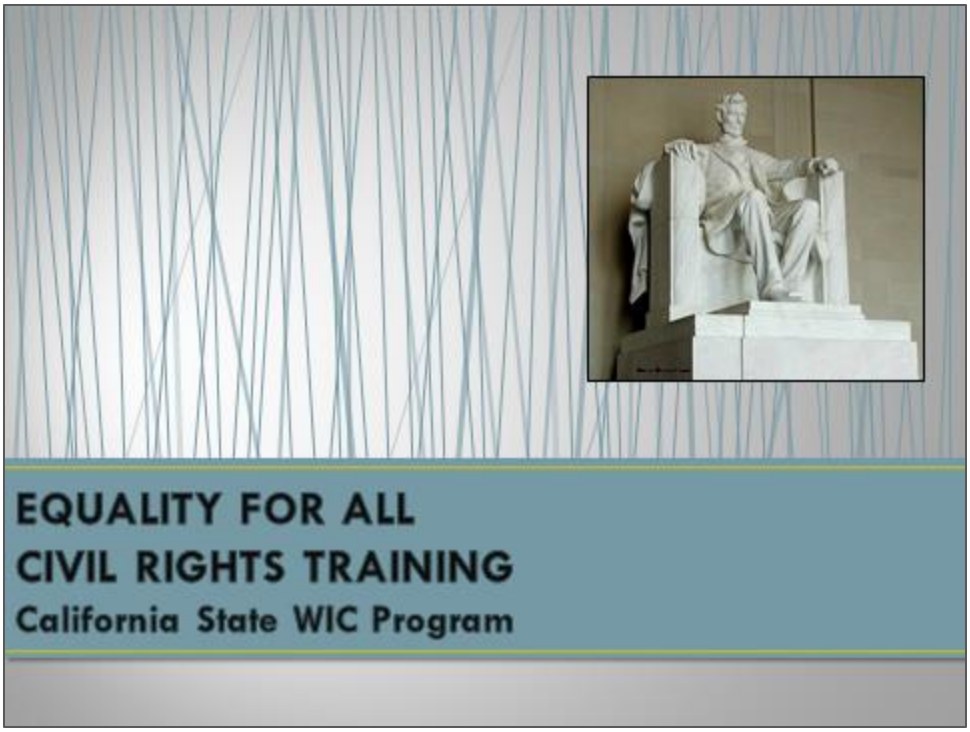


Welcome!

STATE WIC STAFF

The California Department of Public Health, WIC Program is pleased to present this updated self-paced version of the mandatory annual training. It is our commitment to provide *Platinum WIC: Participant Centered Services* by offering you various training modalities which we hope will save you time. In order to keep this training current, we plan on reviewing the training annually for possible updates.

Please take time to complete the training evaluation form to provide us with feedback on your training experience. Your feedback is invaluable, assuring we address your training needs.

BEFORE YOU BEGIN

Please review the training instructions on Page 2 in order to receive your Certificate of Completion.

Training Instructions

STATE WIC STAFF

STEP ONE: Save and Rename this Document

In order to save a copy of this training to your computer you will need a recent version of Adobe. Save a copy of this training by selecting the ***'save as'*** command from the File Menu ***before*** you begin. Rename it with your **name** to identify you as the trainee. This is the copy you will be using to take the training.

STEP TWO: Open the Document Saved to Your Computer

Open the document and type in your name and today's date in the spaces provided below.

STEP THREE: Complete the Training

Answer the questions provided by clicking on the appropriate box (✓) or by typing in your response. When you have finished answering the questions and have completed the training, be sure to ***'save'*** your answers before closing the document.

STEP FOUR: Complete Training Evaluation and Certificate of Completion (required)

Upon completing the online training, you will be **required** to complete the ***training evaluation*** and the ***certificate of completion***. Instructions and links for these documents can be found at the end of this training.

STEP FIVE: Submit Training Evaluation and Certificate of Completion

Submit your completed training evaluation and certificate of completion to WICCivilRights@cdph.ca.gov. Be sure to include "*CR Online Training Evaluation and Certificate of Completion*" in the subject line.

Submit a copy of your Certificate of Completion to your immediate supervisor.

NOTE: You may want to print a copy of your certificate for your records.

Name: _____ Date: _____

Civil Rights are the rights of individuals to receive equal treatment based on certain legally protected classes.

- These classes include race, color, national origin, age, disability, sex, medical condition, religion, ancestry, reprisal, political affiliation, marital status, parental status, sexual orientation, all or part of an individual's income derived from any public assistance program, or protected genetic information.

- USDA prohibits discrimination in employment or in any program or activity conducted or funded by the Department.

WIC receives federal funding from Food and Nutrition Service (FNS) through the United States Department of Agriculture (USDA). All programs receiving this funding are required to attend civil rights training annually. The State WIC program is required to also cover components of civil rights policy and procedure compliance within Local WIC Agencies with State WIC staff. This training is being offered to satisfy this training requirement, and contributes to WIC's commitment to providing platinum services.

At the end of this training, trainees will be able to:

- Recognize and prohibit discrimination based on any of the protected classes
- Conduct civil rights public notification
- Accommodate people with disabilities
- Provide language assistance for people with Limited English Proficiency (LEP)
- Collect and report data on ethnicity and race
- Understand the complaint procedures
- Provide good customer service and conflict resolution
- Understand compliance, and resolution of non-compliance

WHAT ARE THE WIC PROTECTED CLASSES?

- Race
- Color
- National origin
- Sex
- Age
- Protected genetic information
- Income derived from public assistance
- Religion
- Ancestry
- Disability
- Political affiliation
- Medical condition
- Marital status
- Sexual orientation
- Parental status
- Reprisal

These WIC protected Civil Rights categories are listed in the *Rights and Responsibilities (R & R)* and *Welcome to WIC* pamphlets. The *Rights and Responsibilities* should be reviewed with participants at all certifications.

Activity 1

WIC Protected Classes

Instructions: For each **Class** listed below, match the Civil Rights **Definition** in the right hand column. Write the letter of the definition in the **Answer** column.

Answer	Class	Definition
_____	Marital Status	**A.** A followed spiritual belief. It does not have to be an organized group or traditional denomination.
_____	Disability	**B.** An individual belonging to one of the accepted anthropological groups; or the perception, based usually on physical characteristics.
_____	Ancestry	**C.** Includes shade of skin within a racial group.
_____	Color	**D.** Gender. (Includes breastfeeding.)
_____	Medical Condition	**E.** The country or part of the world that an individual or his or her ancestors are from.
_____	Sex	**F.** The people who were in a person's family in past times.
_____	Religion	**G.** Applies to persons 40 years old and over.
_____	Sexual Orientation	**H.** Married or not married.
_____	Political affiliation or opinion	**I.** Physical or mental impairment, permanent or temporary.
_____	Age	**J.** Known to be a member of a political group or to have certain political views.
_____	Race	**K.** Known to have a specific medical condition.
_____	National Origin	**L.** The direction of one's affection, sexual or emotional attractions involving others.
_____	Reprisal	**M.** This includes a mother, father, step-parent, adoptive parent, foster parent and guardian.
_____	Protected Genetic information	**N**. Applies to information about an individual or family member's genetic test, disease or disorders.
_____	Parental Status	**O.** The act of being threatened or retaliated against for participating in any aspect of the discrimination complaint process.

WIC Protected Classes

Review the following list.

