

# UBURENGANZIRA N'INSHINGANO

Byavugurwe tariki y a 06/01/2020

Dushimishijwe ni uko uri muri WIC uyu muni kandio ukaba wishimiye ko tugufasha!

## Mfite uburenganzira bwo:

- Nahawe ibyo ngenerwa byo kugura ibiribwa byujuje intungamubiri. Nzi ko WIC itaguha ibiribwa byose ukeneye.
- Ibonere andi makuru ku byerekeye kurya neza no kubaho.
- Habwa ubufasha mu byerekeye konsa.
- Guhabwa amakuru ku byerekeye guhabwa urukingo n'izindi serivisi z'ubuvuzi zishobora kumfasha.
- Kuvurwa mu buryo butabogamye kandi burangwa no kubaha bikoze n'abakozi ba WIC n'abakozi bo mu bubiko. Niba ntavuwe ku buryo buboneye, navugana n'umugenzuzi wa WIC. Nshobora gusaba umuyobozi mukuru wa WIC cyangwa umukozi ukorera leta wa WIC ku byerekeye kumva mu nama cyangwa mu iburanisha niba utemereanya n'ibyemezo bafashwe ku bijyanye n'ubwemererwe bwanjye.
- Kurinda uburenganzira bwa muntu. Amabwiriza ngenderwaho ya WIC ni yo kimwe n'ayo buri wese agenderaho hatitawe ku bwoko, ibara ry'uruhu, igihugu akomokamo, igitsina, imyaka cyangwa ubumuga.
- Ubuzima bwite. Ingamba zigenga ubuzima bwite bwa WIC ziboneka inyuma kuri iyi fishi.

## Inshingano zanjye:

Nemeye kuguha amakuru y'ukuri kandi yuzuye ku byerekeye:

- Amafaranga mfite kuri konti. Nzabwira abakozi ku byerekeye aho nkura amafaranga ninjiza mu rugo rwanjye. Nzavuga impinduka iyo ari yo yose.
- Ubwitabire bwanjye mu bwishingizi bwa Medicaid, Ubufasha bwo muri gahunda yo guhabwa ibiribwa muri gahunda ya SNAP cyangwa Gahunda yo gushakira akazi umuryango izwi nka TANF. Nzamenyesha WIC niba nahagaritse ubwitabire muri gahunda yatumye nuzuzwa ibisabwa kugira ngo njye muri gahunda ya WIC.
- Imimerere yanjye yo gutanga ibere. Nzamenyesha WIC miba nagabanyije konsa.
- Imimerere yo gutitwa kwanjye.
- Aderesi yanjye. Nzatangaz impinduka kuri aderesi yanjye. Nshobora gusaba icyemezo cy'igenzura (VOC) niba nimutse mvuye muri leta kugira norohereze WIC muri leta yanjye nshya.

Nemeye kubahiriza amategeko akurikira. Nza:

- Kubaha abakozi bo mu ivuriro n'abakozi bo mu iduka. Ntabwo navuga amagambo atameshe cyangwa ngo ngire uwo mbagamibira.
- Koresha ikarita ya WIC y'ibiribwa igenewe umuryango wanjye bahawe.
- Subiza ibiribwa nshobora gukoresha ku ivuriro.
- Ntuzigere wemera kugurisha, gutanga cyangwa gushyira ku isoko ibiribwa nahawe na WIC, imfashamirire y'abana cyangwa ikarita y'ikoranabuhanga eWIC. Harimo kubishyira kuri interineti cyangwa kubisubiza ku iduka. Ikiribwa icyo ari cyo cyose cyangwa ikiribwa ugurisha cyangwa utanga gisa nk'ikiribwa cya WIC cyangwa cya cyangwa imfashamirire nahawe bifatwa ko ari iribiwa bitangwa na WIC. Nzabwira gusubiza amafaranga yatanze na gahunda ku biribwa cyangwa imfashabere yatanze.

