

CIVIL RIGHTS COMPLIANCE TRAINING INFORMATION

All food service staff must receive annual training on Civil Rights Compliance and sign the training roster. The roster and this training information sheet must be posted in a visible place.

- **What is DISCRIMINATION?**
 - The act of distinguishing one person or group of persons from others, either intentionally, by neglect or by the effect of actions or lack of actions based on their protected bases.

- **Six Protected Bases**

1. Race	2. Color	3. Sex
4. Age	5. National Origin	6. Disability

- **Collection and Use of Data**
 - The District collects racial and ethnic data each year for employees and students.

- **Effective Public Notification Systems**
 - “And Justice For All” posters must be prominently displayed, which includes the non-discrimination statement.

- **Complaint Procedures**
 - Complainant (person or group) has 180 days to file complaint from the date of the alleged discriminatory action
 - Complaints may be written or verbal (anonymous complaints are also accepted and handled the same) and must include the information requested on the NSLP Civil Rights Complaint of Discrimination form:
 - Contact information of the complainant (person or group)
 - Contact information of whom the complaint is against
 - Nature of incident or action that led the complainant to feel discrimination was a factor
 - Contact information of persons who may have knowledge of the discriminatory action
 - Sponsor and site information
 - Report all necessary information to:
 - The food service manager, who will then notify the Principal or his/her designee
 - Food Service Manager/Satellite Assistant must notify Food Service Administrator immediately
 - Department of Food and Nutrition must notify State agency (Florida Department of Agriculture and Consumer Services) immediately, if aware of complaint
 - State agency must notify USDA within 3 days

- **Compliance Reviews**
 - The District monitors and documents activities on an on-going basis to determine adherence with civil rights requirements.

- **Resolution of Non-Compliance**
 - If non-compliance is observed, corrective action must be taken immediately and resolution documented.
 - Cease inappropriate actions
 - Provide re-training to staff
 - Follow appropriate procedures

- **Reasonable accommodations of persons with documented disabilities must be made to provide alternative arrangements for service.**

- **Requirements for Language Assistance**
 - The District has the responsibility of ensuring meaningful access to their programs and activities by persons with Limited English Proficiency (LEP).

- **Conflict Resolution**
 - Remain calm.
 - Determine what happened.
 - Get help, especially if there is a possibility of threat or violence and notify school administrator.
 - Discuss situation individually with affected parties and then together in order to resolve issue.
 - Try to end on a good note.

- **Customer Service**
 - All individuals must be treated equally and with respect.