Minnesota Department of Education

Nine Areas of Civil Rights Compliance for Family Day Care Home Providers

USDA Nondiscrimination Statement

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or mailto:program.intake@usda.gov.

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

USDA is an equal opportunity provider and employer.

Goals of Civil Rights guidelines in the Child and Adult Care Food Program (CACFP):

1. Equal treatment for all applicants and participants.
2. Knowledge of rights and responsibilities.
3. Elimination of illegal barriers that prevent or deter people from receiving benefits.
4. Dignity and respect for all.

Nine Areas of Civil Rights Compliance

1. Collection and use of data:
   - Ask parents to complete racial/ethnic data for each enrolled child.
   - If parent refuses, record for parent, based on your perception.
   - Keep confidential.
2. Effective public notification systems:
   - Inform potentially eligible and current participants of benefits of CACFP.
   - Provide appropriate information in alternative formats for persons with disabilities (contact sponsor organization for assistance).
   - Use other languages and graphics as needed.
3. Complaint procedures:

- Complaints may be filed on the basis of: race, color, national origin, age, sex or disability.
- Never discourage individuals from filing complaints or voicing allegations of discrimination.
- To file a complaint write to: USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (866) 632-9992 or (800) 877-8339 (TTY).

4. Compliance review techniques:

   - State agency will assess if sponsoring organization has implemented non-discrimination and civil rights requirements.

5. Resolution of noncompliance:

   - Stop inappropriate actions.
   - Failure/refusal can result in loss of federal assistance.

6. Reasonable accommodation of people with disabilities:

   - Supply food substitutions as required by program regulation.
   - Follow the Department of Human Services (DHS) and the Americans with Disabilities Act (ADA) requirements for other accommodations to ensure access for all.

7. Language assistance:

   - People with limited English proficiency (LEP) need to be served in familiar languages.
   - Outreach in other languages is important.
   - How language assistance is provided depends on number and proportion of LEP persons served, frequency of contact, nature of services, and available resources.
   - Do not use children as interpreters.
   - Interpreters may be volunteers but must respect confidentiality and understand interpreter ethics.
   - View the Limited English Proficiency website for resources.

8. Conflict resolution:

   - Remain calm.
   - Explain situation.
   - Get help, especially if feel threatened.
   - Use alternative dispute resolution techniques, such as mediation, when necessary.

9. Customer service:

   - Be patient.
   - Be polite.
   - Avoid sarcasm.
   - Don't be afraid to apologize.
   - "Treat others the way they want to be treated (or at least be aware of what that is)."