- Habwa ibyo ugenerwa gusa ku ivuriro rimwe rikorana WIC. Nsobanukiwe ko kwitabira inshuro ebyiri bitemewe n'amategeko.
- Nkomeza kubahiriza gahunda zanjye cyangwa nkahamagara ivuriro kugira ngo rihindure gahunda. Nsobanukiwe ko nshobora gukurwa muri gahunda iyo ntashobora gufata ibyo ngenerwa mu mezi abiri akurikiranye.
- Zana ikarita y'ikoranabuhanga ya eWIC card yanjye iyo ngiye ku ivuriro kugira ngo ibyo ngenerwa gushyirwa ku itariki yanjye.
- Rinda ikarita yanjye ya eWIC nk'ikarita yo kubukurizaho, uyirinde kuba yabura, yibwa, yakwicwa cyangwa yakwangizwa.
- Hita ubwira umukoziwa WIC niba ikarita yanjye ya eWIC ibuze cyangwa yibwe. Nsobanukiwe ko hazaba hari iminsi itatu y'igihe cyo gutegereza kugira ngo ikarita yanjye isimburwa. Ntabwo zagerageza gukoresha ikarita navuze ko yatakaye.
- Ntabwo nzasangiza ikarita yanjye cyangwa numero ya PIN undi uwo ari we wese keretse abo nahaye uburenganzira mu gihe ndi ku ivuriro.
- Gukurikiza amategeko n'amabwiriza bikubiye mu gatabo k'Ibiribwa byemewe na Utah WIC.

### **Amasezerano:**

Nasomye cyangwa natangarijwe uburenganzira bwanjye n'inshingano zanjye (byacapiwe imbere). Nintakurikiza ayo mategeko, nsobanukiwe ko nsazabwa kwishyura WIC ibyo igenera abantu byose umuryango wanjye wakiriye. Kandi nsobanukiwe ko nshobora kubura ibyo nzagenerwa kandi nkakurwa muri gahunda ya WIC.

Iki cyemezo kiri kuzuzwa nyuma yo kwakira ubufasha bw'igihugu. Ndemeza ko amakuru natanze ari yo nkurikije uko nyazi. Umukozi ushinze gahunda ashobora kuzuzura niba amakuru yose nahaye ivuriro. Ndabizi ko amakuru ayo ari yo yose atari yo natanze kugira ngo mpabwe ibiribwa ngenerwa na WIC, harimo ariko atagarukiye gusa ku kuvuga amakuru atari yo cyangwa ayobya cyangwa kugaragaza ibintu uko bitari, guhisha cyangwa kugira amakuru ntatanga bishobora gutuma nishyura ikigo cya leta agaciro k'ibiribwa nahawe, kandi nshobora gukurikiranwa mu rwego mpanabyaha cyangwa mbonezamubano hakurikijwe amategeko ya leta n'ay'igihugu.

Nsobanukiwe ko njyewe, umubyeyi/umwishingizi cyangwa undi mwishingizi namenyesheje ivuriro, agomba kuba ahari mu gihe cyo kwemeza gahunda. Niba narashyizeho umpagarariye (umucuruzi wabihereye uburenganzira), ashobora kumfatira ibyo ngenerwa na WIC ku ivuriro maze akabingurishiriza mu iduka mu izina ryanjye. Umpagarariye anashobora kuzana umwana/abana banjye ku ivuriro niba kujya kwa muganga niba kunkurikirana bikenewe kugira ngo bapimwe uburebure n'ibiro byabo ndetse n'amaraso yabo apimwe harebwa niba bafite feri nke. Nsobanukiwe ko ari nje ubazwa ibikorwa by'umpagarariye. Ni inshingano zanjye zo gusaba umpagarariye kunsagiza amakuru ayo ari yo yose n'imenyesha iryo ari ryo ryose byatanzwe n'umukozi w'ivuriro.

