

# Civil Rights Compliance and Enforcement Training for Frontline Staff



# What Is Discrimination?

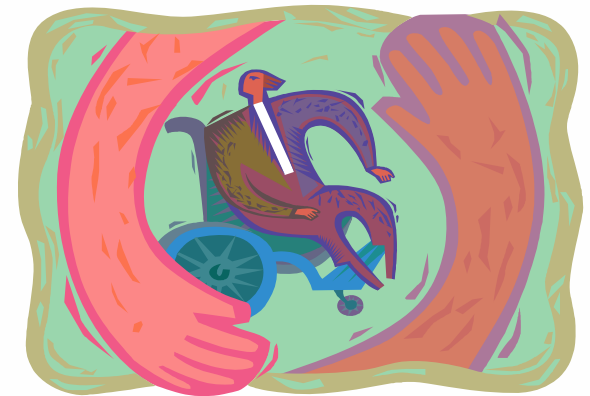


Discrimination is defined as different treatment which makes a distinction of one person or a group of persons from others; either intentionally, by neglect, or by actions or lack of actions based on perceptions which can result in unfair treatment of others.

# What Is a Protected Class?



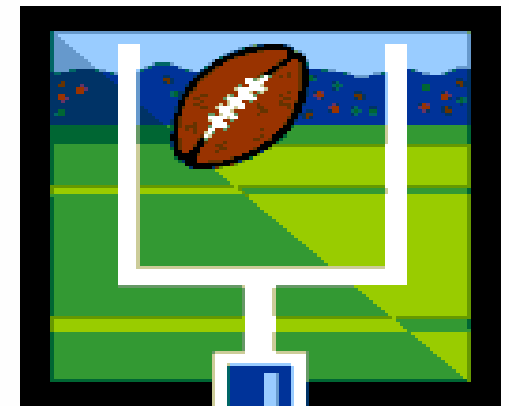
Any person or group of people who have characteristics for which discrimination is prohibited based on a law, regulation, or executive order. Protected classes in special Nutrition Programs are race, color, national origin, age, sex, and disability.



# Goals of Civil Rights



- Equal treatment for all applicants and beneficiaries
- Knowledge of rights and responsibilities
- Elimination of illegal barriers that prevent or deter people from receiving benefits
- Dignity and respect for all



# Data Collection and Reporting



For schools participating in the National School Lunch Program and sponsored by FSP, the FSP office has established a system to collect racial and ethnic data from the household free/reduced-price meal applications.



# Limited English Proficiency



## Definition:

- Individuals who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English.
- Recipients of Federal financial assistance have a responsibility to take reasonable steps to ensure meaningful access to their programs and activities by persons with limited English proficiency (LEP).

# Outreach and Education Are Important



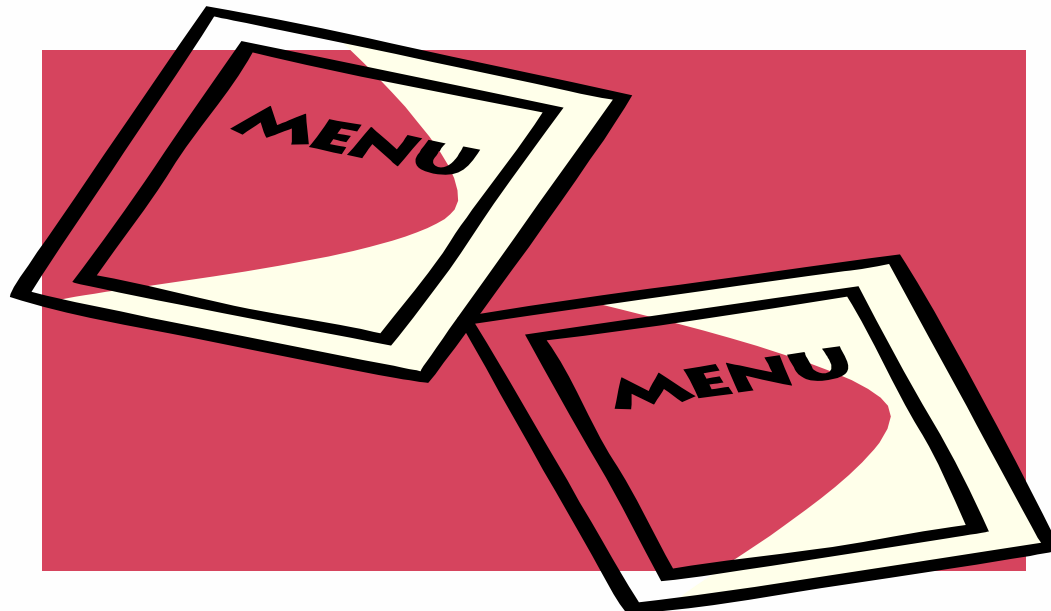
- **Reach as many potential eligibles as possible**
- **Ensure program access to all eligible students**
- **Ensure information is available in other languages as needed\***

