

# WELCOME TO THE RETAILER TRAINING

State of Connecticut  
Department of Public Health  
Special Supplemental Nutrition Program  
for Women, Infants, and Children



## WHOM DOES THE WIC PROGRAM SERVE?



Women who are pregnant, breastfeeding or have had a baby within the last 6 months



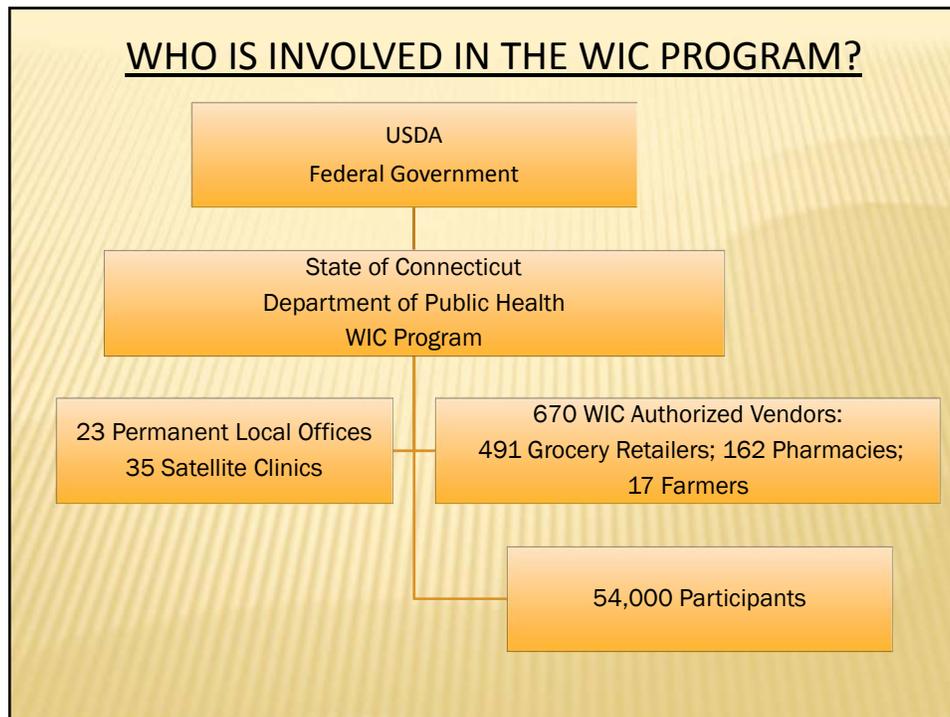
Infants



Children up to the age of 5 years old

## PURPOSE OF THE PROGRAM

- To serve nutritionally at-risk pregnant, postpartum, and breastfeeding women, infants, and children up to age 5.
- To show participants that good nutrition leads better health
- To provide nutrition education and specific supplemental foods for good health and nutrition during critical times of growth and development.
- To provide referrals for health care and other services



### Owner's Responsibility for Training

- You are responsible for training co-workers/associates before accepting WIC checks
- Staff who handle WIC checks in your store must be trained regularly
- Owners are accountable for the actions of staff who handle WIC transactions

## Where Can I Price My WIC Foods?



The price is on the shelf that the item sits on.

The price is on the item itself.



The price is on the door in front of the item

State of Connecticut  
Department of Public Health  
WIC Program

### Approved Food List/ Participant ID Booklet

December 1, 2014

This booklet includes a detailed list of WIC approved foods, your WIC ID, and food buying guide. If you have questions or need to change your appointment call:  
Your local WIC office is:

### WIC

[Printable Version](#)

#### Food List

The Connecticut WIC Program offers the WIC Approved Food List in different languages. Coming soon are Haitian Creole and Arabic.

