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**Subject: Civil Rights Training**

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Effective Date: October 1, 2012

Revised: October 1, 2010

**Policy:** All WIC employees must receive civil rights training annually. WIC employees/staff include those who have direct interaction with WIC clients/caregivers or applicants, as well as, those who do not, such as a County Health Department Administrator who supervises a WIC Coordinator and/or other WIC staff. It is recommended that new WIC staff complete civil rights training within 30 days of employment as part of their orientation. To maintain compliance, civil rights training for new WIC staff must be completed within six months.

Civil rights training may be conducted as formal trainings, through staff meetings or in-services, or as a training module. A civil rights training log shall remain in the Local Agency (LA) training file, listing topics covered and including the names and signatures of the WIC staff who received the training. This documentation must be available for State Agency (SA) staff to review during Management Evaluations.

Civil Rights training shall include the following required subject matter:

1. collection and use of data,
2. effective public notification systems,
3. complaint procedures,
4. compliance review techniques,
5. resolution of noncompliance,
6. requirements for reasonable accommodation of persons with disabilities,
7. requirements for language assistance,
8. conflict resolution, and
9. customer service.

**Reference: FNS 113-1CFR §246.12(h)(3)(xix)**

**Procedure:**

1. Clinics shall provide civil rights training to all WIC employees/staff in the agency on an annual basis.
  - a. All new employees shall complete the Civil Rights Training Module before access to KWIC is permitted.
  - b. All other staff can complete civil rights training using a variety of methods. Examples of trainings include; in-services, trainings provided by the SA, completion of the Civil Rights Training Module, or informal meetings. A resource available for LA use is The Civil Rights, Fair Hearings, and Civil Rights Complaints Power Point which can be found on the Training page under [Additional Training Resources](#).
2. The LA shall maintain a record of civil rights training for each WIC employee in the LA training file.