

Training Supervisor Guide for Civil Rights

Who must take this course

All new WIC staff within first month of hire.



Note: All WIC staff who have already completed this course in Workday Learning complete a separate Civil Rights Refresher training each year.

Where to find it

[Workday Learning](#)

Time needed to complete the course

30 minutes to 1 hour

When to assign for staff to complete

Within first month of hire

Posttest Location

[Workday Learning](#)

In this guide

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Overview

The Civil Rights training is one of the first trainings new staff take.

Offer to meet with the staff member after they have completed the training. Ask these questions to facilitate discussion:

- What questions or thoughts did you have about this training?
- What did you find helpful?

The Civil Rights 2026 training is available in Workday Learning. It includes a PowerPoint slide deck, a Civil Rights job aid, and a 10-question posttest.

The training covers civil rights topics required by the Food and Nutrition Service (FNS): The six protected classes, identifying civil rights violations, data collection requirements, reasonable accommodation for disability, language access services, the “And Justice for All” poster, complaint procedures, compliance review and resolution, good customer service, and conflict resolution.

Topics covered in training

Staff learn and refresh on the following topics required by FNS:

- The six protected classes
- How to identify a civil rights violation
- Data collection
- Reasonable accommodations for disability
- Language access services
- The “And Justice for All” poster
- Complaint procedures
- Compliance review and resolution
- Conflict resolution and customer service

Learning objectives

After this training, staff will be able to:

- Recall how to appropriately talk to participants about data collection and program eligibility
- Recall language access service rights for WIC participants
- Recognize effective display locations for the “And Justice for All” poster
- Recognize examples of reasonable accommodations for WIC participants with disabilities
- Describe what information is needed to document civil rights complaints.
- Describe the state WIC program’s review and resolution process for civil rights compliance.
- Identify an effective communication technique for conflict resolution.
- Identify the connection between good customer service, conflict resolution, and complaint prevention.

Notes for Training Supervisors

There are a few different places complaints can go, so it can be helpful to reinforce those differences with new staff taking the training.

Complaints submitted in TWIST

The Job Aid: [Civil Rights](#) covers the six protected classes and information to include when a complaint involving civil rights discrimination is submitted in TWIST.

Protecting staff confidentiality

Complaints against staff are referred directly to the WIC Coordinator or the state WIC Compliance and Civil Rights Coordinator.

The new form for general complaints against WIC

Staff and participants can use the [new online WIC Complaints form](#) to submit complaints against a local agency or the WIC program in general instead of submitting them in TWIST.

The State WIC Compliance & Civil Rights Coordinator for questions

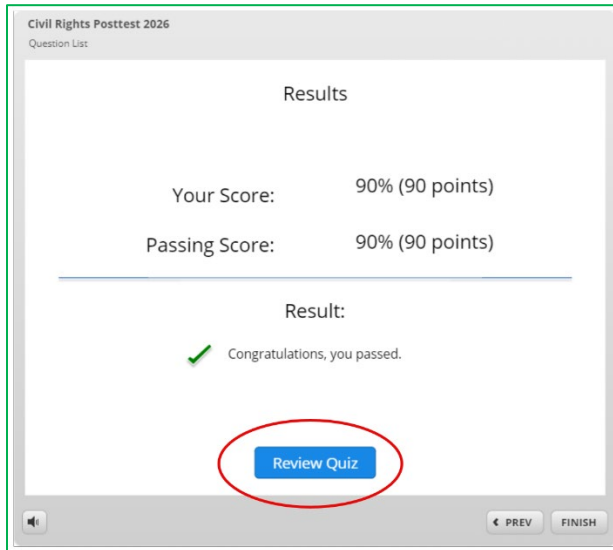
Oregon WIC encourages staff to reach out to the state WIC Compliance and Civil Rights Coordinator after civil rights complaints are entered in the WIC data system because FNS requires civil rights complaints to be submitted by the state within 5 business days.

Staff may also reach out to the state WIC Compliance and Civil Rights Coordinator for questions about a complaint or complaint procedures in general.