[Lista e ushqimeve të aprovuara \(Albanian\)](#)

[Food List \(Chinese\)](#)

[Food List \(English\)](#)

[Książeczka z lista zatwierdzonych produktów spożywczych \(Polish\)](#)

[Folheto com lista de alimentos aprovados \(Portuguese\)](#)

[Folleto de lista de alimentos aprobados \(Spanish\)](#)

[Food List \(Urdu\)](#)

## Minimum Inventory Requirements



## **Milk Minimum Inventory**

**Least expensive brand**

**1%, or Skim Milk**

6 gallons AND 6 half-gallons of any combination of 1% or skim milk

PLUS

**Whole Milk**

2 gallons AND 2 half-gallons of whole milk



**WIC CHECKS WILL SPECIFY: "1% or Skim"**

**WIC CHECKS WILL SPECIFY: "2%"**

**WIC CHECKS WILL SPECIFY: "Whole"**

## Evaporated Milk Minimum Inventory

### 12 CANS OF EVAPORATED MILK

- Least expensive brand
- 12 oz cans only
- Any combination of Whole (Homogenized, Vitamin D added), 2%, Lowfat or Fat Free (Skim)



**WIC CHECKS WILL SPECIFY: "Lowfat or Fat Free"**

**WIC CHECKS WILL SPECIFY: "2%"**

**WIC CHECKS WILL SPECIFY: "Whole"**

## Cheese Minimum Inventory

- Minimum: 2 varieties, 2 pounds each variety
- Manufacturer's Pre-packaged block- 16 ounce packages only
- Only one package allowed per check
- The only approved cheese from the deli counter is American

**American**



**Cheddar**



**Colby**



**Mozzarella**



**Monterey Jack**



**Muenster**



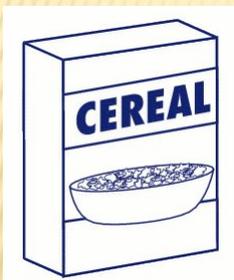
## Cheese Details

- × No “cheese food” or “cheese product” (Deli sliced nor pre-packaged)
- × No individually wrapped slices
- × No shredded cheese or string cheese
- × No cheese spreads or cream cheese
- × No cottage cheese
- × No imported cheese
- × No flavored cheese
- × No organic cheese
- × No re-packaged cheese. (Do not remove cheese from its original package and re-package it in plastic wrap)

Deli American block cheese (to be sliced or pre-sliced by the manufacturer) must be sliced and weighed in front of the customer at the time of the sale.

## Cold Cereal Minimum Inventory

- 3 varieties, 3 boxes of each variety
- Bags or Boxes, 14 ounces or larger
- Least expensive brand in category and size



See the WIC Approved Food List for types and brands of Connecticut WIC approved cereals.

## Hot Cereal Minimum Inventory

- 1 variety, 2 boxes of that variety  
no "instant"



See the WIC Approved Food List for brands of Connecticut WIC approved cereals.

## Fluid Juice Minimum Inventory

- 12 plastic bottles
- 64 oz containers
- Least expensive brand in category



See the WIC Approved Food List for flavors and brands of Connecticut WIC approved fluid juice. Must have 3 different flavors between fluid and concentrated juice.

## Concentrated Juice Minimum Inventory

- 12 cans of frozen or non-frozen/shelf-stable concentrate
- 11.5 - 12 oz cans
- Least expensive brand in category



See the WIC Approved Food List for flavors and brands of CT WIC approved concentrated juice. Must have 3 different flavors between fluid and concentrated juice.

## Infant Formula Minimum Inventory

Enfamil Infant-TOTAL OF 24 UNITS

24 units of 12.5 ounce powder

OR

24 boxes of six, 8 ounce bottles concentrate/1.5 QT

OR

A combination of 12.5 ounce powder and 1.5 QT boxes totaling 24 units

(One box of six bottles of concentrate, counts as one unit towards the total of 24 units)



12.5 ounce powder



Box of six, 8 ounce bottles, 1.5 QT

All infant formula must be purchased from a manufacturer, wholesaler, distributor, or retailer that is on the CT WIC Program's list. Formula may not be purchased from unauthorized locations. Click here for the infant formula distributors list (Retailers/Food Package Information, [www.ct.gov/dph/lib/dph/wic/vendors/infant\\_formula\\_distributor\\_list\\_2013.pdf](http://www.ct.gov/dph/lib/dph/wic/vendors/infant_formula_distributor_list_2013.pdf)).

