

Policy Checklist for Orientation

Policy Requirements:	Specific Text of WPM 270-40 October 10, 2012	Video Clips	“Welcome to WIC” Orientation Lesson Plan (rev. 9/13) (<i>materials</i>)	R & R	Welcome to WIC What you need to know	WAFL Shopping Guide	Using Your WIC Checks
Scope of Orientation	The WIC program orientation shall include the following elements:						
I. General Program Information							
	A. an overview of WIC benefits and services including breastfeeding promotion and support, referrals, nutrition education, and checks for specific foods;	X	-Watched a summary of the WIC program benefits and services (Video clip 1)		X		
	B. WIC authorized foods and check use;	X	-Watched a summary of WIC foods and participants shopping with WIC checks (Video clip 2,3, and 5)		X	X	
	C. the participant’s rights and responsibilities;	X	-Watched a review of Know Your Rights and Responsibilities. (Video clip 6) -Participant to read and sign R&R. Staff to ask if participant has any questions.	X	X		
	D. the option to select an alternate or proxy;	X	-Watched a summary of the WIC program benefits and services (Video clip 1)		X		
	E. when and how to contact the WIC local agency when the participant has questions or concerns; and	X	-Reviewed how to contact the WIC agency		X	X	X

	F. that the local agency will make health services and nutrition education available to the participant and they are encouraged to participate in these services.	X	-Watched a summary of the WIC program benefits and services (Video clip 1) -Local agency specific referrals incorporated into lesson plan	X	X		
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II. WIC Checks	The local agency shall educate participants on the correct use of WIC check at the initial enrollment appointment by providing the following information:						
	A. first/last days that the WIC checks can be redeemed;	X	-Watched review of WIC checks (Video clip 3)			X	X
	B. redeeming the food instruments only at WIC authorized grocery locations:	X	-Watched review of WIC checks (Video clip 3)	X	X	X	
	C. type and quantity of food to buy: and	X	-Watched review of WIC foods (Video clip 3) -Used the Shopping Guide to learn about WIC foods --Determined CAN and CANNOT BUY food using WIC check and shopping guide			X	
	D. lost or stolen WIC checks cannot be replaced.		-Stated in lesson plan		X		

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III. Procedures at the Store							
	A. separation of WIC foods from other grocery items;	X	-Watched participants shopping with WIC checks (Video clip 4 & 5)		X	X	X
	B. where and when the purchase price is entered, and by whom;	X	-Watched participants shopping with WIC checks (Video clip 4 & 5)		X	X	X
	C. when and where the WIC checks must be signed;	X	-Watched participants shopping with WIC checks (Video clip 3 & 5)		X	X	X
	D. Procedure to report problems with the WIC authorized vendor.	X	-Watched participants shopping with WIC checks (Video clip 5) -reviewed in lesson plan		X	X	X
Savvy Shopper Information (refer to PWPC NSB#:10-15-12-093)	E. <i>"Using your WIC Checks"</i> handout distribution and review	X	-Lesson plan reviews <i>"Using Your WIC Checks"</i> handout and incorporates shopping tips				X
IV. The local agency shall inform the participant that he/she:							
	A. must only purchase the food specified, and in the specified quantities printed on the check;	X	-Watched participants shopping with WIC checks (Video Clip 4 & 5) -Practiced selecting correct WIC foods using shopping guide & WIC check	X	X	X	X
	B. may not exchange WIC checks for credit, cash, or unauthorized items;			X	X		

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	C. may not sell, return, or trade food purchased with WIC checks for cash or other unauthorized items		Rights and Responsibilities review (Video clip #6)	X	X		
	D. must only redeem WIC checks at a WIC authorized vendor;	X	-Watched participants shopping with WIC checks (Video Clip #3 and 5)	X	X	X	
	E. must not harm or threaten to harm WIC authorized vendor staff in order to redeem WIC checks under any of the above conditions; and		Rights and Responsibilities review (Video clip #6)	X	X		
	F. may obtain only the number of WIC checks for which the participant is eligible as determined by the WIC local agency.	X	-Watched a summary of the WIC program benefits and services (Video clip # 1 and #6)	X	X		
V. Rights and Responsibilities	The local agency shall inform the participant/parent/caretaker of their rights and responsibilities. At a minimum, the local agency shall:						
	A. allow the participant to read, or have read to them, the Rights and Responsibilities form and have the participant sign the agency copy for retention in the LA's file;		-Reviewed Know Your Rights & Responsibilities (R & R) (video clip #6)	X	X		

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	B. inform the participant of possible punitive action for misuse of WIC checks, selling, trading, or attempts to sell or trade, WIC benefits, or other program abuse, including harming or threatening to harm WIC staff, WIC authorized grocer staff, or farmers, and dual participation;		-Reviewed Know Your Rights & Responsibilities (R & R) (Video clip #6) and discussed Referrals	X	X		
	C. inform participants of the requirement for presence at certification;	X	-Watched a summary of the WIC program benefits and services (Video clip # 1)		X		
	D. explain to the participant that the standards for eligibility and participation in the WIC Program are the same for everyone regardless of religion, ancestry, political affiliation, medical condition, marital status, sexual orientation, race, color, national origin, age, disability, or sex; and		-Reviewed Know Your Rights & Responsibilities (R & R) (video clip #6)	X	X		
	E. inform the participant of their right to appeal any decision made by the local agency regarding their eligibility for the Program.		-Reviewed Know Your Rights & Responsibilities (R & R) (video clip #6)	X	X		
VI. Assess Understanding							
	The local WIC agency shall assess the		-Practiced selecting correct WIC foods using				

	participant/parent/caretaker's understanding of WIC authorized foods, check use, and their rights and responsibilities.		shopping guide & WIC check -Reviewed R&R in class. (video clip #6) Participant reads on own and signs.					
VII. Referral	The local agency shall:							
	A. Provide each applicant/participant with written information on health-related and public assistance programs;		-Discussed Referrals and gave <i>Referrals: How Can We Support You?</i> -Agency specific information added to lesson plan					
	B. Provide each adult WIC applicant/participant the opportunity to register to vote at the initial enrollment appointment, at each subsequent certification appointment, and whenever the participant reports a change of address.		-During the individual portion of the enrollment					