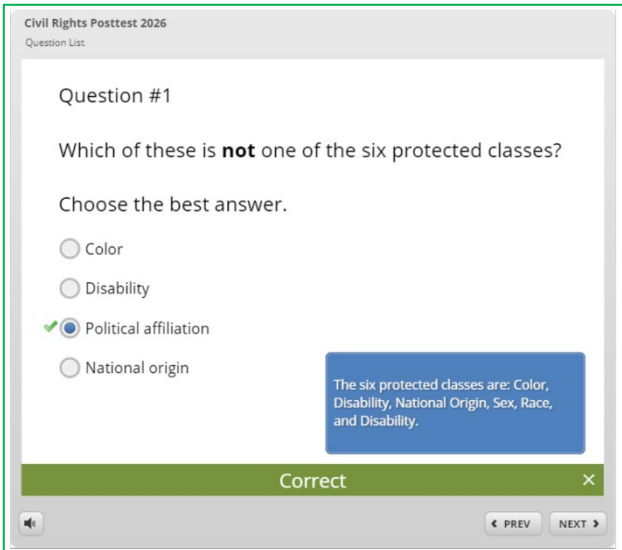
Posttest questions and answers

The posttest has 10 questions. Here's what you need to know:

- 90% is passing score.
- Each question is worth 10 points.
- The questions and answers for each question shuffle with each quiz attempt.
- Learners have two tries to answer a question correctly.
- The correct answer displays on the screen before moving onto the next question when a learner gets the question wrong twice.
- Learners can also review which questions they got right or wrong the end of the posttest.
 - To do this: Click the blue Review Quiz button at the end of the posttest. Then click the gray Next button at the bottom right corner to proceed through the review.



Learners can click the blue Review Quiz button after completing the posttest to see the questions they got right or wrong.



In Review Quiz mode, learners can see each question they got right or wrong and get more information about the right answer in the bottom right box.

Questions 1-10

Question #1

Which of these is **not** one of the six protected classes?

Choose the best answer.

- ☐ Color
- ☐ Disability
- ☒ Political affiliation
- ☐ National origin

Question 1 (Multiple choice, 10 points, 2 attempts allowed)

Feedback when correct: That's right! You selected the correct response.

Feedback to try again: That is incorrect. Please try again.

Feedback when incorrect: The correct answer is: Political affiliation.

Feedback for review: The six protected classes are: Color, Disability, National Origin, Sex, Race, and Disability.

Question #2

What kind of discrimination is a civil rights violation?

Choose the best answer.

- ☐ Discrimination based on income
- ☒ Discrimination based on the six protected classes
- ☐ Discrimination based on participation in the WIC program
- ☐ Discrimination based on job status

Question 2 (Multiple choice, 10 points, 2 attempts allowed)

Feedback when correct: That's right! You selected the correct response.

Feedback to try again: That is incorrect. Please try again.

Feedback when incorrect: The correct answer is: Discrimination based on the six protected classes.

Feedback for review: A civil rights violation includes discrimination against one or more of the six protected classes.

Question #3

What data must WIC staff collect from every participant at certification?

Choose the best answer.

- ☒ Race and ethnicity
- ☐ Race and political affiliation
- ☐ Race and phone number
- ☐ Race and job title

Question 3 (Multiple choice, 10 points, 2 attempts allowed)

Feedback when correct: That's right! You selected the correct response.

Feedback to try again: That is incorrect. Please try again.

Feedback when incorrect: The correct answer is: Race and ethnicity

Feedback for review: WIC staff must collect race and ethnicity from participants at certification.

Question #4

What is an example of a reasonable accommodation for disability?

Choose the best answer.

- ☐ Sign language interpreters
- ☐ Written materials in alternate formats like Braille or larger print
- ☐ Wheelchair access at clinic sites
- ☒ All of these

Question 4 (Multiple choice, 10 points, 2 attempts allowed)

Feedback when correct: That's right! You selected the correct response.

Feedback to try again: That is incorrect. Please try again.

Feedback when incorrect: The correct answer is: All of these

Feedback for review: Reasonable accommodations include sign language interpreters, written materials in alternate formats, and wheelchair access at clinic sites.

Question #5

What do local agencies do to support participants with Limited English Proficiency (LEP)?

Choose the best answer.

- ☒ Locate and offer interpretation services when a participant needs it
- ☐ Only hire staff who can speak two languages or more
- ☐ Only allow participants who speak English or Spanish to participate in WIC
- ☐ None of these

Question 5 (Multiple choice, 10 points, 2 attempts allowed)

Feedback when correct: That's right! You selected the correct response.