PROTECTED CLASS	DEFINITION	A FEW EXAMPLES
Religion	A followed spiritual belief. It does not have to be an organized group, traditional denomination, or world religion.	Latter-Day Saints, Muslim, Jewish, Catholic, etc.
Race	An individual belonging to one of the accepted anthropological racial groups; or the perception, based usually on physical characteristics, that a person is a member of a racial group.	Australian African American—Black Caucasian—White Mongolian—Asian
Color	Color of skin; including shade of skin within a racial group.	Black, white, light brown, brown, dark brown, etc.
National Origin	The country or part of the world that an individual or his or her ancestors are from. (Most complaints associated with language or accents are covered here.	Mexican, Cuban, Japanese, Vietnamese, Chinese, etc.
Ancestry	The people who were in a person's family in past times.	Hispanic, Afro-American, Polish-American, Native-American, etc.
Age	Age discrimination Act of 1967 applies to persons 40 years old and over.	An individual 40 and over
Marital Status	Married or not married.	Married, single, divorced, widowed, separated (polygamy/bigamy not included)
Disability	Physical or mental impairment, permanent or temporary.	Blind, alcoholic, paraplegic, amputee, epileptic, arthritic, etc.
Sexual Orientation	The direction of one's affection, sexual or emotional attractions involving others.	Heterosexual (opposite sex); homosexual (same sex); bisexual (both opposite and same sex)
Political Affiliation or Opinion	Known to be a member of a political group or to have certain political views.	1. Democrat, Republican, Socialist etc. 2. Central American policy, anti-or pro-abortion etc.
Medical Condition	Known to have a specified medical condition.	A person with diabetes, HIV, etc.
Sex	Gender, sexual harassment, pregnancy, childbirth, breastfeeding.	Female, male, hermaphrodite. Pregnancy related medical conditions include mastitis, gestational diabetes, post-partum depression, loss or end of pregnancy or recovery from loss or end of pregnancy. Lactation Accommodation: requires employer to provide a reasonable amount of time to allow employee to express breast milk, and a place to pump milk in private that is near the workplace. A toilet stall is not an acceptable place to pump.

Continued on following page

WIC Protected Classes
(continued)

PROTECTED CLASS	DEFINITION	A FEW EXAMPLES
Reprisal	No one employed or representing USDA shall intimidate, threaten, harass, coerce, or discriminate against anyone who participates in any aspect of the discrimination complaint process.	A person files a complaint and is treated unfairly or retaliated against.
Parental Status	The Anti-discrimination Act 1991 makes it unlawful to discriminate against a person because of their parental status.	This includes mother, father, step-parent, adoptive parent, foster parent, and guardians.
Protected Genetic Information	In general it applies protection to information about an individual or family member's genetic test, and the protection from information about the occurrence of disease, medical conditions or disorders in families.	An employer cannot request results from a genetic test or information about one's medical history or family history when it concerns employment.
Income Derived from Public Assistance	In general this applies to anyone who receives all or part of their income derived from any public assistance program. They cannot be discriminated against.	This includes welfare, Cash Aid, Cal Works (TANF), Cal Fresh (SNAP)

USDA Nondiscrimination Statement

Standard Version in English:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discrimination based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office or write a letter addressed to USDA and provide in the letter all the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by **(1)** mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; **(2)** fax: (202) 690-7442; or **(3)** email: program.intake@usda.gov.

Short Version in English:

"This institution is an equal opportunity provider."

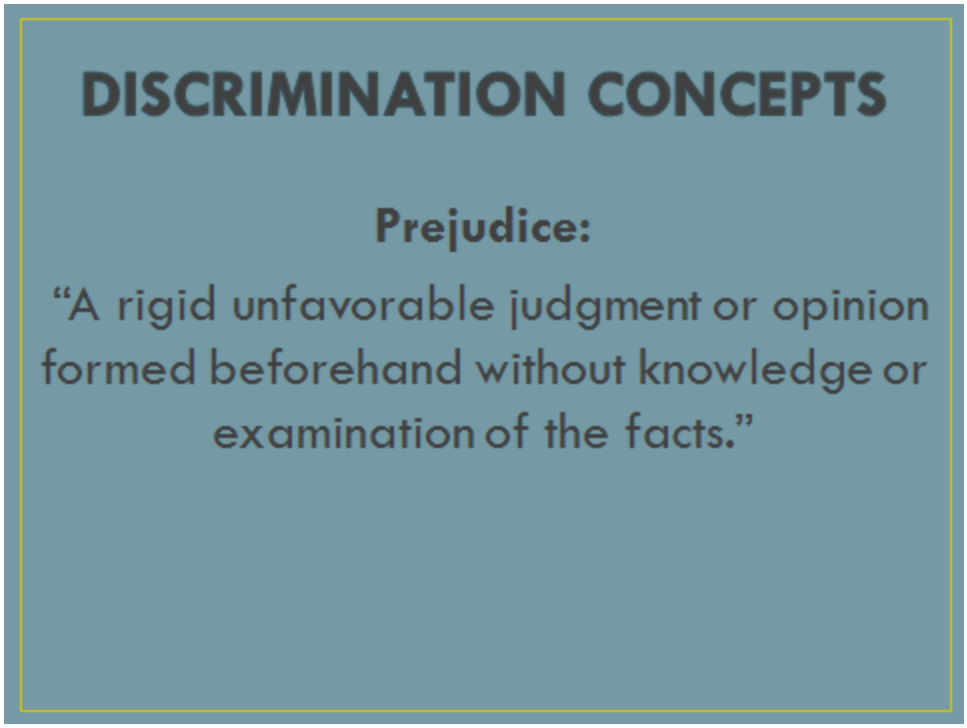
- Different or unequal treatment (intentional)
- Different or unequal adverse impact (unintentional)
- Retaliation

Let’s look at the Discrimination Concepts

Stereotyping:

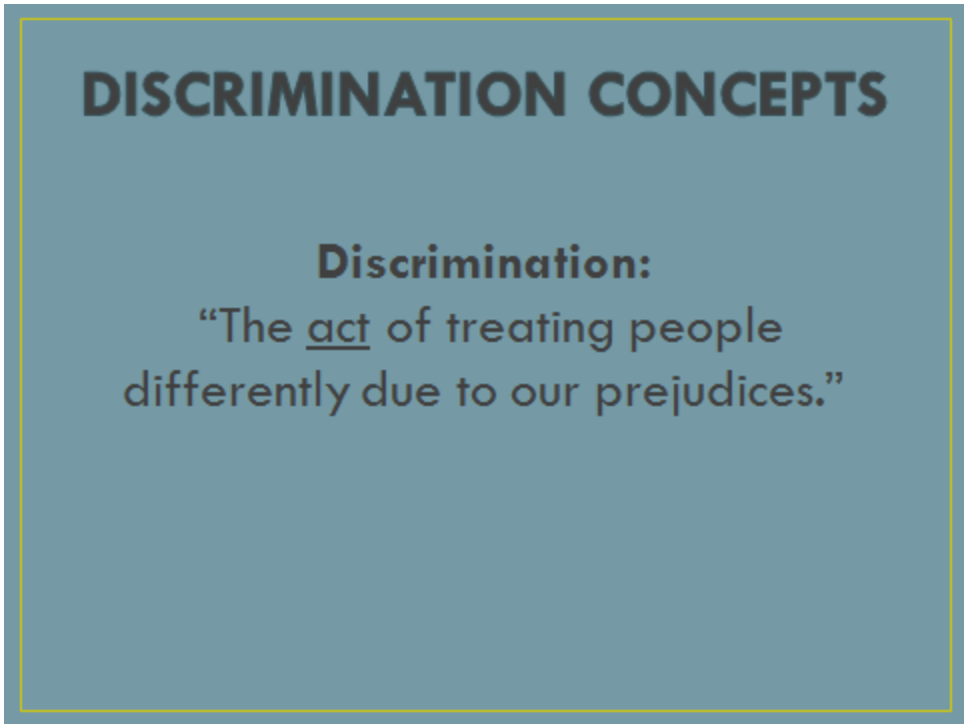
- Can be negative or positive*
- Based on what we hear, read, or believe
- Does not consider individual characteristics

*Example of a positive stereotype: *"All breastfeeding mothers are caring and nurturing.*"



Prejudice:

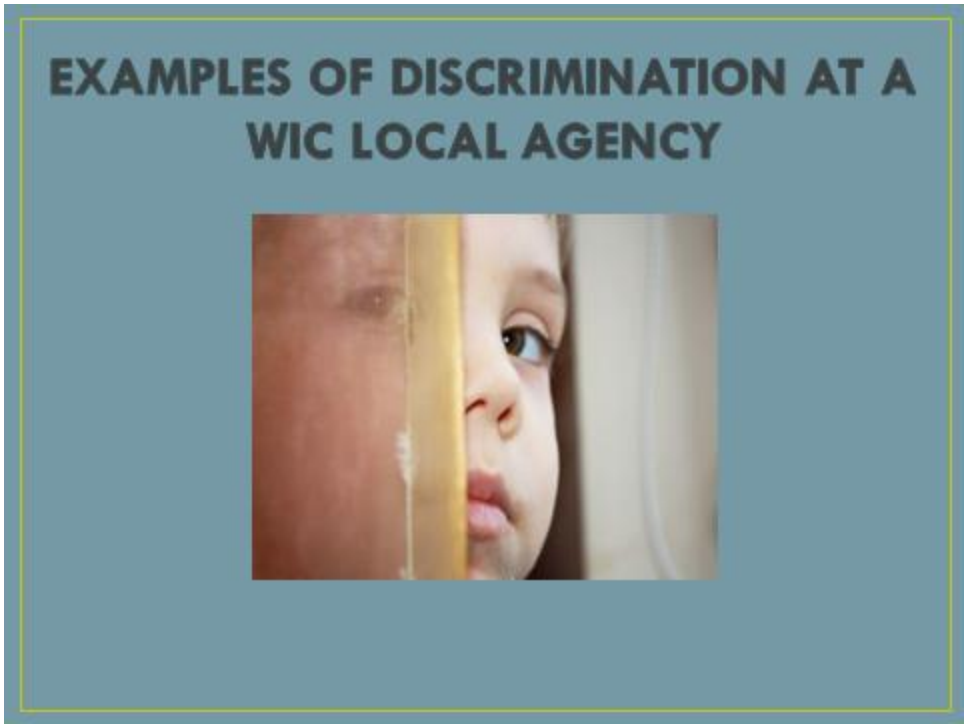
- Is negative
- Can be thought of as a pre-judgment
- Is not factual (ignorance based)



Discrimination is illegal.

Discrimination can include:

- Not providing the same opportunities to everyone, i.e. training and career opportunities
- Treating people with less respect
- Denying people certain things



Here are some examples of how WIC might discriminate against a WIC participant:

- Treating people disrespectfully based on a protected class
- Providing a different level of benefits based on a protected class
- Requesting extra verification or documentation from people based on a protected class
- Segregated seating in waiting areas or in accommodations such as washrooms
- Differences in waiting times based on a protected class

Activity 2

Discrimination Concepts

- **Stereotype:** an oversimplified generalization or belief about a particular group
- **Prejudice:** a rigid unfavorable judgment or opinion formed beforehand, without knowledge or examination of the facts
- **Discrimination:** the act of treating people differently due to prejudices

Instructions: Read each statement and determine which concept(s) apply.

1. "I can't stand her. She always wears those nose rings."

   ☐ Stereotype ☐ Discrimination
   ☐ Prejudice ☐ All of these

2. "She's going to have to wait for her food instruments. As big as she is, she obviously doesn't need more food."

   ☐ Stereotype ☐ Discrimination
   ☐ Prejudice ☐ All of these

3. "Most participants come from poor families."

   ☐ Stereotype ☐ Discrimination
   ☐ Prejudice ☐ All of these

4. "I think if she wants to be a part of WIC, she should speak English."

   ☐ Stereotype ☐ Discrimination
   ☐ Prejudice ☐ All of these

5. "I am not going to approve her for WIC. She is obviously not eligible since she is wearing a diamond ring."

   ☐ Stereotype ☐ Discrimination
   ☐ Prejudice ☐ All of these

Here are some examples of discrimination in the workplace:

- Failure to promote a viable candidate solely based on age

- A female manager does not hire the best candidate (male) for a job because she wants her unit to consist of all women

- Leaving a man out of meetings solely because a coworker does not like people of his religion

Activity 3

Following are two civil rights discrimination case studies. Each scenario provides a real life situation that may exist in a WIC site. Answer the question below each case study.

1. Case Study - Ms. Diaz

Ms. Diaz has an appointment at 9:15 a.m. at the Sunrise site. She arrives at the site 15 minutes prior to her appointment. The site serves a high number of the Asian population in the area. Ms. Diaz, who is not of Asian descent, attends this site because it is close to her place of work. That morning, Ms. Diaz realizes that she is the only non-Asian participant in the site.

It is now 9:45 a.m. and Ms. Diaz is still waiting for the nutritionist. She sees participants who came in to the office after her receiving their food instruments. She lets the receptionist know that she is still waiting and was told that it would probably be only an additional 5 minutes. However, 10 minutes pass and Ms. Diaz is still waiting to be seen. She tells the receptionist that she needs to be at work in 45 minutes. Ms. Diaz asks to speak with the supervisor. Ms. Diaz lets the supervisor know that she's seen other participants come and go within 15 minutes of coming into the office. She tells the supervisor that she feels that the staff sees other participants first because they are Asian and she is not. The supervisor tells her that if she wants to file a complaint, she can call the State WIC Program. The supervisor gives Ms. Diaz the State WIC Program's telephone number and explains to Ms. Diaz about her right to file a complaint.

Ms. Diaz eventually sees the nutritionist who provides her with an excellent nutrition education session and issues her the food instruments. Ms. Diaz leaves the Sunrise site frustrated and unhappy due to the delay in waiting time and she calls the State WIC Program to complain.

Which protected class would this discrimination complaint fall under?

- ☐ Political Affiliation
- ☐ Reprisal
- ☐ National Origin

Activity 3

(Continued)

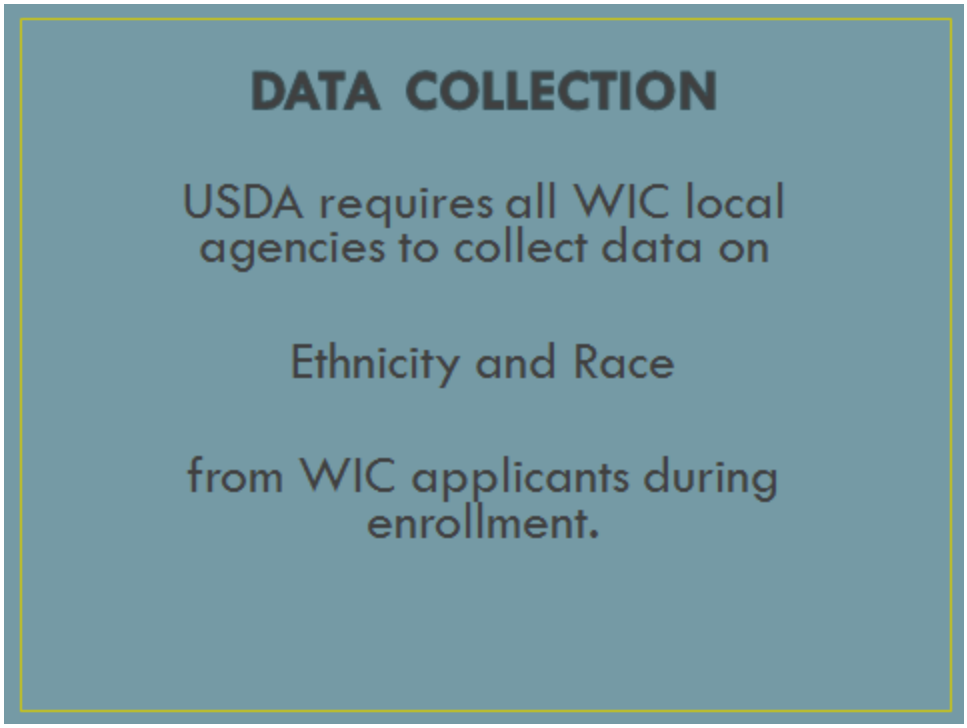
2. Case Study - Ms. Johnson

Ms. Johnson has discovered that she is four months pregnant and wants to sign up to receive WIC services. She was previously on the WIC program with her other children who are now teenagers. She calls the North area WIC office and schedules an appointment.

On the day of her appointment, Ms. Johnson arrives at the clinic site 15 minutes late for her appointment with all the required paperwork. When she walks up to the receptionist desk, the receptionist notices that Ms. Johnson is legally blind and unable to read the forms. The receptionist becomes nervous and does not know how to help Ms. Johnson, so she speaks loudly to inform her that they will need to reschedule her appointment. When Ms. Johnson asks why the appointment needs to be rescheduled, the receptionist loudly states that, “It is because we are not equipped to assist people with your condition”. The receptionist informs her that there may be someone to assist her “kind of people” at her next appointment.

Which protected class would this discrimination complaint fall under?

- ☐ Race
- ☐ Disability
- ☐ Religion



What is the difference between ethnicity and race?

Ethnicity is characteristic of a group of people sharing a common and distinctive culture, religion, language, or background. It can also include race and national origin.