## Infant Cereal Minimum Inventory

### BEECH NUT BRAND ONLY

- 8 ounce boxes
- 2 varieties, 3 boxes of each variety
- Rice, Oatmeal and Multigrain



Without added fruit, crisps, formula, or DHA

## Beech Nut Classics Baby Food Minimum Inventory

- 4 ounce glass jars only

Fruits –

- at least 2 varieties;
- Stage 2
- at least 36 jars total

Vegetables -

- at least 2 varieties;
- Stage 2
- at least 36 jars total



See the WIC Approved Food List for flavors of Connecticut WIC approved Beech Nut baby foods. All Stage 2½, textures were discontinued in April 2014-check expiration dates.

## Peanut Butter Minimum Inventory

- 3 jars
- 16-18 ounce jars **only**
- Least expensive brand
- Smooth, creamy, or crunchy  
Unflavored



NO organic; natural; freshly ground; whipped; spreads, mixed with jelly, marshmallow, chocolate, honey, or other products.

## Large Eggs Minimum Inventory

- 4 dozen
- Packaged in one dozen cartons only
- White OR brown
- Least expensive brand



## Tuna Minimum Inventory

- 6 cans of light in water or oil
- 5 ounce cans only
- Least expensive brand



## Legumes Minimum Inventory

Dry Beans, Peas, and Lentils-Any variety

- 4 bags of each variety (1 pound bags)
- AND
- 8 canned (15-16 oz. cans)
- Least expensive brand

Must have 2 different varieties of beans, peas or lentils between dry and canned.



## **Bread/Tortillas Minimum Inventory**

TOTAL OF 6 UNITS (16 oz./1lb.only)

6 loaves Whole Wheat/Whole Grain Bread

OR

2 loaves Whole Wheat/Whole Grain Bread, AND  
4 packages of Whole Wheat and/or Soft Corn Tortillas



See the WIC Approved Food List for brands of Connecticut WIC approved breads and tortillas.

## **Fruits Minimum Inventory**

- \$25 total of fruits (at retail prices)
- 2 varieties of fruits must be fresh



### Fresh Fruits

- Any variety
- May be sold by the piece, package or by the pound
- May be sold whole or cut

### Frozen Fruits (any variety)

- Without added sugars, sweeteners, or syrup
- May be sold as "mixed" fruit

### Canned Fruits (any variety)

- Without added sugars, sweeteners, syrup, fats, oils, or salt
- Must be packed in juice or water

## Vegetables Minimum Inventory

- \$25 total of vegetables (at retail prices)
- 2 varieties of vegetables must be fresh



### Fresh Vegetables

- Any variety EXCEPT POTATOES (sweet potatoes and yams are allowed)
- May be sold by the piece, package, or by the pound
- Can be sold whole or cut

### Frozen Vegetables

- Any variety except potatoes or items with potatoes
- No added sugars, sweeteners, fats, oils, or syrup
- May be “mixed vegetables”, but must not contain potatoes

### Canned Vegetables

- Any variety except potatoes or items with potatoes
- No added sugars, sweeteners, syrup, fats, or oils
- May be regular or lower in sodium

