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## Food Service Staff Annual Civil Rights Training Agenda and Documentation

All employees directly interacting with school meal participants and potential new participants must receive annual civil rights (CR) training. This form lists the minimum annual civil rights training requirements and it can be used as an agenda and attendance sheet. Review each listed subject listed below within the accompanying PowerPoint and/or written manual. Please acknowledge your annual training with your printed name and signature.

1. Data Collection and Use
2. Public Notification
3. Complaint Procedures
4. Compliance Reviews
5. Resolution of Noncompliance
6. Reasonable accommodation of disabilities
7. Requirements for language assistance
8. Conflict Resolution
9. Customer Service

### 1. Data Collection and Use

- Enter ethnic/racial data of each beneficiary annually into Vt. Child Web. Keep data for the current year plus three prior years.
- If race and ethnicity are not voluntarily supplied, the person taking the application must do a visual identification.
- The applicant's voluntary race and ethnicity data may not be second guessed—unless patently false.
- Never discuss race and ethnicity with children.

### 2. Public Notification

- Inform parents/guardians how to apply for the program, e.g., through newsletter/website.
- Provide Child Nutrition program forms, such as the free/reduced application.
- Use The USDA nondiscrimination statement on program materials—applications/website homepage.
- Applicants and participants must be advised of their rights to file a complaint, and how to do so. The "And Justice for All" poster is the primary CR complaint instruction. Consider having available, upon request, copies of the USDA CR Complaint Form.

### 3. Complaint procedures

- Complaints go to USDA address in nondiscrimination form, using the CR complaint form.
- However, accept CR complaints given to you, whether written, verbal or anonymous. Then, immediately forward to USDA or state Child Nutrition staff.
- Keep records of any complaints.

### 4. Compliance reviews

- Evaluated through on-site coordinate review effort.
- Such as "And Justice for All" poster display, non-discrimination statement in use.

### 5. Resolution of noncompliance

- Noncompliance is a finding that any CR requirement is not followed by a sponsor and/or facility.
- Significant findings reported to USDA.
- All findings require corrective action, as detailed in written notice from state reviewers.

- Corrections must occur immediately to be in voluntary compliance.

**6. Reasonable accommodates of disabilities**

- Ensure that procedures are in place to accommodate children with a documented disability.
- Work in partnership with the parent/guardian and school administration.
- Be aware of your structural surroundings: are wheelchair ramps available; is snow shoveled off; are handicap access and general access doors unlocked at the same time?
- Provide alternative meals as accorded in physician’s instructions, IEP or 504 Plan.
- Provide alternative meal accommodation if you’re otherwise notified of life-threatening allergy.
- Keep a written record of the accommodations.

**7. Requirements of language assistance**

- Take reasonable steps to assure “meaningful” access to the school food program.
- “Meaningful access” based on LEP population proportion, contact frequency, costs, etc.
- Schools/districts may need to provide written and verbal interpretative services.
- Provide translated applications, menus, etc., if there is a large or growing LEP population.

**8. Conflict Resolution**

- Remain calm, ask questions and listen. Aim to deescalate tension.
- This helps reduce perception of discrimination among upset individual(s).

**9. Customer Service**

- Good customer service will help reduce or eliminate complaints of discrimination.
- All participants must be treated in the same manner.
- Effective communication is essential to good customer service.

SFA:		Site name:	
Presenter/Trainer:		State Agency Webinar <input type="checkbox"/>	In-Person <input type="checkbox"/> Other <input type="checkbox"/>
Print Name	Signature	Job Title	Date of Training

**Note:** Annual civil rights training counts towards your overall Professional Standards training requirements! Be sure to credit your time either with the Vt. AOE paper version *Professional Standards Tracking Sheet* or the [USDA-provided Microsoft Access tracking tool](#). The Vt. AOE version is available upon request, but the USDA tool in Access is highly recommended.