AND JUSTICE FOR ALL AND CIVIL RIGHTS TRAINING

Annual Civil Rights Training is required for agency operations. To ensure all staff and volunteers are trained, agency managers may:

- Conduct training during regularly scheduled meetings
- Train new staff and volunteers as they come aboard
- Create a review station with an acknowledgment form

A log or sign-in sheet must be completed and retained in order to receive credit for conducting the training.
CIVIL RIGHTS TRAINING REQUIREMENTS

Training must include the following:

**How to assist participants with language barriers?** Phone interpreter line, Deaf/hard of hearing, Visually impaired, etc. Failure to provide meaningful access can be considered discrimination.

**How to assist individuals with disabilities?** Volunteer assistance, wheelchair ramp, etc. Failure to provide reasonable accommodations may subject agency to discrimination claim.

**How to differentiate between program complaints and Civil Rights complaints?** Different treatment due to protected classes versus dissatisfaction with program rules.

**Conflict resolution** – Identification of the issue and calmly communicate with participants on program guidelines

**Noncompliance resolution** – Corrective actions made to address findings

**Customer service expectations** – Friendly staff, offering assistance in other areas, develop good listening skills, identify stressors, etc.

All staff and volunteers must know how to assist participants in any of these matters and/or whom to refer questions and concerns to.

Racial/Ethnic Data must be collected at the point of application and reported to determine the effectiveness of the program. It does not affect eligibility.

**Protected Classes**
- Race
- Color
- National Origin
- Age
- Sex
- Disability