**As of May 1, 2015 potatoes will be allowed**

## NOT TO BE SOLD USING FRUIT & VEGETABLE CHECKS

- |  |  |
|--|--|
| <ul style="list-style-type: none"> <li>- herbs or spices</li> <li>- fruit leathers</li> <li>- fruit roll-ups</li> <li>- salad bar purchases</li> <li>- franks &amp; beans</li> <li>- decorative items</li> <li>- fruit baskets</li> <li>- products on a string</li> <li>- breaded vegetables</li> <li>- edible blossoms of flowers</li> <li>- vegetable and/or fruit trays</li> <li>- vegetable-grain (pasta or rice) mixtures</li> <li>- soups</li> </ul> | <ul style="list-style-type: none"> <li>- dry beans and peas</li> <li>- products in jars</li> <li>- products in pouches</li> <li>- baked beans</li> <li>- peanuts</li> <li>- fruit &amp; nut mixtures</li> <li>- baked goods</li> <li>- condiments</li> <li>- pickled vegetables</li> <li>- olives</li> <li>- canned beans (legumes)</li> </ul> |
|--|--|



**THE FOLLOWING ITEMS ARE NOT REQUIRED FOR MINIMUM INVENTORY, BUT WIC DOES PROVIDE THEM.**

**If a WIC check lists any of the following items, they must be provided to the WIC customer within 48 hours of the request.**

**Lactose Free and Lactose Reduced Milk**

- Whole, 2%/Reduced Fat, 1%/Lowfat or Skim/Fat Free
- Sold in half gallons only
- Least expensive brand at the time of purchase



**UHT Milk**

- Whole or 2% (check will specify)
- Least expensive brand



**Soy Milk**

- 8<sup>th</sup> Continent or Silk brand only
- Half gallon cartons only
- Regular only
- Unflavored only



*WIC checks will specify:  
"Whole", "2%" OR  
"1% or Skim"*

## Tofu

Tofu: "A protein-rich food made from soybeans"

- Nasoya brand
- 14 oz packages
- Cubed, super firm, firm, lite firm, lite silken, silken, soft



- Azumaya brand
- 16 oz packages
- Firm, extra firm



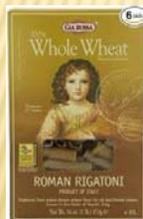
## Brown Rice

- 14 -16 ounce (dry) Bags or Boxes Only



## 100% Whole Wheat Pasta/Macaroni products

- 16 ounce Bags or Boxes Only



See the WIC Approved Food List for brands of Connecticut WIC approved brown rice and whole wheat pasta

## Salmon and Sardines

### Canned Salmon

- Can sizes must be 6 or 7.5 ounces
- Packed in water or oil
- May be regular or lower in sodium
- Least expensive brand



### Canned Sardines

- Can size must be 3.75 ounces
- Packed in water or oil
- May be regular or lower in sodium
- Least expensive brand



## Beech Nut Baby Food - Meat

Beech Nut Brand **only**

- 2.5 ounce jars, Stage 1 only
- Beef & Beef Broth
- Chicken & Chicken Broth
- Turkey & Turkey Broth



## **Kosher Milk and Cheese (if regularly stocked)**

### **Kosher Milk-Half Gallons Only**

WIC check will specify what type of milk must be sold:

“Whole”, “2%” OR “1% or Skim”

**ANY BRAND OF KOSHER MILK MAY BE SOLD**

### **Kosher Cheese**

1 Package per check - up to 16 oz. of cheese –

American, Cheddar, Muenster, Colby, Monterey Jack, Mozzarella

**ANY BRAND OF KOSHER CHEESE MAY BE SOLD**

## **Fluid Orange Juice is Allowed!**

- 128 oz of fluid juice = 1 Gallon
- 64 oz of fluid juice = Half Gallon
- Plastic containers only, no paper cartons



# Checkout and Redemption Procedures of WIC Checks

This is your family number.

The Payee's name is printed here.

These are the items you can buy and how much of each item.

You cannot use the WIC check BEFORE this date.

You cannot use the WIC check AFTER this date.

The cost of the WIC food goes here.

Sign and date your name here after the actual amount of sale has been filled in.

