



## CLIENTS RIGHTS AND RESPONSIBILITIES

### *Your Rights:*

- WIC will provide you with information about nutrition, breastfeeding, and healthy foods.
- WIC will provide you with height, weight and hemoglobin as part of your visits.
- WIC will help you in getting other services, like Immunizations, Lead Screening, SNAP and Medicaid.
- All information you give WIC will be kept private.
- If you are not registered to vote and would like to do so, you can do that at the WIC clinic.
  - Applying or declining to register to vote will not affect the amount of assistance that you will be provided by WIC
  - WIC staff can help you fill out the voter form, if you need help
  - If you feel WIC staff prevented you from registering or interfered with what political party you chose you may file a complaint with the Nebraska Secretary of State's Office Election Division at 888-727-0007.

### *Your Responsibilities:*

- Tell us if you need an interpreter – free interpreter services are available. If you have a disability, accommodations will be made.
- Provide the most current and truthful information.
- Be the legal guardian, custodial parent, stepparent married to the minor's parent, or foster parent of any minor you enroll in WIC.
- Bring all documentation requested to each appointment.
- Treat WIC and store staff with courtesy and respect.
- Buy only the foods on your WIC card. Use the WIC foods only for the people on the program.
- Keep your WIC card safe; lost or stolen food benefits may not be replaced.
- Let the WIC staff know if your address, telephone number or income changes, if you are going to move away, or when you no longer have custody of a child.

### *I Understand:*

- WIC may share my information with specific public programs to see if I might qualify for their services, for outreach and referral, and for administrative purposes, such as fraud. They cannot share the information with anyone else. A [list of the programs that WIC may share information with](#) can be found by clicking on the link above. You can also request a copy of the list from your WIC clinic.
- WIC is a supplemental program and cannot provide all of the foods and formula your family needs each month.
- Receiving benefits from more than one WIC clinic at the same time is not allowed.
- If I intentionally lie to receive WIC benefits or break program rules 1) my family can be taken off the program for up to one year, 2) I can face legal charges, 3) I may have to pay money back to the program for foods, formula or breast pump I should not have received.
- Selling, attempting to sell, or giving away my WIC Card, food, formula, or breast pump on-line or by any other means is not allowed. WIC can ask me to repay the value of the items and legal costs.
- Posting WIC items on social media is considered an attempt to sell.



## NONDISCRIMINATION STATEMENT

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a [Form AD-3027](#), USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

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| 1. <b>mail:</b><br>U.S. Department of Agriculture<br>Office of the Assistant Secretary for Civil Rights<br>1400 Independence Avenue, SW<br>Washington, D.C. 20250-9410 | 2. <b>fax:</b><br>(833) 256-1665 or<br>(202) 690-7442; | 3. <b>email:</b><br><a href="mailto:program.intake@usda.gov">program.intake@usda.gov</a> |
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*This institution is an equal opportunity provider.*

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