

*Child Care & Nutrition, Inc.*  
*Nine Areas of Civil Rights Compliance*

**Goals of Civil Rights guidelines in CACFP:**

- 1) Equal treatment for all applicants and participants;
- 2) Knowledge of rights and responsibilities;
- 3) Elimination of illegal barriers that prevent or deter people from receiving benefits;
- 4) Dignity and respect for all.

<b>1. Collection and use of data:</b>	<ul style="list-style-type: none"> <li>✓ Ask parents to complete racial/ethnic data for each enrolled child;</li> <li>✓ If parent refuses, record for parent, based on your perception; this documents equal access to the program for all</li> <li>✓ Keep confidential.</li> </ul>
<b>2. Effective public notification systems:</b>	<ul style="list-style-type: none"> <li>✓ Inform potentially eligible and current participants of benefits of CACFP;</li> <li>✓ Provide appropriate information in alternative formats for persons with disabilities (contact sponsor organization for assistance);</li> <li>✓ Use other languages and graphics as needed.</li> </ul>
<b>3. Complaint procedures:</b>	<ul style="list-style-type: none"> <li>✓ Complaints may be filed on the basis of: race, color, national origin, age, sex or disability;</li> <li>✓ Never discourage individuals from filing complaints or voicing allegations of discrimination;</li> <li>✓ To file a complaint write to: USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720-6382 (TTY).</li> </ul>
<b>4. Compliance review techniques:</b>	<ul style="list-style-type: none"> <li>✓ State agency will assess if Sponsoring Organization has implemented non-discrimination and civil rights requirements.</li> </ul>
<b>5. Resolution of noncompliance:</b>	<ul style="list-style-type: none"> <li>✓ Stop inappropriate actions;</li> <li>✓ Failure/refusal can result in loss of federal assistance.</li> </ul>
<b>6. Reasonable accommodation of people with disabilities:</b>	<ul style="list-style-type: none"> <li>✓ Supply food substitutions as required by program regulation;</li> <li>✓ Follow DHS and the Americans with Disabilities Act (ADA) requirements for other accommodations to ensure access for all.</li> </ul>
<b>7. Language assistance:</b>	<ul style="list-style-type: none"> <li>✓ People with limited English proficiency (LEP) need to be served in familiar languages;</li> <li>✓ Outreach in other languages is important;</li> <li>✓ How language assistance is provided depends on number and proportion of LEP persons served, frequency of contact, nature of services, and available resources;</li> <li>✓ Do not use children as interpreters;</li> <li>✓ Interpreters may be volunteer but must respect confidentiality and understand interpreter ethics;</li> <li>✓ See <a href="http://www.lep.gov">www.lep.gov</a> for resources.</li> </ul>
<b>8. Conflict resolution:</b>	<ul style="list-style-type: none"> <li>✓ Remain calm;</li> <li>✓ Explain situation;</li> <li>✓ Get help, especially if feel threatened;</li> <li>✓ Use alternative dispute resolution techniques, such as mediation, when necessary.</li> </ul>
<b>9. Customer service</b>	<ul style="list-style-type: none"> <li>✓ Be patient;</li> <li>✓ Be polite;</li> <li>✓ Avoid sarcasm;</li> <li>✓ Don't be afraid to apologize;</li> <li>✓ "Treat others the way they want to be treated (or at least be aware of what that is)"</li> </ul>

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202)720-6382 (TTY). USDA is an equal opportunity provider and employer