1. Do not accept a check that is already signed.
2. Insure the date of the purchase is between the "First Day to Use" and the "Last Day to Use" printed on the WIC check.
3. Confirm that the Payee Name on the check matches the Payee's Name on the WIC Participant ID Booklet.
4. Compare the WIC customer's food items against what is listed on check and Approved Food List.
5. Add the prices of the WIC eligible foods together to obtain the amount of the sale.
6. Ask customer to write in the actual amount of the sale on the check. Make sure the amount is legible. Do not use the dollar symbol (\$).
7. Ask customer to sign and date the check with the current date. Confirm that the date is correct.
8. Verify check signature against signatures on WIC Participant ID Booklet.
9. Apply the WIC stamp before depositing in the store's business bank account.
10. Deposit WIC checks within 60 days of the "First Day To Use".

## Fruit and Vegetable Checks

- Specifies a set maximum dollar amount for fruits and vegetables
- Dollar values are \$5.00 and \$8.00
- Fruit and vegetable checks **can** be used together for one purchase

CONNECTICUT DEPARTMENT OF PUBLIC HEALTH: SPECIAL SUPPLEMENTAL NUTRITION PROGRAM  
 FOR WOMEN, INFANTS, AND CHILDREN (WIC PROGRAM) 410 Capitol Avenue, Hartford CT 06106 1-800-741-2142

04-1968 /011 XXXXXXXX

SEQUENCE NO.	FAMILY	WIC ID	PAYEE NAME	DATE	FIRST DAY TO USE

PAY TO THE ORDER OF:  
 AUTHORIZED WIC VENDOR  
 STAMPED HERE:

PACKAGE:  
 Up to \$5 WIC-approved fruits & vegetables  
 (no potatoes, except sweet potatoes/yams)

LAST DAY TO USE

ACTUAL \$  
 AMOUNT OF SALE

2500 254

VENDOR MUST DEPOSIT WITHIN 60 DAYS  
 OF "FIRST DAY TO USE" DATE  
 UNITED COMMUNITY BANK  
 Meriden, GA

IMPROMPER USE OF THIS CHECK IS SUBJECT TO STATE AND FEDERAL PROSECUTION  
 NOT NEGOTIABLE UNLESS SIGNED

SIGNATURE OF PARTICIPANT OR AUTHORIZED PROXY

DATE

## Fruit and Vegetable Check Procedure

If a participant's purchase is **less than** the amount on the check:

- 1) **record the exact amount** on the check
- 2) **cashier must not** give cash or change for the difference.

### Example

WIC check value = \$5.00

Purchase of grapes = \$4.50

Amount entered on check = \$4.50

Amount due back to customer = \$0.00 no change is given

## Fruit and Vegetable Check Procedure

If a participant's purchase is **more than** the amount on the check:

- 1) write the amount printed on the check
- 2) the participant may **pay the difference** in any tender accepted by the vendor.

### Example

WIC check value = \$5.00

Purchase of grapes and broccoli = \$7.50

Amount entered on check = \$5.00

Amount owed from customer = \$2.50 (In cash, EBT, debit/credit card, personal check)

## Using More than One WIC Fruit and Vegetable Check Procedure

Purchase Clementines + 3 cans of green beans + 1 pineapple = \$14.50

WIC check value of 1<sup>st</sup> check = \$8.00

**AND**

WIC check value of 2<sup>nd</sup> check = \$5.00

Amount entered on 1<sup>st</sup> check = \$8.00

Amount entered on 2<sup>nd</sup> check = \$5.00

Amount owed from customer = \$1.50 (In cash, EBT, debit/credit card, personal check)

## Coupons, Sales and Promotions

- Buy one, get one free; or similar promotions



- Must be allowed if offered to other customers
- Must be allowed if the discount makes a name brand item the least expensive
- Saves money and helps us serve more participants.
- Offer WIC customers the same courtesies that are offered to non-WIC customers

Retailers must allow the use of store savings cards for every WIC purchase.