Race is based more on one's biological origins and refers to a person's physical appearance including skin color, eye color, hair color, bone structure and facial type.

The data is used to:

- determine how well WIC is reaching potential eligible persons, and
- help identify areas where additional outreach is needed.

Local agency staff shall ask every applicant to identify their ethnicity and race **upon enrolling** in WIC.

The information is used by USDA to determine how effectively WIC is reaching minority groups and identify where additional outreach is needed. Local agency staff is required to:

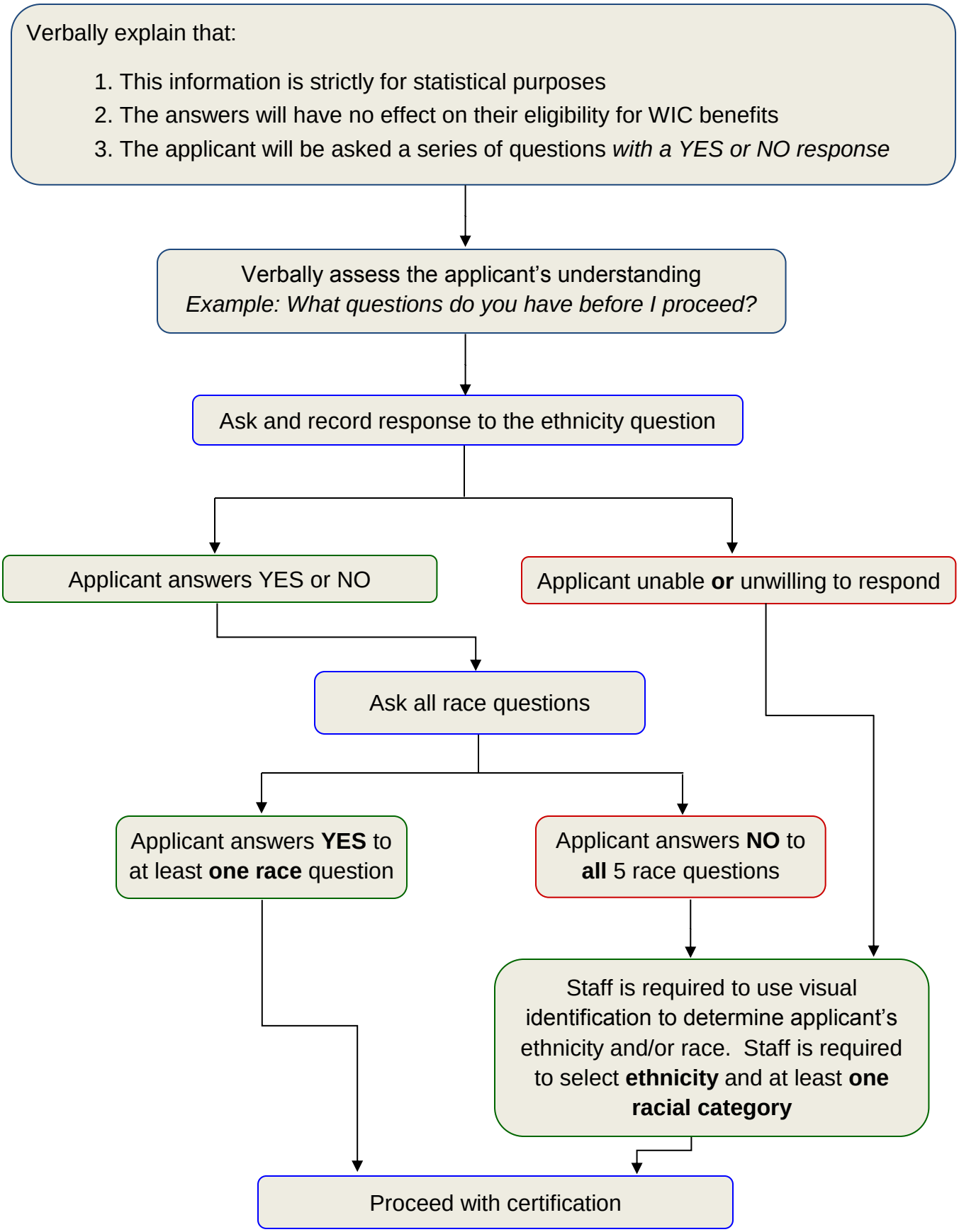
1. Explain to every WIC applicant that the collection of the information is:
   - Strictly for statistical reporting requirements, and
   - Has no effect on the determination of their eligibility for WIC benefits
2. Verbally assess the applicants' understanding.

   Example: *What questions do you have before I proceed?*
3. Collect ethnicity and race category data.
   a. **Ethnicity: Select one:**
      Hispanic or Latino (Yes) <u>or</u> Not Hispanic or Latino (No), and
   b. **Race(s): Select <u>one or more</u> of the 5 racial categories:**
      American Indian or Alaskan Native, Asian, Black or African American, Native Hawaiian or Other Pacific Islander, and/or White
4. Use visual identification to determine and document that applicant's ethnic or racial categories if an applicant is unwilling or unable to respond. At a minimum, local agency staff is required to select an ethnic category and at least one racial category before moving on to the next WIC MIS screen.

   The flowchart on the following page breaks down the data collection process into easy steps. Refer to WIC Program Policy Manual (WPPM) Section 510-50 for additional information.

Ethnicity and Race Data Collection Flowchart

Reference: WIC Program Policy Manual (WPPM) Section 510-50



Ethnic/Racial Categories as Identified in WIC MIS

ETHNIC CATEGORY	DEFINITION
Y Hispanic or Latino	A person of Cuban, Mexican, Puerto Rican, South or Central America, or other Spanish culture or origin regardless of race. The term, “Spanish origin” can be used in addition to “Hispanic” or “Latino.”
N Not Hispanic or Latino	A person not having Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race.
RACE CATEGORY	**DEFINITION**
N American Indian or Alaska Native	A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.
A Asian	A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, or Vietnam.
B Black or African American	A person having origins in any of the black racial groups of Africa. Terms such as “Haitian” can be used in addition to “Black or African American.”
P Native Hawaiian or Other Pacific Islander	A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
W White	A person having origins in any of the original peoples of Europe, Middle East, or North Africa.

Activity 4

Ethnicity and Race Data Collection

Instructions: Choose the best answer to each question below.

1. What are the two civil rights questions that WIC staff must ask all participants?

   ☐ Height and Weight
   ☐ Ethnicity and Race

2. When is WIC staff required to collect ethnicity and race data?

   ☐ Whenever time is available
   ☐ At initial certification or enrollment

3. What are the two (2) items that WIC staff must explain to participants when collecting ethnicity and race data?

   ☐ The collection of the information is necessary to receive their food instruments, and could have an effect on receiving WIC benefits.
   ☐ The collection of the information is strictly for statistical reporting and has no effect on the determination of their eligibility for WIC benefits.

4. What information should WIC staff review with a participant at <u>all</u> certifications?

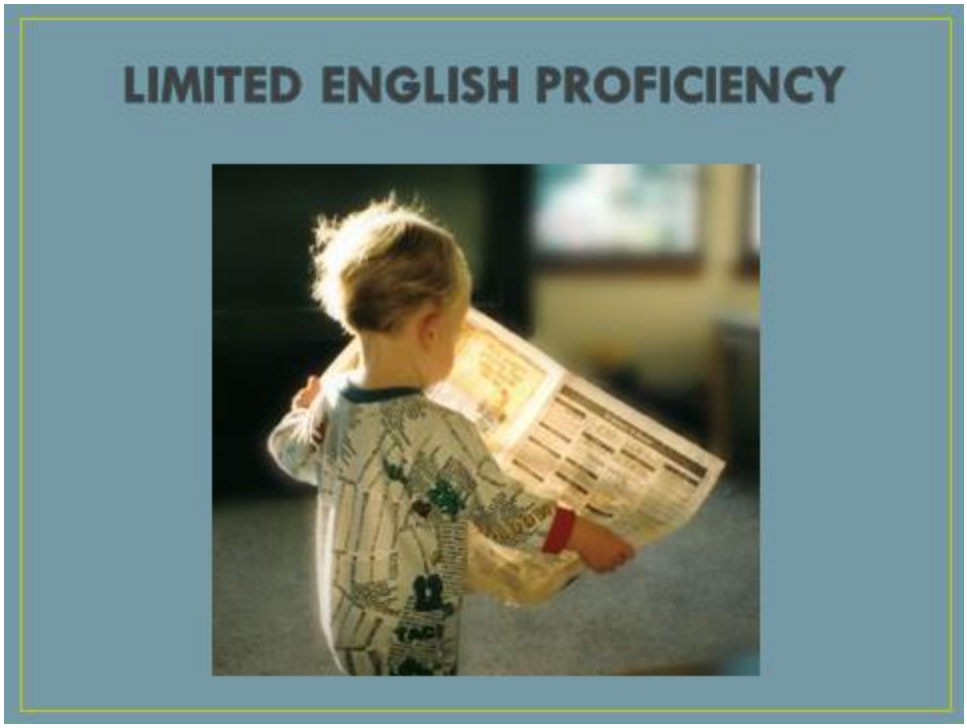
   ☐ Race and Ethnicity
   ☐ Rights and Responsibilities

5. What should WIC staff do if a participant refuses to state her ethnicity or race?

   ☐ Ask them why they won't answer?
   ☐ Select and enter an ethnicity and race for them and enter it into WIC MIS.

