

## Instructions to Participants

- I. Parent/Guardians and proxies must receive instructions on the care of their eWIC card and proper redemption procedures of their WIC benefits. The front pages of the Authorized WIC Foods booklet list tips that can be used to educate the client. At a minimum, verbal instructions must be given to all parent/guardians and proxies at each certification appointment on the following topics:
  - a. E-WIC card/PIN safeguarding,
  - b. Reporting lost/stolen/damaged cards,
  - c. Food benefit periods/balance inquiries,
  - d. Family Food Benefits list,
  - e. Transaction procedures at the store,
  - f. Authorized WIC Foods booklet,
  - g. WIC Shopper app,
  - h. Reporting store problems.
- II. First-time applicants must receive thorough instructions regarding these topics. At subsequent certifications these must be quickly reviewed to ensure understanding. Details to be explained are listed below.
- III. Verbal instructions are required in addition to any instructions or education given via orientation videoonline or printed instructions.
- IV. New applicants must view the WIC orientation video in the most appropriate language available during or before the initial certification visit.
- V. Significant changes to the Authorized WIC Foods booklet must be explained when distributing newly revised booklets to participants.
  - a. When a new revision of the Authorized WIC Foods booklet is given to current WIC participants or when the Authorized WIC Foods booklet is given to first time participants, it must be documented that this was given and explained verbally.
  - b. In order to complete this documentation it is recommended to open the “Education and Care” panel and the “Nutrition Education” screen. In the

“Pamphlets Provided” box, place a check mark in the “Authorized Foods booklet” under Certification Core Contact.

- VI. E-WIC card/PIN safeguarding. Explain the following:
- a. Do not write PIN numbers on the card or anywhere the card is stored.
  - b. E-WIC cards may only be used by authorized persons. Providing the card or PIN number to any person other than a person authorized by WIC as a parent/guardian, additional parent/guardian or proxy is not allowed.
  - c. Cards should be protected from being lost or damaged.
  - d. Keep the card so that additional benefits can be loaded onto the card at the next clinic visit.
- VII. Lost, Stolen and Damaged Cards. Explain the following:
- a. Report lost, stolen or damaged cards by calling the local WIC clinic or state toll free number promptly after thoroughly searching for the card. Leave a message during non-business hours.
- VIII. Benefit Periods and Balance Inquiries. Explain the following:
- a. Which month’s benefits have been written to the card.
  - b. Benefits expire at midnight on the last day of the month.
  - c. Family Food Benefits list being provided by the clinic showing the shopping list of benefits that were loaded to the card. Ensure understanding of how to read the list, the food categories/what is included, and how the unit of measure/containers work.
  - d. Any WIC authorized grocery store can provide a receipt showing the balance of benefits on the card for the current month. Go the store’s customer service desk or go through a check-out lane to request a WIC balance receipt from a cashier.
- IX. Transaction procedures. Explain the following:
- a. Let the cashier know you will be using a WIC card. Follow the cashier’s instructions and insert the card into the card reader when told.
    - i. WIC items normally do not need to be separated from other items.
    - ii. WIC items do not need to be paid for in a separate transaction.

- b. WIC items will be deducted from the card first and then you will be able to pay for any remaining items with another form of payment.
  - c. The receipt will show the remaining balance on the card. Keep the most recent receipt in order to know the balance before the next shopping trip.
- X. Authorized WIC Foods Booklet:
- a. Explain which foods/brands are authorized for food categories in the family's food packages.
  - b. Show where to find:
    - i. E-WIC card use instructions,
    - ii. Rights and Responsibilities text,
    - iii. Pocket to retain receipts.
- XI. WIC Shopper App. Explain:
- a. How to download the app.
  - b. Main features of the app.
- XII. Reporting Problems. Explain:
- a. If there is a problem with a WIC transaction, speak to the store customer service or a store manager.
  - b. If the problem is not resolved, contact the local WIC clinic. Please keep the receipt from the transaction.