

# 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 to:

- 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

Oregon  
**Health**  
Authority

**wic** OREGON

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, 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](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](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.