



# My rights and responsibilities



WIC provides nutrition education, breastfeeding support, referrals and supplemental foods to help you stay healthy. WIC staff will ask about your health and eating habits so we can make WIC work for you.

## My rights

### When I am enrolled in WIC, I have the right to:

- Work with respectful WIC staff who listen to my needs.
- Vouchers to buy nutritious foods that will supplement my diet. WIC foods have many important nutrients that help me stay healthy.
- Nutrition education on topics that interest me.
- Referrals to other health services.
- Privacy. My information will be protected.
- Good service, and fair and equal treatment at the WIC clinic and store.

In accordance with federal law and U.S. Department of Agriculture policy, WIC is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability. To file a complaint of discrimination, contact:

Your clinic information:

USDA, Director  
 Office of Civil Rights  
 1400 Independence Avenue, SW  
 Washington, D.C. 20250-9410  
 800-795-3272 (voice)  
 202-720-6382 (TTY)

- Request a fair hearing if I disagree with my WIC clinic decision by contacting:

Department of Human Services  
 Oregon WIC Program  
 P.O. Box 14450  
 Portland, OR 97293-0450

Telephone: 971-673-0040  
 TTY: 1-800-735-2900  
 FAX: 971-673-0071

Turn over

If you need this information in an alternate format, please call 971-673-0040. WIC is an equal opportunity program and employer.



## My responsibilities

### As a WIC participant, I will:

- Bring proof of identity, residence (address), and all income for my entire household each time I am screened to be on WIC. (I **do not** have to be a US citizen to get WIC services.)
- Bring my WIC ID card to all my WIC appointments.
- Keep my appointments or call the WIC clinic if I can't make it. If I do not keep my appointments and pick up my vouchers, WIC services may be delayed or stopped.
- Go to nutrition education activities that help me and my family learn about better nutrition.
- Reapply for WIC benefits at the end of each certification period.
- Let my WIC clinic know if I move to a different area so my records can be transferred.
- Use WIC vouchers to buy the right foods in the right amounts only at stores authorized by the Oregon WIC Program.
- Use WIC foods for the individual listed on the voucher.
- Show my WIC ID card to the checker every time I buy my WIC foods.
- Sign the front of each voucher in the box provided after the correct total has been entered.
- Call the WIC clinic if I have questions, if I don't see the WIC foods I need in the store or if I am getting more food than I need.

## WIC program rules

### I will follow these rules or I could be taken off the WIC program:

- ▶ Tell the truth about all the information you give to WIC.
- ▶ Do not make any changes to your WIC ID card or vouchers.
- ▶ Do not ask for foods or formula that are not listed on your vouchers. Substitutions or rain checks are not allowed.
- ▶ Never sell, trade or give away your WIC foods, formula or vouchers.
- ▶ You cannot return WIC foods or formula for cash, credit or other items.
- ▶ Do not use a voucher that you told your clinic was lost or stolen.
- ▶ You cannot enroll in more than one WIC program at the same time.
- ▶ You cannot enroll in the Commodity Supplemental Food Program (Healthy Kids and Seniors Program) and the WIC program at the same time.
- ▶ Never verbally abuse, harass, threaten or physically harm WIC or store staff.