



# Participant Rights and Responsibilities

## Utah WIC Program

Revised 9.7.2004



### **You have the right to:**

- ✓ Receive nutrition education.
- ✓ Receive information on other health services. You are encouraged to use these services.
- ✓ Fair and respectful treatment from WIC staff and store employees. If you feel you have not been treated with respect, ask to talk to the WIC supervisor.
- ✓ Ask a WIC clinic director or supervisor for a fair hearing if you disagree with decisions regarding your eligibility.

### **You have the responsibility of:**

- ✓ Bringing your ID packet with you every time you visit the clinic or go to the store.
- ✓ Treating clinic staff and store employees with respect. Verbal or physical abuse is not acceptable.

#### At the store

- ✓ Buy only the foods listed on the voucher and the food card. Do not make any changes to the voucher.
- ✓ Cash the vouchers only within the first day to use and the last day to use.
- ✓ Do not accept change for a voucher, pay cash or return WIC foods for cash or credit.
- ✓ Do not sell or trade WIC vouchers or WIC foods for money.
- ✓ Know that the signature on the voucher must match the signature on the ID packet.

#### At the clinic

- ✓ Receive vouchers from only one clinic at a time.
- ✓ Provide truthful information to WIC staff. You can be charged with fraud and removed from WIC for not telling the truth.
- ✓ Keep all appointments. You may receive a reminder call or postcard. If you miss clinic appointments two months in a row without calling the clinic, you will be taken off the program.
- ✓ Tell WIC staff if you stop breastfeeding, or if your income, number of family members, address or phone number change. Changes can result in a change to your WIC benefits.
- ✓ Tell WIC staff if a voucher or ID packet is lost or stolen. Do NOT use a voucher that was reported lost. It will take 7 days to replace lost vouchers and ID packet.

**Failure to report changes could result in a report of participant abuse and a request for repayment of WIC benefits.**