### **~ SHYIRA UMUKONO KU GIKOresho CY'IKORANABUHANGA ~**

#### **Ingamba zigenga ubuzima bwite za WIC:**

WIC yubaha uburenganzira bwawe ku buzima bwite. Nk'uwitabiriye gahunda ya WIC, ushobora guhabwa ubutumwa bugufi bukwiibutsa, guhamagara kuri telefone, amabarurwa, amakarite positari cyangwa imeyiri. Ushobora gusaba kudahabwa ibyo bikwiibutsa. Kugira ngo uve mu bahabwa ubutumwa bugufi, ohereza ubutumwa bugufi bwanditsmo STOP kuri 22300.

Amakuru yerekeye ubwitabire bwawe muri gahunda ya WIC bushobora gusangizwa ku mpamvu zitari iza gahunda ya WIC izindi gahunda zijyanye n'ubuzima n'imirire ziba serivisi abantu bujije ibisabwako ugira ngo bajye muri gahunda ya WIC. Umuyobozi nshingwabikorwa w'Ishami rishinzwe ubuzima muri Utah

yatanze uburenganzira bwo gutangariza no gukoresha amakuru y'ibanga yo muri gahunda ya WIC ku zindi gahunda kugira ngo harebwe niba wujuje ibisabwa ngo uhabwe serivisi zabo; kugira ngo hakorwe ubukangurambaga; hasangizwe amakuru y'ubuzima akenewe izo gahunda usanzwe witabiriye; kunoza imikorere y'inzego za leta muri izo gahunda; no gufasha gusuzuma ubuzima muri rusange rw'imiryango yo muri Utah binyuze mu gutanga raporo no gukora ubushakashatsi. Ushobora kubaza umukozi wa WIC andi makuru ku byerekeye izo gahunda.

Hakurikijwe amategeko agenga uburenganzira bwa muntu ya leta n'amabwiriza n'ingamba bya Minisiteri y'ubuhinzi muri Amerika (USDA), USDA, ibigo byayo, ibiro byayo n'abakozi bayo n'ibigo byitabiriye cyangwa bitanga gahunda za USDA bibujijwe gukora ivangura rishingiye ku bwoko, ibara ry'uruhu, igihugu umuntu akomokamo, igitsina, ubumuga, imyaka cyangwa kwihorera mbere y'igikorwa giharanira uburenganzira bwa muntu muri gahunda iyo ari yo yose cyangwa igikorwa cyakozwe cyangwa cyatewe inkunga na USDA.

Abantu bafite ubumuga basaba ubundi buryo bwo kuvugana n'abandi ku bw'amakuru ya gahunda (urug.: Inyandiko y'abafite ubumuga bwo kutabona izwi nka Braille, kwandika mu nyuguti nini, ururimi rw'amarenga rukoresha muri Amerika n'ibindi), bagomba kubimenyesha Ikigo (cya leta cyangwa cy'aho baherereye) aho basabiye ibyo bagenerwa. Abantu ku giti cyabo bafite ubumuga bwo kutumva, bumva bibagoye cyangwa bafite ubumuga bwo kutavuga bashobora guhamagara USDA bakoresheje Serivisi y'iguhugu yo guhamagara unyuzwe ahandi kuri (800) 877-8339. Kandi, amakuru ya gahunda ashobora kuboneka mu ndimi zitari icyongereza.

Kugira ngo utange ikirego cy'ivangura ryakozwe muri gahunda, wuzuzwa ifishi itangirwaho ikirego cy'ivangura ryakozwe muri gahunda ya USDA, (AD-3027) iboneka kuri interineti kuri: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), no ku biro byose bya USDA, cyangwa ukandikira ibaruwa USDA maze muri iyo baruwa ugatanga amakuru yose asabwa muri iyo fishi. Kugira ngo usabe kopi y'ifishi itangirwaho ikirego, hamagara (866) 632-9992. Ohereza ifishi wujuje cyangwa ibaruwa kuri USDA ukoresheje: (1) iposita: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fagisi: (202) 690-7442; cyangwa (3) imeyiri: [program.intake@usda.gov](mailto:program.intake@usda.gov).

Iki kigo gitanga amahirwe angana.