## Stamping and Redeeming WIC Checks

- Keep the stamp in a safe place so only authorized personnel have access to it.
- Never use a stamp that was reported lost or stolen or provided to another vendor.
- Imprint the State-issued WIC vendor stamp in the space provided on WIC checks prior to deposit.
- Deposits must be made within 60 days from the “first day to use.”
- Deposit valid WIC checks in the store’s bank account.
- Report any change of bank or bank account to the WIC Program.

## Additional Procedures

- The entire WIC transaction must occur at the retailer's location listed on the WIC Vendor Agreement. Home deliveries are not permitted.
- Retailers must not or intend to offer incentive items solely to WIC customers. Cannot offer "free" food or merchandise to entice WIC customers to use their WIC checks at the store.
- Quantities of WIC food items purchased cannot exceed the quantities listed on checks. WIC customers are allowed to buy less than the amount printed on a check including not purchasing an entire WIC food item.
- Only charge for items that the customer purchased.
- Only charge prices that have been reported in writing to the WIC Program. Report all price changes on WIC food items in writing.
- Never collect sales tax on authorized WIC foods obtained with WIC checks.
- Do not assign or transfer WIC checks to another party or use WIC checks for purchasing merchandise or commodities or for payment of any debt.

## Additional Procedures

- Do not have a checkout lane designated only for WIC transactions.
- A vendor must never ask a participant to pay for, or surrender future WIC checks in payment of WIC foods, bounced checks, or bank service charges.
- Any WIC approved food item that is not listed as a minimum inventory requirement, but printed on a WIC check, must be made available to any WIC customer upon request within 48 hours of the request.
- Do not accept WIC checks until you have received a signed WIC Vendor Agreement and a State-issued WIC Vendor Stamp.
- No unauthorized use of the WIC logo or acronym in promoting the store's business. Logo and acronym may only be used on official Connecticut WIC Program materials.

## Rejected WIC Checks-Fatal errors

When a vendor commits violations while accepting, transacting, or redeeming a WIC check, the WIC Program's bank may reject the check. The bank will return and retailers will not get paid for WIC checks that are:

1. Post dated - redeemed before the "first day to use."
2. Stale dated - deposited more than 60 days after the "first day to use."
3. Altered in any way.
4. Missing the WIC customer's signature.
5. Missing the purchase price.

## Rejected WIC Checks (Missing vendor number)

Returned checks due to missing vendor stamp or unreadable vendor number:

1. Stamp the check in the vendor box.
2. Hand-write the vendor number in the box on the check next to the original vendor stamp impression.
3. DO NOT use the large white space at the left end of a "Substitute Check".
4. You may redeposit these checks if the current date is within 60 days of the first day to use.

## Rejected WIC Checks (Reimbursed)

### If a WIC check is rejected and returned due to a banking system error:

1. Send the WIC check to the State WIC office for reimbursement with a justification for why the check should be paid.

### If a WIC check is rejected and returned due to being voided:

1. Send the WIC check to the State WIC office for reimbursement
2. Local WIC Program offices will refund any banking fees associated with the error

### If a WIC check is returned due to exceeding the maximum amount:

1. Cross out the incorrect dollar amount and write in the correct amount.
2. Send the WIC check to the State WIC office for reimbursement with a correction or justification for why the check should be paid. Explain why the error occurred and what will be done to prevent the error in the future.
3. The WIC Program will charge a \$5.00 per check fee. Bank fees are not refundable by the State.