Americans with Disabilities Act

What is it?	The Americans with Disabilities Act (ADA) is the most comprehensive federal legislation that prohibits discrimination against people with disabilities.
Who is protected by ADA?	ADA protects individuals with disabilities. A disability is a physical or mental impairment that substantially limits an individual's major life activities.
ADA mandates reasonable accommodation	Reasonable accommodation is a modification or adjustment to enable individuals with disabilities to have equal access to benefits and privileges of a service or program such as: • Changing existing facilities to make them accessible or usable. • Acquiring or modifying equipment. • Modifying tests, training materials, or policies to accommodate program participants with disabilities.



Limited English Proficiency

What is it?	State and local agencies must take reasonable steps to ensure "meaningful" access to program information and services by people with Limited English Proficiency (LEP). These services may include: • Providing interpreters. • Providing printed materials in different languages.
Who is protected by LEP?	Individuals for whom English is not their primary language and who have a limited ability to read, speak, write, or understand English.
Local agencies must have a LEP plan	Your agency's LEP plan should include: • Ways to identify individuals needing language assistance. • Staff training on ways to assist individuals needing language assistance. • Ways to notify LEP individuals about available support services.

How service is provided depends on:

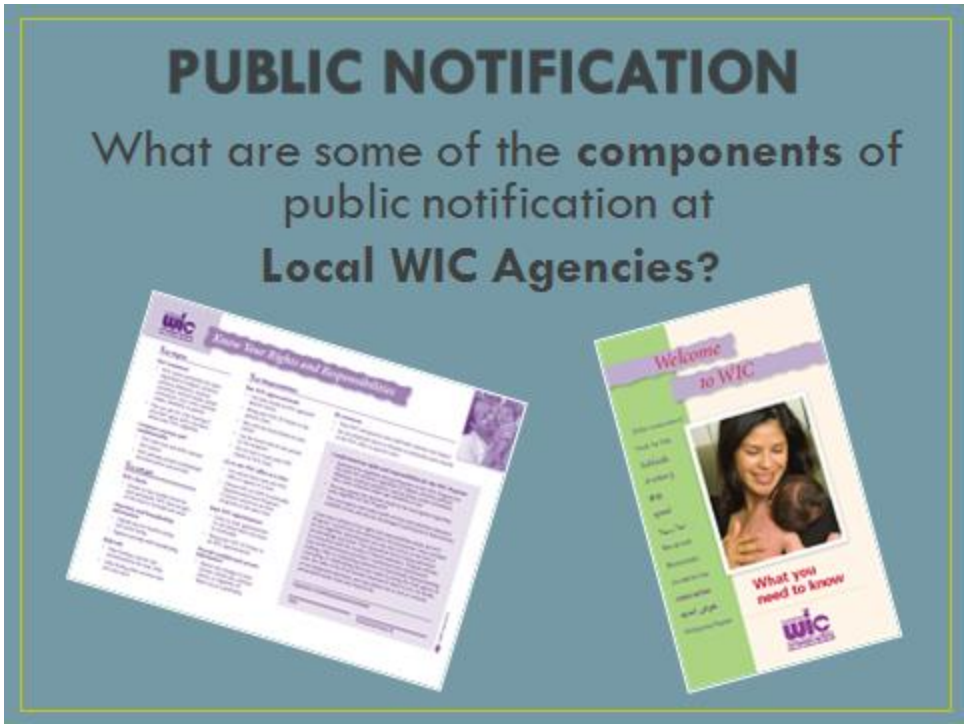
- Number and proportion of Limited English Proficient (LEP) persons served
- Frequency of LEP persons' contact with program
- Nature & importance of program, activity, or service
- Resources available and costs

A shortage of resources does not eliminate the LEP requirement except in the case of extreme hardship.

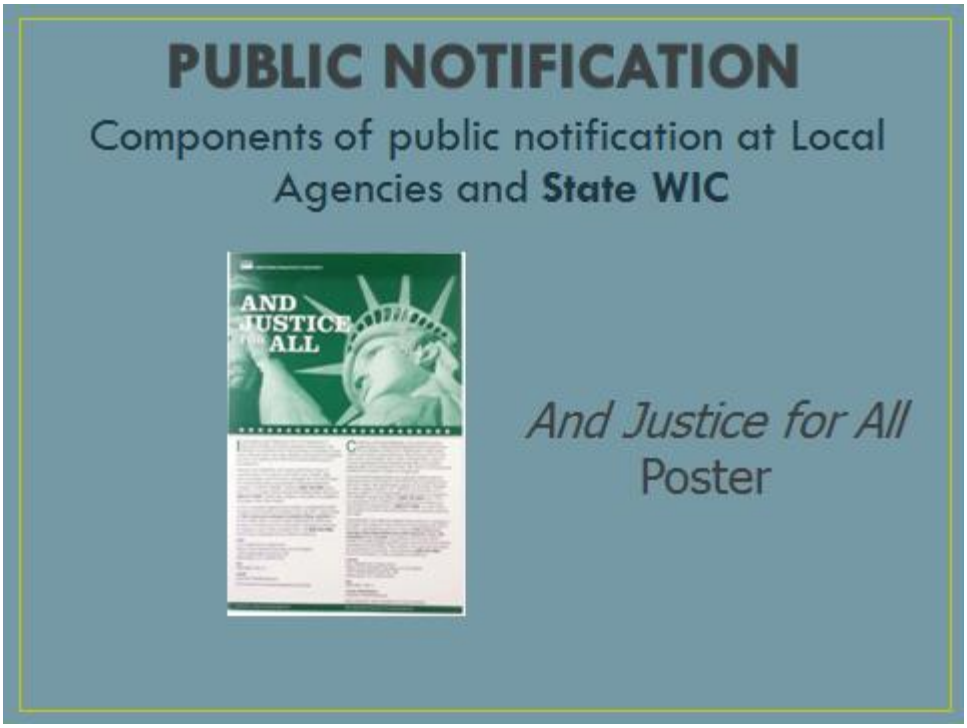
PUBLIC NOTIFICATION

The purpose of public notification is to ensure that people understand:

- Program availability
- Rights and responsibilities
- Policy of nondiscrimination
- Procedure for filing a complaint



- Displaying the *And Justice for All* poster
- Including the nondiscrimination statement on all materials that mention WIC or any other program funded by USDA
- Providing information in other languages and by means accessible to people with disabilities
- Insuring that photos and graphics reflect diversity



- Posters must be placed anywhere that services are provided and where easily visible

- In the local agency, they would be posted in a place where participants are able to read the poster, usually in the waiting room

- At State WIC, the posters are placed in break rooms and lunch rooms where employees often frequent

PUBLIC NOTIFICATION

Nondiscrimination Statement

Standard Version in English:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discrimination based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through THE Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office or write a letter addressed to USDA and provide in the letter all the information requested in the form. To request a copy of the complaint form, call (866) -632-9992. Submit your completed form or letter to USDA by (1) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; (2) fax: (202) 690-7442; or (3) email: program.intake@usda.gov.

Short Version in English:

"This institution is an equal opportunity provider."

