

**NOTICE
DISCRIMINATION PROHIBITED**

FEDERAL AND STATE CIVIL RIGHTS LAWS AND THE STATE EQUAL EMPLOYMENT OPPORTUNITY POLICY PROHIBIT DISCRIMINATION AGAINST PERSONS WHO FEEL THAT THEY ARE TREATED UNFAIRLY OR DIFFERENTLY BECAUSE OF THIS:

Mental Disability	National Origin	Color
Physical Disability	Sex	Age
Political Affiliation	Religion	Race
Sexual Orientation		

IT IS YOUR RIGHT TO...

- Be considered for employment based upon merit and valid job-related criteria.
- Work in an environment free of harassment and discriminatory practices and policies.
- Make applications for and receive services based upon legitimate non-discriminatory criteria.
- Receive non-discriminatory services and treatment from the government and its delegate agencies.
- Receive reasonable accommodations for disability or religious beliefs.
- Work in an environment free of harassment and discriminatory practices.

Applications for services and claims of the Iowa Department of Public Health will be reviewed in a timely manner. If you believe that you have been victim of discrimination, you may file a complaint through the Department's grievance procedure, or receive assistance by contacting:

IOWA DEPARTMENT OF PUBLIC HEALTH
 Nathan Wilson, Chief, Bureau of Planning Services
 Affirmative Action Officer
 Lucas State Office Building
 221 E. 12th Street
 Des Moines, IA 50319-0075
 515-281-2124

Employees, as well as applicants and clients may also file grievances with the Iowa Civil Rights Commission, the Affirmative Action Office, the Equal Employment Opportunity Commission, or the Office of Civil Rights, Central Texas Department of Health and Human Services.

All grievances should be filed promptly; grievances with civil rights enforcement agencies will be accepted no later than 180 days from the date of incident.

Gord W. Christoph, MPA
 Director

A QUICK GUIDE TO CIVIL RIGHTS



To ensure equal access the State of Iowa WIC Program must:

A. Tell parents and the public how to apply for the WIC Program and how to file a Civil Rights Complaint:

- ❖ Place the And Justice for All and IDPH Nondiscrimination posters in all WIC clinics where they can easily be seen.
- ❖ Use the nondiscrimination statement on all materials that identify or describe WIC.
- ❖ Notify participants/caretakers in writing about the right to file a complaint of discrimination; provide civil rights or program information upon request.
- ❖ Inform potentially eligible persons of program eligibility, benefits, services, locations and hours of operation.

B. Identify and accommodate the language needs in your service area:

- ❖ Find out what languages are spoken.
- ❖ Make sure that everyone knows what to do when a Limited English Proficient (LEP) calls or presents at your clinic.
- ❖ Provide translated materials if there are many people who speak another language.
- ❖ Hire bilingual staff when possible; otherwise use professional interpreters or interpreting services such as language lines.
- ❖ Participants are not required to bring their own interpreters; do not use children as interpreters.

C. Accommodate persons with disabilities:

- ❖ Provide disabled clients with the accommodations that they need.
- ❖ Make accommodations for formula changes and transitions from liquid to solid foods.

D. Data on race and ethnicity must be collected:

- ❖ Provide an explanation to participants/caretakers that collecting data is required by law and that it will not affect their eligibility and is used to help prevent discrimination.
- ❖ Provide the opportunity for participants to self-identify their and their child's race and ethnicity.
- ❖ If the participant/caretaker declines to provide the information the person completing their appointment must do so.

E. If a participant/caretaker states that he/she has been treated differently because of race color, national origin, age, sex, or disability:

- ❖ Encourage the resolution of issues as quickly as possible.
- ❖ Ensure that all participants/caretakers 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 participant/caretaker a civil rights complaint form to complete or staff should record the complaint in writing and send it to the Office of Civil Rights.