**\* If your school participates in the NSLP and is sponsored by FSP, contact the FSP Applications Department for language translation support.**

# Outreach and Education



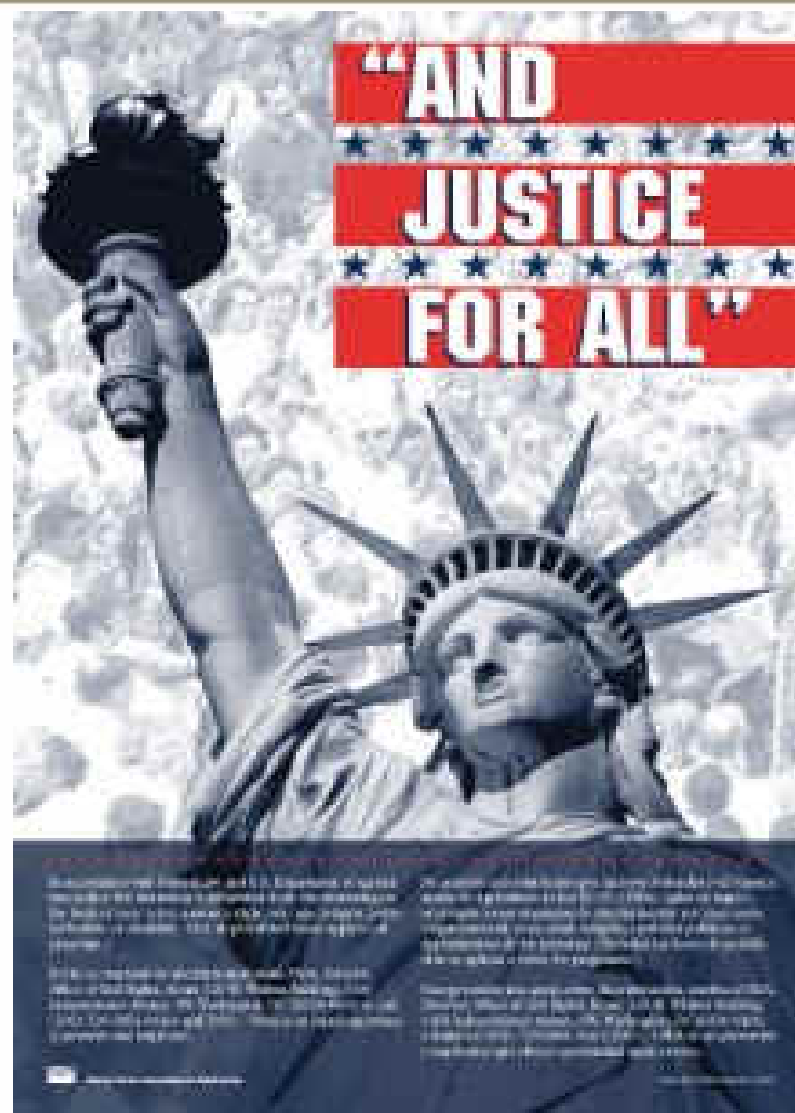
A non-discrimination statement is included on all materials that mention USDA programs (including websites). The statement does not need to be included on menus.



