drop is the birthing parent returning to work. At CMU, we are committed to supporting birthing parents who wish to continue providing breastmilk for their children. Providing the flexibility for birthing parents to lactate is integral to the success of our workforce.
- There can often be a significant amount of stress when a parent feels they must choose between providing milk for their child and achieving at work. The Lactation Support Program aids employees to succeed in both endeavors and reduces stress for employees returning to the workplace after leave.
- If a birthing parent cannot express milk at the same frequency that their baby feeds, their body will begin to decrease milk production, leading to the loss of the ability to provide milk for their child. It can also lead to painful health concerns, such as mastitis. By supporting lactation, we support the health and well-being of our colleagues.

Lactation Support Program – Supervisor FAQs

1. According to the Lactation Support Policy, what are supervisor expectations?
Supervisors are responsible for creating an environment that enables and supports the needs of breastfeeding employees and student workers.
2. I would like my employees to know that I support them if they want to use the lactation rooms and pump while at work. What’s the best way to convey this?
   - Review CMU’s Lactation Support Policy [pdf] to ensure you understand your role and are compliant with current university policies.
   - Consider how you can work lactation breaks into your employees’ schedules. Some examples for how this is handled in different industries are provided by the Office of Women’s Health.
   - Integrate the information provided in this document into onboarding initiatives and communications for employees taking parental leave.
   - Actively reach out to any employees who have welcomed a new child to ensure they know about the university’s Lactation Support Policy [pdf].
   - Clearly communicate to your employee and to your team that time spent on lactation breaks does not detract from work performance.
   - Be mindful that each employees’ needs will be different and that needs change over time.
   - Consider if there are lactation rooms or other private spaces near your team’s workspace that are easily accessible. If a dedicated space needs to be created, work with your department to create a lactation space.

3. One of my employees brought up that they would like to talk about using the Lactation Support Program when they return to work. I’m a little uncomfortable having this conversation and am worried I might say the wrong thing. Any tips?
   In order to support a comfortable and mutually beneficial conversation, we have provided some helpful tips for supervisors regarding the lactation support program.
   - Schedule time for a private, one on one conversation with the employee.
   - How to start the conversation:
     - “Because you disclosed that you have an infant, I wanted to make you aware of our lactation policy on campus and let you know that the university offers several lactation rooms across campus. If you would like more information about the lactation support program, please visit the University’s Lactation Support Program webpage”
     - Use inclusive language as outlined in the table below:

<table>
<thead>
<tr>
<th>Previous Language</th>
<th>Current Language</th>
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<tbody>
<tr>
<td>Breastfeeding Support Program</td>
<td>Lactation Support Program</td>
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<tr>
<td>Mother’s rooms or nursing rooms</td>
<td>Lactation rooms</td>
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<td>Mothers, moms, women</td>
<td>Parents, employees, lactating individuals</td>
</tr>
<tr>
<td>Nursing</td>
<td>Expressing milk</td>
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4. Will other employees view lactation support as special treatment?
   Lactation breaks are a federally protected right as well as a biological need. The planning of these breaks is a personal matter between a supervisor and their employee, the same as any other accommodation would be.
5. If I have concerns about an employee’s request for lactation breaks, whom do I speak to for guidance and support?
   Your HR business partner and Equal Opportunity Services are great resources for navigating employee requests.

6. I have an employee who needs a lactation space, but there are no lactation rooms nearby. What can I do?
   If there is no lactation space within a convenient distance of your workspace, you can designate a temporary space for that employee. This space cannot be a bathroom and should follow the guidelines listed on the Create a Lactation Space webpage.

7. Why can't employees pump in the bathroom?
   Employees are expressing food for infants. Bathrooms do not provide sanitary conditions and legislation prohibits the use of bathrooms for lactation purposes.

8. Some of my employees are uncomfortable with breast milk being stored in the break room refrigerator. What do I do?
   Human milk is food. The FDA and CDC both state that it can be stored with other food items. We suggest that employees storing human milk in a shared refrigerator keep that milk in a cooler bag to prevent confusion and reduce spills.

Lactation Support Program – Employee FAQs

1. According to the Lactation Support Policy, what are nursing parent employee expectations?
   Nursing parents are responsible for the following:
   - Working with the supervisor to develop a mutually agreeable arrangement for reasonable breaks to allow for expressing milk
   - Maintaining the cleanliness of designated lactation rooms (and other areas used for expressing milk) after each use

2. How do I access a lactation room?
   Carnegie Mellon employees, students, and visitors can access a lactation room by returning a Lactation Room Request Access form. Lactation room requests should be processed within two business days of being received.

3. Where are the lactation rooms on campus?
   Lactation rooms are listed on the Lactation Rooms webpage. There is also an interactive map available so you can see where the rooms are located on campus.

4. What do the lactation rooms look like?
   Lactation room setup and features vary across campus. All lactation rooms on campus will have:
   - At least one three-prong outlet
   - A locking door
   - Shades or blinds that can be drawn to cover the windows if necessary
   - Privacy from public view
   - A comfortable location, such as a couch or a chair
5. **I don’t work on the Pittsburgh campus. Am I still able to access a lactation room?**
   Employees and student workers based in other U.S. locations who needs lactation breaks should contact their supervisor and [HR business partner](#) in order to identify a private, non-bathroom space for breastfeeding and/or expressing milk.

6. **The lactation room I am interested in using needs maintenance or cleaning. Who can I contact?**
   Please contact [Facilities Management Services](#) with any questions regarding maintenance or cleaning.

7. **I am interested in pumping during the workday. When is it the right time to bring it up with my supervisor?**
   Prospective nursing parents are encouraged to communicate with their supervisor prior to the birth of their child that they will need time to take breaks to pump and access to a lactation room if needed. For employees joining a department while breastfeeding, share your needs with your supervisor as soon as possible so that a plan for taking time during the workday to pump can be created and implemented. As the frequency and duration required to express milk changes over time, communicate with your supervisor as needed to adjust your breaks accordingly.

8. **I am not sure how to fit time to pump into my work day. Any tips?**
   The best strategy is to talk directly to your supervisor about your individual needs when it comes to taking time to pump or walk to a lactation room. You may also find the Pumping and Returning to Work resources helpful for practical tips for returning to work and maintaining your milk supply.

9. **Will I be compensated for the time it takes to pump?**
   The university is not required under the FLSA to compensate nursing parents for breaks taken for the purpose of expressing breast milk. However, where supervisors already provide compensated breaks, an employee or student worker who used the break time to express milk must be compensated in the same way that others are compensated for break time. In addition, the FLSA’s general requirement that an employee or student worker must be completely relieved from duty, or the time must be compensated as work time applies.

10. **I am having difficulty figuring out a plan with my supervisor so that I can pump during the workday. Whom can I contact for support?**
    For questions regarding taking break time to pump, please contact the [Office of Human Resources](#).

11. **What additional resources are available to employees regarding lactation?**
    Along with resources on pumping and returning to work, the [Lactation Support Program](#) web page also has resources available for general questions about breastfeeding and/or pumping, and emotional support.