

Civil Rights Training Talking Points

Sponsors and Administrative Staff will:

- Use nondiscrimination statement on all SFSP information and promotional material;
- Display “And Justice for All” poster in the sponsor’s office;
- Provide program information to potential SFSP participants/media;
- Take reasonable steps to ensure meaningful access to services for limited English proficient persons by providing information in the frequently encountered, non-English languages of individuals eligible to be served or likely to be affected by the SFSP;
- Work with child, parent and site supervisor to develop a plan to provide a reasonable meal modification(s) and facility modification(s) to allow a child with a disability equal access to SFSP;
- Ensure that translations are accurate concerning the availability and nutritional benefits of the SFSP;
- Safeguard confidentiality of eligibility status information of potential and actual participants in SFSP;
- Determine numbers of potential participants by ethnic and racial categories and report on site application in KN-Claim;
- Train site staff and volunteers on civil rights complaint procedures and document and forward civil rights complaints;
- Keep data on file for three (3) years.

Site Supervisor and Site Staff and Volunteers will:

- Display “And Justice for All” poster in site service area;
- Ensure that meals are served to all attending children, regardless of race, color, national origin, sex, age or disability.
- Ensure that all children have equal access to services and facilities at the site regardless of race, color, national origin, sex, age or disability.
- Work with child, parent and SFSP Sponsor to develop a plan to provide a reasonable meal modification(s) and facility modification(s) to allow a child with a disability equal access to SFSP;
- Notify sponsor immediately of verbal or written civil rights complaints using the sponsor-established procedure.

All SFSP staff will work to resolve issues quickly if a participant/guardian/parent states he/she has been treated differently because of race, color, national origin, age, sex or disability.

- **L**isten to the person.
- **O**pen ended questions.
- **V**alidate the person’s concerns.
- **E**mpower, empathize, and educate.

Additional Training Resources:

- Civil Rights Compliance in Child Nutrition Programs Quick Train Tutorial at www.kn-eat.org, Training.