

## **Wisconsin WIC Civil Rights: Online Orientation Course Guidance for Using the Course**

Specifically designed for newly hired WIC staff, the course covers all of the basic information about the WIC program. While it does provide a substantial amount of information about WIC Civil Rights it will still be necessary to guide the new hire in understanding the concepts. New hires and current staff can also complete the companion to this course – the *Wisconsin WIC Conflict Resolution* online course.

### **Course topic areas are:**

- Civil Rights Module #1 - Basics
- Civil Rights Module #2 – ROSIE
- Civil Rights Module #3 - Customer Service
- Civil Rights Module #4 – Working with an Interpreter
- Civil Rights Module #5 – Working with a Translator

### **Course format:**

- self – paced
- user – friendly for all WIC staff
- computer requirements include internet access and flash technology capability - standard features for all computers.
- more information on how to navigate through the course is given in the course.

### **Computer System requirements:**

Internet connection (broadband or better recommended)

Sound capability (with speakers or headphones)

Flash Player 6.0.79 or later (Get Flash Player: <http://www.adobe.com/go/getflash>) (Flash Player 7 or later recommended), and one of the following browsers:

Windows: Internet Explorer 6, Internet Explorer 7, Firefox 1.x and later, Safari 3, Google Chrome, Opera 9.5

Macintosh: Firefox 1.x and later, Safari 3

**Tips:** If you have problems opening the course link check if it is being blocked; if so, contact your IT support. Also, check your audio before beginning.

### **WHEN:**

Please follow this schedule to complete the course (or can be done sooner):

Modules 1 and 2 = week one of hire

Module 3 = week two of hire

Modules 4 and 5 = week three hire

Each staff member will take varying amounts of time to complete the course. See below for an estimate of time required for each module. Additionally, staff is welcome to revisit the course at any time as a refresher.

Civil Rights Module #1 – Basics: 8 minutes

Civil Rights Module #2 – ROSIE: 17 minutes

Civil Rights Module #3 - Customer Service: 7 minutes

Civil Rights Module #4 – Working with an Interpreter: 14 minutes

Civil Rights Module #5 – Working with a Translator: 8 minutes

Total Approximate Time: 60 minutes (includes completing activities)

**Annual Training Requirements:** Annual training is required for all “frontline staff,” that is, those who interact with program applicants or participants, including staff who are sub-contracted, such as contracted nutritionists and interpreters. Staff persons who supervise “frontline staff” are also required to receive annual training. Any staff who complete any of the modules can count this as meeting the requirement for annual civil rights training.

### **Civil Rights Training Registry**

The Civil Rights Training Registry is required to document attendance at any civil rights training. Complete this Training Registry after reviewing the modules. Enter the review date, the Civil Rights Module number under “Presenter’s name” and enter the title (Basics, ROSIE, Customer Service, etc.) under “Topic areas covered.” Record the time it took the staff person to complete the module. Each staff person must sign their name. Projects may use one Training Registry form per module or one form per employee.

This course was made possible through a USDA Infrastructure grant. It was developed in partnership with WIC and a University of Wisconsin Division of Information Technology (DoIt) team. It will be updated as information changes.

**All questions and comments related to this course should be directed to the WIC Training Coordinator, Patti Hauser, at 608. 266. 3821 or [patti.hauser@dhs.wisconsin.gov](mailto:patti.hauser@dhs.wisconsin.gov).**