# The USDA *And Justice for All* Poster



- Prominently display this poster in the food service area so it is visible to NSLP participants
- Posters are available free of charge from ISBE. Email: [cnp@isbe.net](mailto:cnp@isbe.net) or telephone 800/545-7892 or 217/782-2491



# Reasonable Accommodation



## **ENSURE ACCESS FOR PEOPLE WITH DISABILITIES!**

- Alternative arrangements for service should be made for those with a documented disability.

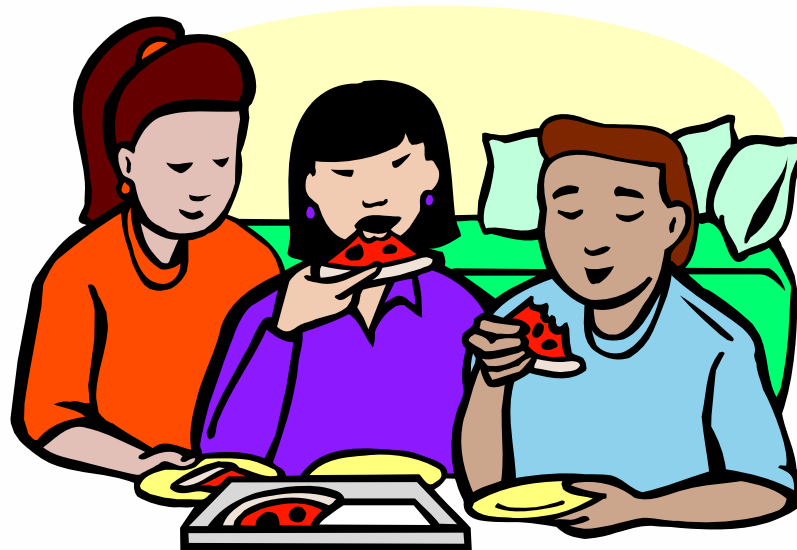


# Customer Service



## PLATINUM RULE

***Treat others the way they want to be treated.  
Be aware of what that is.***



# Complaint Response



## **What do I do if I get a complaint?**

1. Collect the name and phone number of the complainant and general sense of the complaint.
2. Contact the FSP/Ceres Human Resources Department and provide the information obtained from the complainant.

and....

# Complaint Response



**... If your school participates in the NSLP and is sponsored by FSP, give the following forms to the complainant\***

- Discrimination Complaint form
- Complainant/Consent Release Form
- Notice of Investigatory Uses of Personal Information by the USDA, Food and Nutrition Service form

• \*available on the FSP/Ceres Intranet and Internet

# School-Based Child Nutrition Scenario #1



On occasion, the cafeteria will have leftovers following the last lunch period and will offer them to the boys in the group.

*Is this practice discriminatory and if so on what basis?*

# Answer to Scenario #1



- Yes, it is discriminatory. Even though cafeteria staff may not intentionally be discriminating against anyone, they are discriminating based on sex.
- If leftovers are going to be offered they need to be offered to everyone.

# School-Based Child Nutrition Scenario #2



“Pizza Day” is the most popular day in the school cafeteria. Near the end of the lunch period three African-American boys come through the line and are told by a Caucasian school lunch employee that the cafeteria is “out of pizza.” They can see two pieces of pizza remain.

# School-Based Child Nutrition Scenario

## #2 (continued)



Shortly thereafter, a Caucasian boy comes through the line and the school lunch employee gives him one of two remaining pieces of pizza. You ask the employee why he gave the Caucasian child a piece of pizza after he told the three African-American children the cafeteria was out. The employee tells you the Caucasian child is his neighbor and he promised the child he would save him a piece of pizza the next time it was served in the cafeteria.

# Answer to Scenario #2



- Even though the cafeteria worker probably thought they were just being nice and saving a piece of pizza for the neighbor boy, it definitely looks discriminatory.
- The two slices of pizza should go to the first two children through the line that ask for it.

# Conclusion



Thank you for taking the time to review this presentation on Civil Rights.

If you have any questions, please contact your supervisor.