Requirements

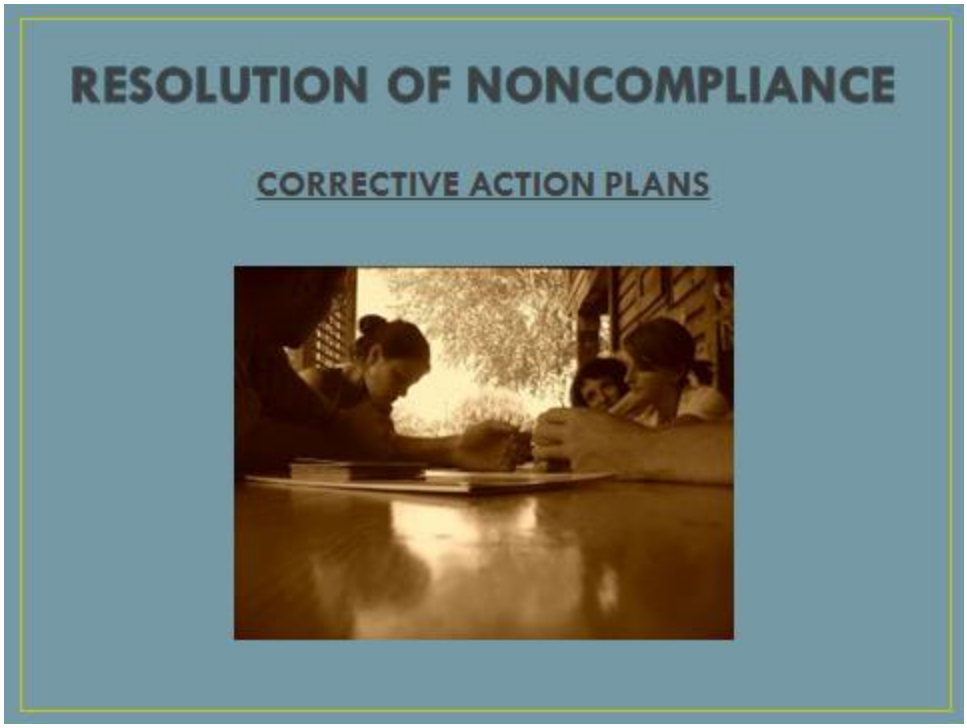
- Local agencies are required to include the nondiscrimination statement on all materials used for certification, eligibility, program outreach and/or promotion, and participant rights that are distributed, posted, or aired for public viewing. Examples of materials requiring the nondiscrimination statement include flyers, information, referral and outreach materials, posters, handouts, videos, leaflets, brochures, and publications.
- The nondiscrimination statement is <u>not required</u> for nutrition education and breastfeeding promotion and support materials that strictly provide a nutrition message and simply carry the WIC logo with no other mention of the WIC Program.

  Note: The State WIC program uses the short version of the nondiscrimination statement on its nutrition education and breastfeeding promotion and support materials because many of the materials are posted on the Internet and may be distributed by local WIC agencies to conduct program outreach. When materials describe the WIC program eligibility requirements and benefits offered, the long version is used.

Use of Statements

- The short version may be used on smaller materials or on short public service announcements.
- The statements may be excluded when the size or configuration of the material makes it impractical.

State WIC is evaluated by USDA through the WIC Management Evaluation (ME) process. As a part of this evaluation, two to three local agencies are selected and evaluated by USDA on areas under review which may include compliance with civil rights policies, laws, and regulations. USDA also reviews State WIC staff to ensure all staff receives this training on an annual basis. Non-compliance is reported as a finding on USDA's ME report.



- If a local agency receives a finding as a result of an evaluation, the local agency must develop and submit a corrective action plan to the State outlining the action(s) taken to resolve the issue(s). State WIC is responsible for following up with the local agency to ensure the issue(s) have been corrected

- In turn, State WIC must also develop and submit a corrective action plan to USDA on its findings. USDA follows up with State WIC to ensure the issue(s) have been corrected

- Failure to correct a finding may result in a reduction in program funding

Activity 5

Instructions: Review the following questions and select the answer that you think is most appropriate.

1. Which of the following help notify the public about their civil rights?

   ☐ *Rights and Responsibilities* pamphlet
   ☐ Nondiscrimination Statement
   ☐ *And Justice for All* poster
   ☐ All of the above

2. Where should the *And Justice for All* posters be placed?

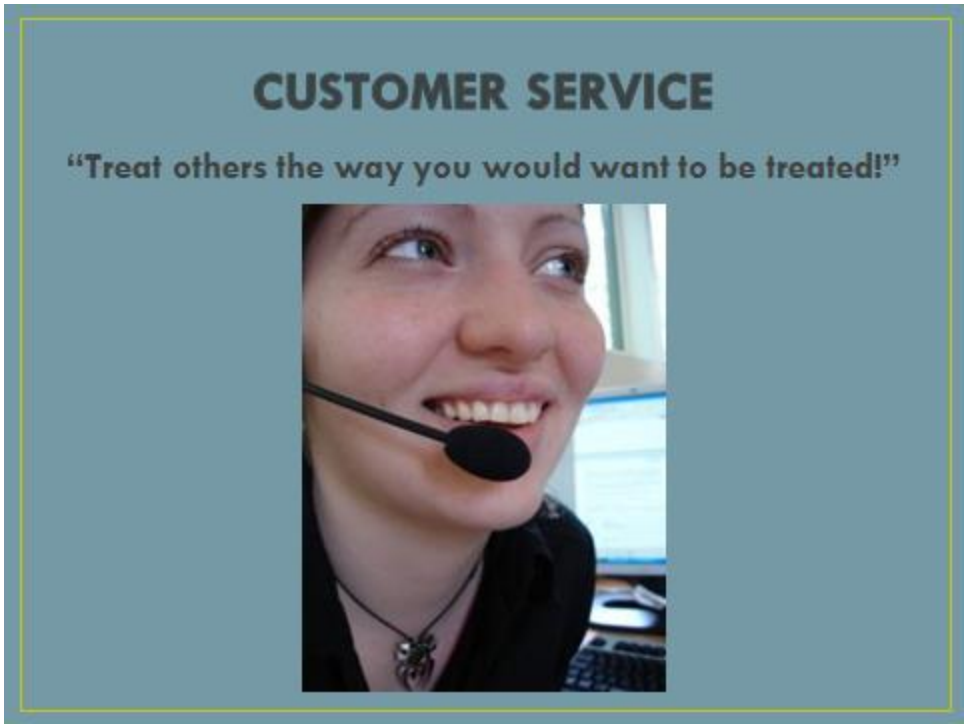
   ☐ In the manager's office
   ☐ In your cubicle
   ☐ Where everyone can easily read it

3. State WIC staff is required to receive Civil Rights Training on an annual basis.

   ☐ True
   ☐ False

4. In reference to Civil Rights what does ADA mean?

   ☐ American Diabetes Association
   ☐ Americans with Disabilities Act
   ☐ American Dental Association



- Be patient and polite
- Listen with presence and compassion
- Avoid sarcasm
- Be empathetic
- Do not be afraid to ask for help to resolve a situation
- Smile whenever possible
- Apologize where appropriate
- To avoid offending anyone, be open to valuing the other person's opinion
- Don't feel you need to have the last word
- Treat everyone the same no matter who they are, how they look, or how they act
- Impose policies that impact all people the same
- Treat everyone with dignity and respect

- Try to remain calm and not mirror the behavior.
- If you are unable to resolve the situation, obtain assistance from a manager.
- If you feel threatened in any way, obtain assistance from others, protect yourself, and if necessary, call 911. Threats or acts of violence are never tolerated in the workplace.
- Use alternative dispute resolution techniques when appropriate.

Activity 6

Customer Service and Conflict Resolution

Scenario: It is 4:30 pm and the waiting room is packed. The front door slams open and in flies a woman toting two toddlers, voice raised as she is waving her hands in the air. There is a room full of participants patiently waiting to be assisted when the woman walks to the front desk, points her finger in your face, and yells, “Get me your supervisor now! I have a complaint.”

Instructions: Answer the following questions.

1. Can this participant file a complaint?

   ☐ Yes
   ☐ No

2. How would you act to calm the situation (tone of voice, body language, eye contact)?

   _____

   _____

   _____

   _____

COMPLAINTS

What is the difference between a Civil Rights (CR) complaint and an Equal Employment Opportunity (EEO) complaint?