## Penalties for authorized stores



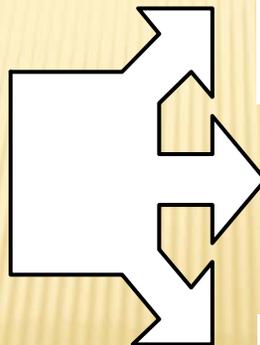
**Not following the rules leads to:**



**WARNING LETTER**  
*Remains active for the entire term of the store's current ownership*

**FINES/CIVIL MONEY PENALTIES**

**DISQUALIFICATION**



**YOUR STORE WILL BE PERMANENTLY  
DISQUALIFIED IF YOU OR YOUR EMPLOYEES:**

Are convicted in court of trafficking WIC checks or selling guns, ammunition, explosives or illegal drugs/controlled substances in exchange for a WIC check



**YOUR STORE WILL BE DISQUALIFIED  
FOR 6 YEARS IF YOU OR YOUR EMPLOYEES:**

Are administratively found to have bought or sold WIC checks for:

Cash (trafficking)

Guns

Ammunition

Explosives

Illegal drugs/controlled substances



**YOUR STORE WILL BE DISQUALIFIED**  
**FOR 3 YEARS IF YOU OR YOUR EMPLOYEES:**

Give alcohol, alcoholic beverages or tobacco products in exchange for a WIC check



**YOUR STORE WILL BE DISQUALIFIED**  
**FOR 3 YEARS IF YOU OR YOUR EMPLOYEES:**

- Has sales of a WIC food item based on redeemed WIC checks, that are greater than the purchases of the same item
- Charge the WIC Program more than other customers for WIC foods or overcharge on WIC checks
- Accept WIC checks from unauthorized retailers or unauthorized persons
- Charge the WIC Program for foods that were not received
- Give credit
- Give non-food items other than those previously mentioned

**YOUR STORE WILL BE DISQUALIFIED**  
**FOR 1 YEAR IF YOU OR YOUR EMPLOYEES:**

- Give non-WIC approved food items instead of WIC approved food items



- Provide prohibited incentive items to WIC participants to encourage redeeming WIC checks at your store.\*

\*Applies only if your store is an above 50% vendor

**YOUR STORE WILL BE DISQUALIFIED**  
**FOR THE SAME AMOUNT OF TIME IF:**

Your store is disqualified from SNAP



**Class A Violations - YOUR STORE WILL BE DISQUALIFIED FOR 1 YEAR IF YOU OR YOUR EMPLOYEES:**

- Have not provided refunds or paid fines to the WIC Program by the due date
- Use a counterfeit vendor stamp
- Forge the signature of a WIC participant/alternate or caretaker on any WIC document

**Class B Violations – AFTER 1 WARNING FOR ANY VIOLATION IN THIS CLASS, YOUR STORE WILL BE FINED \$500 OR SERVE A 6-MONTH DISQUALIFICATION PERIOD EACH TIME YOU OR YOUR EMPLOYEES:**

- Do not provide information requested by the WIC Program within the time frame stated
- Does not enter the actual \$ amount of sale in ink on the WIC check at the time of the purchase

**Upon the 5<sup>th</sup> violation within a twelve-month period of any of these Class B violations, a one-year disqualification shall be imposed.**

**Class C Violations – AFTER 1 WARNING FOR ANY VIOLATION IN THIS CLASS, YOUR STORE WILL BE FINED \$250 OR SERVE A 3-MONTH DISQUALIFICATION PERIOD EACH TIME YOU OR YOUR EMPLOYEES:**

- Redeem an altered WIC check
- Does not attend an assigned training session (*Applies to currently authorized WIC retailers only*)
- Allowing the return of WIC food items for other than identical items
- Provides false information (*Applies to documents not part of the authorization or reauthorization process*)

**Upon the 5<sup>th</sup> violation within a twelve-month period of any of these Class C violations, a one-year disqualification shall be imposed.**

**Class D Violations – AFTER 1 WARNING FOR ANY VIOLATION IN THIS CLASS, YOUR STORE WILL BE FINED \$125 EACH TIME IF:**

- Prices are not posted on all WIC food items either on the item itself or on the shelf or door in front of the item
- Your store does not meet the minimum inventory requirements of WIC-approved foods at all times (*Applies to currently authorized WIC retailers-does not apply to monitoring visits for authorization or reauthorization*)
- Your store provides incentive items only to WIC customers and/or does not offer WIC customers the same courtesies that are offered to non-WIC customers

