

WIC Participant Responsibilities

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

Keep this folder. You or your proxy *must* sign the WIC ID Folder and always bring this folder with you to all of your WIC appointments and to the store. The WIC ID Folder provides proof of your identification and signature.

Keep your appointments. Call your local WIC provider if you need to reschedule. WIC moms and children must be at all their certification or re-certification appointments.

Keep us informed. Tell the local WIC provider any time you are going to move, especially if you are moving out of the provider's service area. They can help you transfer to another local WIC provider.

Use your WIC checks correctly. This means:

- Get WIC checks from only one local WIC provider at a time.
- Do not sign your WIC checks before you go to the store.
- Shop at WIC-approved stores.
- Use WIC checks within the dates listed.
- Tell the cashier right away that you are using WIC checks and giving them to the cashier.
- Separate WIC foods by WIC check from other items when checking out.
- Check the dollar amount the cashier entered on the WIC check to be sure it matches the cash register total for the foods received.
- You should sign the WIC checks at the check out stand only after the cashier enters the date and the amount of sale.



Proxies represent you. This means:

- Teach your proxies how to correctly use your WIC checks and buy the WIC approved foods.
- Have your proxies sign your WIC ID Folder before they go to the store to shop for you. Proxies should sign the WIC checks at the check out stand only after the cashier enters the date and the amount of sale.

Be honest. This means:

- Assure that only the WIC participant consumes the WIC foods received.
- Buy the WIC approved foods listed on your WIC checks.
- Do not hide facts to get WIC benefits.
- Do not return WIC foods for cash or credit, sell WIC checks or WIC foods, or use WIC checks you reported lost or stolen.
- Do not break these rules or it can result in your being taken off the WIC program, having to pay back money for food you should not have received and/or facing legal charges.

WIC Participant Rights

Nutrition education. WIC helps teach you to feed your family in a healthy way.

Information and referrals. WIC provides information about and referrals to healthcare, immunizations and other programs.

Breastfeeding support. WIC provides breastfeeding information and support.

WIC foods. You will receive WIC checks for healthy foods for each month you are eligible for WIC.

Equal treatment. You are treated with the same respect and courtesy no matter your race, color, age, national origin, sex, disability, religion or political affiliation.

Fairness. You may appeal any decision made by local WIC provider regarding your eligibility for the Program.

Help from others. You may have a designated proxy pick up your WIC checks and shop for you.



Questions about WIC foods



If you have questions about WIC foods or trouble finding WIC foods, call the state WIC office at 1-800-392-8209.

Call your WIC clinic if:

- If you can't keep your next appointment.
- If you have questions about nutrition or breastfeeding.
- If your checks are lost or stolen.
- If your name, address or phone number changes.
- If you have comments or concerns. Your feedback is important to us.



Keep this folder!

Always bring this WIC ID Folder with you...

- To your WIC appointments (along with your picture ID).
- To the grocery store.
- If you move.



Alternate forms of this publication for persons with disabilities may be obtained by contacting the Missouri Department of Health and Senior Services at 573-751-6204. Hearing and speech impaired citizens telephone 800-735-2966. VOICE 800-735-2466. Services provided on a nondiscriminatory basis. EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER
USDA is an equal opportunity provider. WIC-17 (07-06)