- A **CR complaint** is a verbal or written allegation of discrimination that a Food and Nutrition Service (FNS) program administers or operates in a manner that results in disparate treatment or services being provided to persons or groups of persons because of their protected class.

- An **EEO complaint** involves any employee or applicant for employment who believes that he or she has been discriminated against based on one of the protected classes when applying for a job or currently working for a FNS funded program.

Everyone has the right to file a complaint!

1. The local agency is required to maintain a paper file that contains discrimination complaints and procedures.

2. If an applicant/participant wants to file a complaint, the local agency shall:

   - Advise the participant of their rights and responsibilities
   - Advise the participant that their identity is kept confidential

3. If the applicant needs assistance with filing a complaint, the local agency shall:

   - Draft the complaint on behalf of the individual
   - Submit to the appropriate addresses
   - Retain a copy

Local Agency

COMPLAINT PROCEDURES

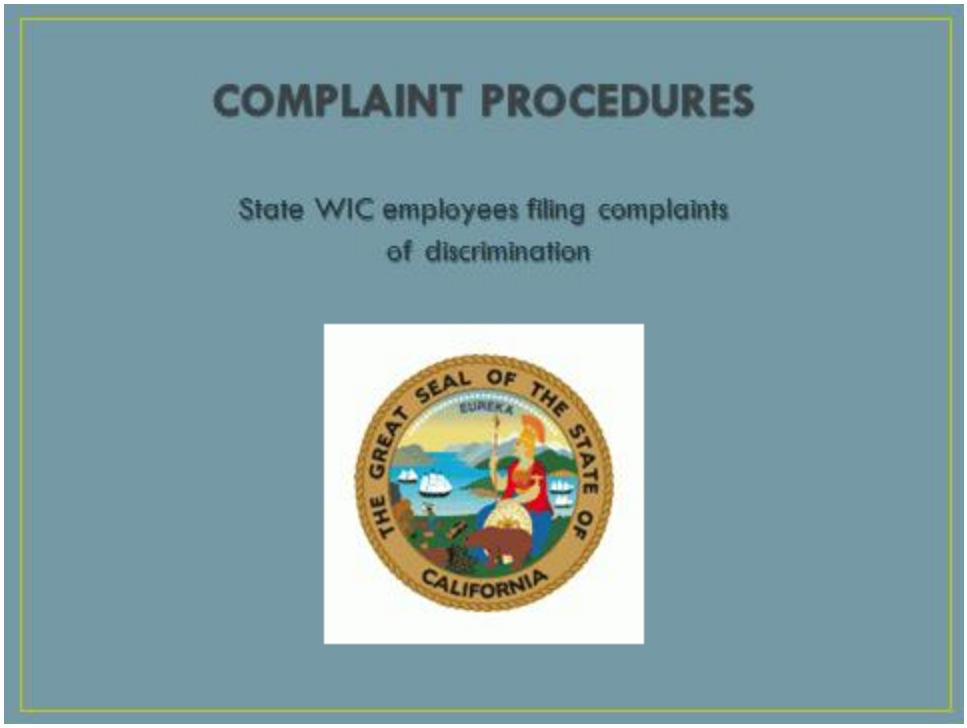
Complaints:

- Must be against a component of the federal program.
- Must be based on one or more of the protected classes.
- Must be filed within 180 days of the occurrence or notice.

Forward to:
United States Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington D. C., 20250-9410
Fax**:** (202) 690-7442 **or** Email: programintake@usda.gov

AND

Send a copy to:
California Department of Public Health
Women, Infants, and Children (WIC) Program
Attention: Civil Rights Coordinator
P.O. Box 997375, MS 8600
Sacramento, CA 95899-7375

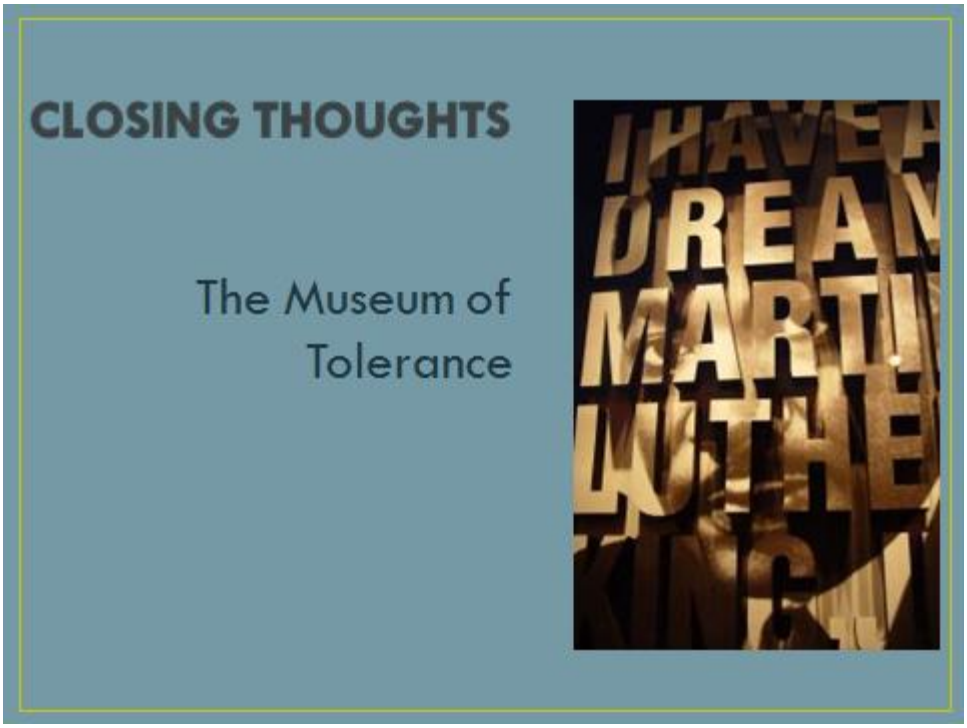


Forward to:

Mailing Address
California Department of Public Health
Office of Civil Rights, MS 0504
P. O. Box 997377
Sacramento, CA 95899-7377

Physical Address
1500 Capitol Avenue, Suite 72.247
Sacramento, CA 95814

Telephone/Fax
Voice: (916) 445-0938
TTY: 711
Fax: (916) 323-5499



The **Museum of Tolerance** in Los Angeles welcomes its visitors in a unique and compelling way. Visitors must wait in the lobby until invited into the museum by a tour guide. The guide points out there are only two doors to enter the museum. One door is marked “prejudiced” and the other door is marked “unprejudiced.”

Visitors are instructed to enter the door that most represents them. Almost always, the door marked “unprejudiced” is selected. The brave visitor who is first to try the door is unable to turn the knob. Much to everyone’s surprise, the “unprejudiced” door is locked. The only way to enter the museum is through the door marked “prejudiced.”

This is a powerful lesson. We are all prejudiced in some way for some reason. We must acknowledge this to ourselves.

The real question is not…"Are we prejudiced?"

The real question is… "Are we **acting** on our prejudices?”

It is in the **action** that discrimination exists.

WIC PROGRAM POLICY MANUAL (WPPM)
Resources

- WPPM Section 190-00 Staff Training
- WPPM Section 190-20 Civil Rights Training
- WPPM Section 510-10 Nondiscrimination / Examples
- WPPM Section 510-20 Use of the Nondiscrimination Statement
- WPPM Section 510-30 Program Accessibility
- WPPM Section 510-40 Complaints of Discrimination
- WPPM Section 510-50 Racial / Ethnic Categories
- WPPM Section 520-10 Fair Hearing Requests and Procedures

Congratulations!

STATE WIC STAFF

Now that you have completed the annual mandated Civil Rights training, you are **required** to complete the ***training evaluation*** and the ***certificate of completion.***

In order to properly track and document training submissions for USDA auditing purposes, we ask that you please follow the instructions below:

1. Complete Training Evaluation and Certificate of Completion

- To complete the evaluation for this training, please **click here**.
- To complete the certificate of completion, please **click here**.

2. Submit Training Evaluation and Certificate of Completion

- Submit your completed ***training evaluation*** and ***certificate of completion*** to WICCivilRights@cdph.ca.gov.
- Be sure to include "*CR Online Training Evaluation and Certificate of Completion*" in the subject line.
- Submit a copy of your Certificate of Completion to your immediate supervisor.