Feedback to try again: That is incorrect. Please try again.

Feedback when incorrect: The correct answer is: Locate and offer interpretation services when a participant needs it.

Feedback for review: WIC staff must know how to locate interpretation services and offer them to participants who need it.

Question #6

What resource must local agencies post in easy-to-see locations?

Choose the best answer.

- ☐ Referral resources to SNAP
- ☒ The "And Justice for All" poster
- ☐ Pamphlets of the WIC Food List
- ☐ None of these

Question 6 (Multiple choice, 10 points, 2 attempts allowed)

Feedback when correct: That's right! You selected the correct response.

Feedback to try again: That is incorrect. Please try again.

Feedback when incorrect: The correct answer is: The "And Justice for All" poster

Feedback for review: The "And Justice for All" poster must be posted in easy-to-see locations at clinics.

Question #7

A participant shares a complaint that includes a civil rights violation. After documenting the complaint in the WIC data system, what should WIC staff do?

Choose the best answer.

- ☐ Check in with the participant during their next appointment
- ☐ Share the details of complaint with colleagues in the clinic
- ☐ Attempt to resolve the complaint by calling the state WIC office
- ☒ Notify the state WIC Compliance and Civil Rights Coordinator

Question 7 (Multiple choice, 10 points, 2 attempts allowed)

Feedback when correct: That's right! You selected the correct response.

Feedback to try again: That is incorrect. Please try again.

Feedback when incorrect: The correct answer is: Notify the state WIC Compliance and Civil Rights Coordinator

Feedback for review: Notify the state WIC Compliance and Civil Rights Coordinator that a civil rights complaint has been submitted in the data system.

Question #8

What information is needed when documenting a civil rights complaint?

Choose the best answer.

- ☐ Who was involved and what happened
- ☐ Which protected classes may have been involved in the incident
- ☐ The name and contact information of person making the complaint
- ☒ All of these

Question 8 (Multiple choice, 10 points, 2 attempts allowed)

Feedback when correct: That's right! You selected the correct response.

Feedback to try again: That is incorrect. Please try again.

Feedback when incorrect: The correct answer is: All of these

Feedback for review: Who was involved, what happened, which protected classes may have been involved, and the participant's information are all needed for documentation.

Question #9

How do we protect employee confidentiality when documenting complaints?

Choose the best answer.

- ☐ We tell participants to never share complaints against WIC staff with us
- ☐ We tell participants to only share complaints against WIC staff online
- ☐ We use fake names to document complaints in the WIC data system
- ☒ We do not document complaints against WIC staff into the data system

Question 9 (Multiple choice, 10 points, 2 attempts allowed)

Feedback when correct: That's right! You selected the correct response.

Feedback to try again: That is incorrect. Please try again.

Feedback when incorrect: The correct answer is: We do not document complaints against WIC staff into the data system.

Feedback for review: To protect employee confidentiality, complaints against local WIC and state WIC staff are not entered in the data system.

Question #10

How do conflict resolution skills and good customer service help support civil rights?

Choose the best answer.

- ☐ Conflict resolution skills and good customer service can predict civil rights complaints
- ☐ Conflict resolution skills and good customer service can promote civil rights complaints
- ☒ Conflict resolution skills and good customer service can prevent civil rights complaints
- ☐ None of these

Question 10 (Multiple choice, 10 points, 2 attempts allowed)

Feedback when correct: That's right! You selected the correct response.

Feedback to try again: That is incorrect. Please try again.

Feedback when incorrect: The correct answer is: Conflict resolution skills and good customer service can prevent civil rights complaints.

Feedback for review: To protect employee confidentiality, complaints against local WIC and state WIC staff are not entered in the data system.

Staff will see this completion slide after answering all ten questions. After clicking next, they can review their answers by clicking Review Quiz.

You did it!

Click the Next button to see your score and review your answers.

Civil Rights Posttest 2026
Question List

Results

Your Score:	90% (90 points)
Passing Score:	90% (90 points)

Result:

✓ Congratulations, you passed.

[Review Quiz](#)

◀ PREV FINISH ▶