**Upon the 5<sup>th</sup> violation within a twelve-month period of any Class D violation, a 6-month disqualification shall be imposed.**

**Class D Violations – AFTER 1 WARNING FOR ANY VIOLATION IN THIS CLASS, YOUR STORE WILL BE FINED \$125 EACH TIME YOU OR YOUR EMPLOYEES:**

- Does not provide savings to WIC participants using store offered promotions or coupons for WIC foods
- Does not check the payee name on the Participant ID Booklet at the time of the purchase
- Does not compare the signature on the WIC check with the signature on the Participant ID Booklet
- Does not have the customer date the WIC check on the day of the transaction
- Accepts a WIC check before the first day to use (post dated) or after the last day to use (expired)

**Upon the 5<sup>th</sup> violation within a twelve-month period of any Class D violation, a 6-month disqualification shall be imposed.**

## CIVIL RIGHTS

### **Discrimination/Civil Rights Notice**

It has come to the attention of the Connecticut WIC Program that all authorized vendors may not fully understand participants' protections under WIC Civil Rights Discrimination Complaint process. Complaints from WIC participants about authorized stores may be written or oral and filed anonymously.

Understanding program requirements will help you stay in compliance with the terms of your signed WIC Vendor Agreement in which the store agrees to:

- Comply with all the procedures for accepting and transacting WIC checks
- Comply with all procedures for pricing and redeeming WIC checks
- Provide regular review of WIC policies and procedures with all persons involved in WIC transactions
- Comply with WIC customer confidentiality and treat a person using a WIC check courteously.
- Comply with nondiscrimination provisions of USDA regulations (7 CFR Parts 15, 15a and 15b of this title) including but not limited to;

**WIC PARTICIPANTS BEING UNFAIRLY DENIED SERVICES, DELAYED FROM RECEIVING SERVICES, OR TREATED DIFFERENTLY FROM OTHERS, AS THEY MAY HAVE A CLAIM OF DISCRIMINATION**

Please make sure that employees are not violating the civil rights of customers receiving federal financial assistance by refusing to serve them and providing inferior customer service. This includes, but is not limited to, not accepting valid WIC checks from participants/customers, infant formula not being made available within 48 hours of the request and customers paying with WIC checks being identified and discriminated against due to their payment type.

To ensure that WIC authorized vendors are in compliance at all times with the State of Connecticut, Department of Public Health, WIC State Plan Policy 104-03 Civil Rights Discrimination Complaints procedure, we have created this notice for vendors to "Post" conspicuously in your work areas so staff (in addition to new employees) are made aware of this WIC Civil Rights protection information.

### **Vendor Complaint Process**

- Retailers may file a complaint against WIC participants who abuse Program rules by contacting a local office.
- Retailers may file a complaint against other retailers who suspect that WIC program rules are not being followed by contacting the State WIC Office below.

Email: [ctwic@ct.gov](mailto:ctwic@ct.gov)

Phone: 860-509-8084 or 800-741-2142 (in Connecticut only)

Mail: State of Connecticut

Department of Public Health WIC Program

P. O. Box 340308, MS #11WIC

410 Capitol Avenue

Hartford, CT 06134-0308

### **Requirements for authorization**

- Must meet all of the selection criteria in the vendor agreement.
- Must only purchase infant formula from a manufacturer, wholesaler, distributor, or retailer that is on the WIC Program's list.
- Must meet and maintain the minimum inventory and pricing requirements.  
(One visit will be conducted. Onsite monitors do not have any discretion for excusing missing food items or items not being priced at the time of inspections).
- Must meet competitive pricing criteria within peer group

**Unannounced store visits to check minimum inventory and prices will start:**