

A QUICK GUIDE TO CIVIL RIGHTS

To ensure equal access WIC **MUST** ensure:

1. That staff tell parents and the public how to apply for the Program and how to file a Civil Rights complaint:

- Place the “And Justice for All” poster where it can easily be seen.
- Use the Nondiscrimination Statement on all materials and Web sites that mention Program eligibility and/or benefits.
- Notify parent/participants in writing about the right to file a complaint of discrimination; (*this is part of the rights and responsibilities*), provide civil rights or program information upon request.
- Ensure that a Public Service Announcement is submitted to a local media annually.

2. Identify and accommodate language needs:

- Find out what languages are spoken in your service area.
- Make sure that *everyone* knows what to do when a Limited English Proficient (LEP) parent needs help in completing the WIC appointment.
- Provide translated materials if there are many people who speak another language. Spanish is **Required**.
- Local agencies should hire bilingual staff when possible; otherwise, use professional interpreters or Language Lines to serve LEP providers.
- Do not ask parents/providers to bring their own interpreters for appointments.
- Do not use children under the age of 18 to translate.

3. Data on race and ethnicity *must* be collected:

- Provide an explanation to parents that collecting the data is required by law; it will not affect their eligibility or benefits, and will help to prevent discrimination.
- Allow clients to self-identify their race and ethnicity.
- If the client declines to identify the information, the person taking the application must do so visually.

4. If an applicant/participant states that he/she has been treated differently because of race, color, national origin, age, sex (including gender identity & sexual orientation, or disability):

- Encourage applicants/participants to resolve issues as quickly as possible.
- Ensure that all applicants/participants know who the Civil Rights/ADA contact is or refer a complainant to the address provided on the And Justice For All poster.
- Offer the applicant/participant a civil rights complaint form to complete or staff can record the complaint in writing and send it to the State WIC office immediately.

TREAT EVERYONE AS YOU WOULD LIKE TO BE TREATED