NOTE: You may want to print a copy of your certificate for your records.

ANSWERS

Activity 1

(Page 7)

WIC Protected Classes

Instructions: For each **Class** listed below, match the Civil Rights **Definition** in the right hand column. Write the letter of the definition in the **Answer** column.

Answer	Class	Definition
H	Marital Status	**A.** A followed spiritual belief. It does not have to be an organized group or traditional denomination.
I	Disability	**B.** An individual belonging to one of the accepted anthropological groups; or the perception, based usually on physical characteristics.
F	Ancestry	**C.** Includes shade of skin within a racial group.
C	Color	**D.** Gender. (Includes breastfeeding.)
K	Medical Condition	**E.** The country or part of the world that an individual or his or her ancestors are from.
D	Sex	**F.** The people who were in a person's family in past times.
A	Religion	**G.** Applies to persons 40 years old and over.
L	Sexual Orientation	**H.** Married or not married.
J	Political affiliation or opinion	**I.** Physical or mental impairment, permanent or temporary.
G	Age	**J.** Known to be a member of a political group or to have certain political views.
B	Race	**K.** Known to have a specific medical condition.
E	National Origin	**L.** The direction of one's affection, sexual or emotional attractions involving others.
O	Reprisal	**M.** This includes, a mother, father, step-parent, adoptive parent, foster parent and guardian.
N	Protected Genetic information	**N**. Applies to information about an individuals or families genetic test, disease or disorders.
M	Parental Status	**O.** The act of being threatened or retaliated against for participating in any aspect of the discrimination complaint process.

ANSWERS

Activity 2

(Page 16)

Discrimination Concepts

- **Stereotype:** an oversimplified generalization or belief about a particular group
- **Prejudice:** a rigid unfavorable judgment or opinion formed beforehand, without knowledge or examination of the facts
- **Discrimination:** the act of treating people differently due to prejudices

Instructions: Read each statement and determine which concept(s) apply.

1. "I can't stand her. She always wears those nose rings."

   ☑**Stereotype** ☐ Discrimination

   ☑ **Prejudice** ☐ All of these

2. "She's going to have to wait for her food instruments. As big as she is, she obviously doesn't need more food."

   ☐ Stereotype ☐ Discrimination

   ☐ Prejudice ☑ **All of these**

3. "Most participants come from poor families."

   ☑ **Stereotype** ☐ Discrimination

   ☐ Prejudice ☐ All of these

4. "I think if she wants to be a part of WIC, she should speak English."

   ☑ **Stereotype** ☐ Discrimination

   ☑ **Prejudice** ☐ All of these

5. "I am not going to approve her for WIC. She is obviously not eligible since she is wearing a diamond ring."

   ☐ Stereotype ☐ Discrimination

   ☐ Prejudice ☑ **All of these**

ANSWERS

Activity 3

(Pages 18-19)

Following are two civil rights discrimination case studies. Each scenario provides a real life situation that may exist in a WIC site. Answer the question below each case study.

1. Case Study - Ms. Diaz

Ms. Diaz has an appointment at 9:15 a.m. at the Sunrise site. She arrives at the site 15 minutes prior to her appointment. The site serves a high number of the Asian population in the area. Ms. Diaz, who is not of Asian descent, attends this site because it is close to her place of work. That morning, Ms. Diaz realizes that she is the only non-Asian participant in the site.

It is now 9:45 a.m. and Ms. Diaz is still waiting for the nutritionist. She sees participants who came in to the office after her receiving their food instruments. She lets the receptionist know that she is still waiting and was told that it would probably be only an additional 5 minutes. However, 10 minutes pass and Ms. Diaz is still waiting to be seen. She tells the receptionist that she needs to be at work in 45 minutes. Ms. Diaz asks to speak with the supervisor. Ms. Diaz lets the supervisor know that she's seen other participants come and go within 15 minutes of coming into the office. She tells the supervisor that she feels that the staff sees other participants first because they are Asian and she is not. The supervisor tells her that if she wants to file a complaint, she can call the State WIC Program. The supervisor gives Ms. Diaz the State WIC Program's telephone number and explains to Ms. Diaz about her right to file a complaint.

Ms. Diaz eventually sees the nutritionist who provides her with an excellent nutrition education session and issues her the food instruments. Ms. Diaz leaves the Sunrise site frustrated and unhappy due to the delay in waiting time and she calls the State WIC Program to complain.

Which protected class would this discrimination complaint fall under?

- ☐ Political Affiliation
- ☐ Reprisal
- ☑ **National Origin**

ANSWERS

Activity 3
(Continued)

2. Case Study – Ms. Johnson

Ms. Johnson has discovered that she is four months pregnant and wants to sign up to receive WIC services. She was previously on the WIC program with her other children who are now teenagers. She calls the North area WIC office and schedules an appointment.

On the day of her appointment, Ms. Johnson arrives at the clinic site 15 minutes late for her appointment with all the required paperwork. When she walks up to the receptionist desk, the receptionist notices that Ms. Johnson is legally blind and unable to read the forms. The receptionist becomes nervous and does not know how to help Ms. Johnson, so she speaks loudly to inform her that they will need to reschedule her appointment. When Ms. Johnson asks why the appointment needs to be rescheduled, the receptionist loudly states that, “It is because we are not equipped to assist people with your condition”. The receptionist informs her that there may be someone to assist her “kind of people” at her next appointment.

Which protected class would this discrimination complaint fall under?

- ☐ Race
- ☑ **Disability**
- ☐ Religion

ANSWERS

Activity 4

(Page 25)

Ethnicity and Race Data Collection

Instructions: Answer each question below.

1. What are the two civil rights questions that WIC staff must ask all participants?

   ☐ Height and Weight

   ☑ **Ethnicity and Race**

2. When is WIC staff required to collect ethnicity and race data?

   ☐ Whenever time is available

   ☑ **At initial certification or enrollment**

3. What are the two (2) items that WIC staff must explain to participants when collecting ethnicity and race data?

   ☐ The collection of the information is necessary to receive their food instruments, and could have an effect on receiving WIC benefits.

   ☑ **The collection of the information is strictly for statistical reporting and has no effect on the determination of their eligibility for WIC benefits.**

4. What information should WIC staff review with a participant at <u>all</u> certifications?

   ☐ Race and Ethnicity

   ☑ **Rights and Responsibilities**

5. What should WIC staff do if a participant refuses to state her ethnicity or race?

   ☐ Ask them why they won't answer?

   ☑ **Select and enter an ethnicity and race for them and enter it into WIC MIS.**

ANSWERS

Activity 5

(Page 35)

Instructions: Review the following questions and select the answer that you think is most appropriate.

1. Which of the following help notify the public about their civil rights?

   ☐ *Rights and Responsibilities* pamphlet

   ☐ Nondiscrimination Statement

   ☐ *And Justice for All* poster

   ☑ **All of the above**

2. Where should the *And Justice for All* posters be placed?

   ☐ In the manager's office

   ☐ In your cubicle

   ☑ **Where everyone can easily read it**

3. State WIC staff is required to receive Civil Rights Training on an annual basis.

   ☑ **True**

   ☐ False

4. In reference to Civil Rights what does ADA mean?

   ☐ American Diabetes Association

   ☑ **Americans with Disabilities Act**

   ☐ American Dental Association

ANSWERS

Activity 6

(Page 38)

Customer Service and Conflict Resolution

Scenario: It is 4:30 pm and the waiting room is packed. The front door slams open and in flies a woman toting two toddlers, voice raised as she is waving her hands in the air. There is a room full of participants patiently waiting to be assisted when the woman walks to the front desk, points her finger in your face, and yells, "Get me your supervisor now! I have a complaint."

Instructions: Answer the following questions.

1. Can this participant file a complaint?

   ☑ **Yes**
   ☐ No

2. What actions might you use to calm the situation (tone of voice, body language, eye contact)? *(some examples of answers)*

   - Be patient and polite
   - Listen with presence and compassion
   - Avoid sarcasm
   - Be empathetic
   - Do not be afraid to ask for help to resolve a situation
   - Smile whenever possible
   - Apologize where appropriate
   - To avoid offending anyone, be open to valuing the other person's opinion
   - Don't feel you need to have the last word
   - Treat everyone the same no matter who they are, how they look, or how they act
   - Impose policies that impact all people the same
   - Treat everyone with dignity and respect