

Minnesota WIC Program

YOUR RIGHTS AND RESPONSIBILITIES

What you can expect from WIC...

Nutrition Education. WIC offers tips and advice to help you feed your family in a healthy way.

Information. We help you find health care, immunizations, and other programs.

WIC foods. We give you a WIC Card to purchase healthy foods.

Equal Treatment. WIC and store staff treat you the same regardless of your race, color, age, national origin, disability, or sex. If you feel you have been discriminated against, you may file a complaint with USDA (see back).

Access. Tell us if you need an interpreter – free interpreter services are available. If you have a disability, accommodations will be made.

Fairness. You may ask for a hearing if you do not agree with WIC staff about your eligibility for WIC.

Use of Information.

The information you give WIC is private. It will be used to decide if you or your child is eligible for WIC and how best to serve you. Without complete information, we might not be able to certify you for WIC. The information may be shared only with people directly connected with the administration of WIC, unless you sign a consent. It may also be used for reports and audits, but your name will not be used.

Moving to another state? Your WIC services will continue there. Tell us before you go and we'll give you a transfer notice to take with you.

What WIC expects of you

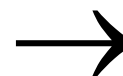
Keep Appointments. Please call your WIC clinic if you need to reschedule.

Common courtesy. Treat WIC and store staff with respect and courtesy.

Use your WIC card correctly. This means:

- Shop at WIC-approved stores.
- Buy only foods in your benefit balance and within the specified dates.
- Food benefits that have expired or been redeemed cannot be replaced.
- Do not sell, or offer to sell, trade, or give away your WIC card, foods, breastpump or formula.
- Do not exchange or return WIC foods or formula for cash, credit, or items of the same value.
- Notify WIC if your card is lost, stolen, or destroyed.
- Keep your WIC card and PIN safe. Only share your PIN with those you allow to use your card.
- Get a WIC card from only one WIC clinic at a time.
- Explain the rules and how to use the WIC Card to your WIC proxies.

Honesty. If you hide or give false information to get WIC benefits, you might be taken off the program, have to pay back money for food you should not have received, or face legal charges.



See Back



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:

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

