

New Hampshire WIC Policy & Procedure Manual

Chapter 11. Civil Rights

Overview

This chapter contains rules and regulations related to Civil Rights, public notification and nondiscrimination requirements, the monitoring of local agencies and clinics for compliance with Civil Rights regulation and rules, the collection of relevant racial/ethnic information and procedures for handling Civil Rights (CR) complaints.

In this Chapter

This chapter contains 4 policies and 9 attachments which detail Civil Rights procedures.

Contents

Policy	Topic
1	Public Notification Requirement and Nondiscrimination Statement
2	Compliance Review and Monitoring Activity
3	Applicant & Participant Complaint Handling
4	Handicapped Accessible WIC clinics

	Attachments
1	Civil Rights Poster- And Justice for All
1	NH DHHS Nondiscrimination Poster (Eng/Spanish)
1	"I Speak" poster
2	Conflict Resolution (CR)_Customer Service (CS) Training
2	CR Case Studies
2	CR/CS, Respect & Civility (RC) and Diversity Equity & Inclusion (DEI) Videos/Resources
2	Customer Service Self-Assessment
3	CR Complaint log