

# 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.

## When I am enrolled in WIC, I have the RIGHT

- ☒ Work with respectful WIC staff who listen to my needs.
- ☒ Nutrition education on topics that interest me.
- ☒ Referrals to other health services.
- ☒ Privacy. My information will be protected.
- ☒ An electronic benefit card (eWIC card) to buy nutritious foods that will supplement my diet. WIC foods have many important nutrients that help me stay healthy.
- ☒ Dispute an eWIC transaction within the benefit period of the transaction.
- ☒ Good service and fair and equal treatment at the WIC clinic and store.
- ☒ Request a fair hearing if I disagree with my WIC clinic's decision by contacting:

**Oregon WIC Program**

PO Box 14450

Portland, OR 97293-0450

*Telephone:* 971-673-0040

*TTY:* 800-735-2900

*FAX:* 971-673-0071



Standards for eligibility and participation in the WIC Program are the same for everyone, regardless of race, color, national origin, age, handicap or sex. To file a discrimination complaint contact the **Oregon WIC Program** as shown above or follow the instructions below.

This institution is an equal opportunity provider. 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 (including gender identity and sexual orientation), 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, audiotope, 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/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.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:

(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:** (833) 256-1665 or (202) 690-7442; or  
(3) **email:** [program.intake@usda.gov](mailto:program.intake@usda.gov)

Turn over

## 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 proof of identity to all my WIC appointments.
- ✓ Tell WIC staff of any changes to the information I have provided.
- ✓ Keep my appointments or call the WIC clinic if I can't make it. If I do not keep my appointments and receive my food benefits, WIC services may be delayed or stopped.
- ✓ 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.
- ✓ Purchase the correct foods and formula in the right amounts only at stores authorized by the Oregon WIC Program.
- ✓ Keep my eWIC card secure and my PIN confidential.
- ✓ Call the WIC clinic if I have questions, if I don't see the WIC foods or formula I need in the store or if I am getting more than I need.

## WIC program rules

### Follow these rules or you could be taken off the WIC program:

- ▶ Tell the truth about all the information you give to WIC.
- ▶ At the store, do not ask for foods or formula that are not available on your eWIC benefit balance. Substitutions or rain checks are not allowed.
- ▶ Never sell or attempt to sell, trade or give away your WIC foods, WIC-issued breast pumps, formula or eWIC card, online or by any other means.
- ▶ Do not return WIC foods or formula for cash, credit or other items.
- ▶ You cannot enroll in more than one WIC program at the same time.
- ▶ Never verbally abuse, harass, threaten or physically harm WIC, store or farmers' market staff.

If you need this information in an alternate format, please call 971-673-0040.