

# WIC PARTICIPANT RIGHTS & OBLIGATIONS

## Our Pledge to You

### Health Information

- WIC will treat you with courtesy and respect.
- WIC provides helpful tips on nutrition and active living.
- WIC will support and help you and your baby with breastfeeding education.
- WIC will contact your healthcare provider to discuss nutritional needs for you and/or your child upon your request.

### Healthy Foods

- WIC provides your family with food benefits to buy healthy foods.

### Fair Treatment

- WIC rules are the same for everyone.
- You have the right to appeal decisions made by WIC about your eligibility.
- If you do not understand your Rights and Obligations, you have the right, at any time, to ask a WIC staff member to explain them to you.

### Privacy

- All the information provided to WIC will be kept private.

### Help Getting Enrolled in Services

- If you move to a different area, your WIC information may be shared with the new WIC clinic, at your request.
- WIC provides referrals to health and social services that may help your family.
- Your information may be shared, at your request, with other programs and clinics, and/or your information may be retrieved from other programs and clinics, in order for us to provide comprehensive services to your family.
- The programs and clinics may include Early Intervention, Immunization Program, Community Guidance Center, Maternal and Child Health Programs, Family Planning, Early Outcomes for Maternal and Early Childhood (H.O.M.E. Visiting Program), Head Start/Early Head Start, PSS - Early Childhood Special Education Program, Medicaid, and the Nutrition Assistance Program.
- If you have other questions, ask to speak with the WIC Clinic Supervisor.

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## Your Pledge to WIC

### Honesty

- Do not sell, trade or give away your WIC benefits (food and/or infant formula). The intention alone could be grounds for removal from the program.
- If WIC determines you have attempted to sell or had intention to sell any benefits (food, formula or breast pump) verbally, in print or online through any type of social media, you will be subject to disqualification from the program.
- You can only enroll in one (1) WIC Clinic at a time and you understand it is illegal to participate in more than one WIC Program or clinic at the same time.
- Immediately report any lost, stolen or destroyed eWIC cards to your WIC Clinic.

### Accurate Information

- Provide truthful and accurate information to WIC staff. You understand that the information you provide to WIC may be verified by WIC staff.

### Good Use of the Program

- Be courteous and respectful towards all WIC clinic and store staff.
- Buy only foods listed on your Family Balance Summary in the sizes and brands on the CNMI WIC Program Food List.
- Only shop at authorized stores on the list provided to you.
- Following the rules of the WIC Program is important to avoid being prosecuted, disqualified, and/or asked to repay the program.
- Be on time for your WIC appointment. If you cannot keep an appointment, call your WIC clinic before your scheduled appointment.
- Train your authorized representative (AR) and proxies on WIC procedures and policies. You are accountable for their actions.

### Protect Your Benefits

- Handle your eWIC card carefully. Your eWIC card can be replaced. However, if your WIC benefits are redeemed, they cannot be replaced.