

WIC RIGHTS AND RULES SCRIPT

Local agency staff shall ask all applicants, participants or parents/guardians/caregivers of infants and children to read the WIC Program Rights and Rules document. **Staff shall inform the applicant, participant, or parent/guardian/caregiver that by signing the RR form electronically he/she understands the rights and rules of the WIC program and agrees to abide by them.** Key items are bolded to staff to be able to identify in their summary—it is not expected that staff read the entire statement unless they are asked to.

YOU AGREE TO:

- Come to my **WIC appointment** on time and let WIC staff know if you cannot keep your appointment or if you will be late.
- Allowing the **WIC program to contact** you – this may be by mail, email, text or phone call.
- **Provide truthful and accurate information** to WIC staff. You understand that the information provide to WIC may be verified by WIC staff.
- **Changes in household.** Let WIC staff know if my address, phone number or income changes, if I will be moving away or if I no longer have custody of my child. (A VOC can be provided if moving out of state.)
- You will only **participate in one WIC Program** or clinic at a time. You understand it is illegal to participate in more than one WIC Program or clinic at the same time.
- You will **notify WIC immediately** if your **eWIC card is lost, stolen or destroyed**. The eWIC card is replaceable, but WIC items lost, stolen, damaged or purchased without your consent are not. If benefits expire before a new eWIC card is issued, the expired benefits will not be replaced.
- You will **keep your eWIC card pin number secure**. You will only share it with an authorized individual/helper and you will train them on WIC procedures and policies. You will be accountable for their actions.
- You will treat WIC staff, store staff and other participants with **respect and courtesy**.

YOU UNDERSTAND THAT:

- It is **illegal to sell** (including online) or trade your eWIC card, WIC foods, WIC formulas or attempt to do so. You may lose your WIC benefits or face legal charges if you or an authorized individual sells or attempts to sell, exchanges your eWIC card, WIC foods, WIC formula, or other benefits for money, credit, rain checks, other items or service of value. You may also be required to repay the benefits you received.
- **Privacy.** Any info given about your child/yourself will not be shared outside of NH DHHS. Information may be shared within the Department to help obtain WIC and or other services that may be a benefit to you or your family. Any information shared within the Department is confidential however sharing of this information does not guarantee enrollment. Information about your child/yourself may be used in reports or publications without names. Your written approval is needed for information shared about your child or yourself by name outside of the Department, except as needed to comply with federal and state regulations.

YOUR RIGHTS AS A WIC PARTICIPANT:

- **Non-discrimination.** The rules for getting on WIC are the same for everyone regardless of race, color, national origin, sex (including gender identity and sexual orientation), disability, or age or reprisal or retaliation for prior civil rights activity.
- You may ask for a **Fair Hearing** within 60 days of the date you are notified of a decision about your WIC eligibility, benefits or recovery of improperly issued benefits that you don't agree with by visiting or writing the State Hearing Unit, Administrative Appeals Unit – DHHS, 105 Pleasant Street, Main Building, Concord, NH 03301 or by calling, (603) 271-4292 or 1-800-852-3345 Ext 4292.
- WIC will treat you with courtesy and respect; provide nutrition and breastfeeding education and referrals and will provide you with monthly food/formula benefits to buy at authorized WIC stores. WIC does not provide all the food or formula I may need in a month.

By signing you are agreeing that you have been advised of and understand your rights and rules under the Program. You certify that the information you have provided for your eligibility determination is correct to the best of your knowledge. You understand that if you intentionally make a false or misleading statement or intentionally misrepresent, conceal or withhold facts, or if you do not comply with the rules of the program, you and/or your child could be taken off WIC; you could face legal charges; and you may have to pay back money to WIC.

Please read over the Program Rights and Rules. Do you have any questions? By signing the signature pad, you agree to the program Rights and Rules. Would you like a copy of the WIC Rights and Rules? You can also access the program Rights and Rules by going on the NH State WIC website.

(07/2022)