

**Purpose** Specify minimum Civil Rights training requirements for WIC personnel.

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**Training Requirements** Civil Rights training will be provided annually by the State WIC office. Local agencies are responsible for assuring that all WIC staff including those who supervise WIC staff and volunteers and contract staff who interact with clients attend civil rights training at least one time each year. This training should include:

- Appropriate use of "Non-discrimination phrase" on materials.
  - Collection and documentation of racial/ethnic data.
  - Handling of discrimination complaints.
  - Effective public notification.
  - Effective outreach.
  - Compliance review techniques.
  - Resolution of non-compliance.
  - Requirements for reasonable accommodation of persons with disabilities.
  - Requirements for language assistance.
  - Conflict resolution.
  - Customer Service
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**Documentation of Training** All training should be documented following the procedure outlined in Volume I Section R of the Nebraska WIC Procedure Manual.

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**Retention of Documentation** All documentation of civil rights training must be retained at the local agency for a minimum of 3 years.