

# New Hampshire WIC Policy & Procedure Manual

## Chapter 11. Civil Rights

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### Handicapped Accessible WIC clinics

<b>Purpose</b>	All local agencies shall ensure the standards used for the delivery of services shall be the same for everyone regardless of race, color, national origin, age, sex, or disability.
<b>Policy</b>	All local agency WIC programs must have at least one site within the county that is handicapped accessible.
<b>Authority</b>	<b>CFR 246.8 (a) and CFR 246.8 (b)</b>
<b>Procedure</b>	<p>Informing participants of handicapped accessible sites in their county is acceptable; however referring them to use only those site(s) is not acceptable. Doing so may cause hardship and be a barrier for participants trying to access services. If the participant's preferred clinic is not handicapped accessible, the local agency shall make reasonable accommodations to serve the participant, e.g. home visits, using a temporary handicapped accessible site for collecting proofs and providing education and counseling, requesting health information from the participant's medical provider, using a proxy, etc.</p> <p>If the participant is not physically present at the appointment due to an exemption from physical presence, it shall be noted in the participant's StarLINC record.</p>
<b>Exception</b>	N/A