



CLIENTS RIGHTS AND RESPONSIBILITIES

Your Rights:

- WIC will provide you with information about nutrition, breastfeeding, and healthy foods.
- WIC will help you in getting other services, like Immunizations, SNAP and Medicaid.
- All information you give WIC will be kept private.
- If you feel you have been discriminated against you may file a complaint.
- Standards for eligibility **and participation** for WIC are the same for everyone, regardless of race, color, national origin, age, disability or sex.

Your Responsibilities:

- Provide the most current and truthful information (WIC staff may verify this information is correct).
- 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 listed/**shown** on your checks/**benefits**. Use the WIC foods only for the person on the program.
- Report address and/or phone changes at your next scheduled appointment.
- Keep your WIC checks/**eWIC card** safe; lost or stolen checks/**food benefits** may not be replaceable.

I Understand:

- **The Director of Public Health has authorized WIC to share information with** SNAP and SNAP Nutrition Education Programs; Medicaid; Perinatal, Child and Adolescent Health Unit; and Immunization programs for purposes of outreach, referral, eligibility, and for administrative processes. They cannot share the information with a third party.
- **That receiving benefits from more than one WIC clinic at a time is prohibited (dual participation).**
- That if I intentionally lie to receive WIC benefits or if I violate the program rules that 1) my family can be taken off the program for up to one year, 2) I can face legal charges, and/or 3) I will have to pay money back to the program for foods or formula I should not have received.
- I understand that:
 - selling, attempting to sell or giving away WIC checks/**eWIC Card**, food or formula is not allowed;
 - if I sell, attempt to sell or give away WIC checks **or eWIC Card**, food or formula I can be asked to repay the value of the items and I may be subject to legal charges;
 - posting WIC items on any media, including radio, newspaper, Facebook, Craigslist, and E – bay is considered an attempt to sell.
- WIC may ask for social security numbers as allowed by law to verify Medicaid participation when applicable and for administrative purposes. Providing your number is optional.

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

This institution is an equal opportunity provider.