
Communications and Resources: Emergency Procedures

Effective Date: June 1, 2014

Supersedes: January 1, 2011

These guidelines define the procedures that authorized retailers must use whenever eWIC cardholders are unable to shop and make purchases during a store's normal operating hours.

I. Emergency Procedures

- A. Retailers shall inform the State WIC Office as early as possible if any situation that negatively impacts eWIC cardholders' ability to shop at an authorized store location occurs. This includes but is not limited to natural disasters, flooding, inclement weather, hazardous road conditions, mechanical/electrical failures, public health emergencies, or any other adverse condition which significantly reduces the store's normal operating hours.
- B. For emergency situations outlined in these guidelines, retailers must send written notice within 72 hours of the qualifying event's occurrence through one of the following methods:
 1. Email: wic_retailer@vdh.virginia.gov;
 2. Fax: Vendor Compliance Team at 804-864-7854 or 804-864-7851; or
 3. US Mail: Attn: Vendor Compliance Team
Division of Community Nutrition
Virginia Department of Health
109 Governor Street, 9th Floor
Richmond, VA 23219.
- C. In written notices sent to the State WIC Office the retailer must include the following information:
 1. Store name and WIC ID number;
 2. Contact name;
 3. Daytime phone number; and
 4. Brief description of the emergency or event that has necessitated limited availability.
- D. Phone notification to the State WIC Office at 804-864-7800 may be made as a last resort if none of the other methods are practical.

Communications and Resources: Emergency Procedures (Continued)

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II. Emergency Contact Information

- A. Annually or upon request, retailers are required to provide written updates to their emergency contact information to the State WIC Office. Updates should include the following information:
1. Store name and WIC ID number;
 2. Emergency contact name;
 3. Daytime phone number;
 4. Cell phone number (if available); and
 5. Email address.
- B. Retailers are required to provide a written notice within 14 calendar days of any changes to the emergency contact information previously provided.

III. Emergency Alerts

- A. The WIC Program may use an automated phone messaging service to advise retail stores about statewide or local emergencies that directly impact eWIC service delivery and/or redemption procedures.

References:

- Supplemental Information Form