**Michigan State University Extension**

**Civil Rights Review System**

**Appendix Forms**

**and**

**Information**

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# APPENDIX A

## PROCEDURES FOR HANDLING CIVIL RIGHTS COMPLAINT S OF DISCRIMINATION

MICHIGAN STATE UNIVERSITY EXTENSION

AUGUST, 2007

### A. Policy of Equal Opportunity

Michigan State University Extension prohibits discrimination on the basis of race, color, national origin, gender, gender identity, religion, age, height, weight, disability, political beliefs, sexual orientation, marital status, family status, or veteran status related to participation in its programs, activities and benefits and provides a process for the filing and prompt resolution of complaints of discrimination.

### B. Right to File a Complaint

Any person who believes that he/she has been discriminated against may file a written complaint with the Director, Office of Civil Rights, USDA, Washington, D.C. 20250 or with the Director of Extension, Michigan State University Extension, East Lansing, MI 48824 within 180 days from the date of the alleged discrimination.

### C. Complaint Transmittal Process

A complaint received by the Director, Office of Civil Rights, USDA shall be promptly referred to the State Extension Director for prompt investigation and resolution. A complaint received by the Director of Extension will be sent within three (3) work days of receipt to the Director, Office of Civil Rights, USDA for communication purposes.

### D. Written Complaints

If a written complaint is received by an MSU Extension staff member, the following procedures are to be followed within three (3) work days from the receipt of the complaint.

1. Acknowledge receipt of the complaint in writing indicating that the complaint will be forwarded to the Director of Extension who will take action to promptly conduct a thorough investigation. Instruct the complainant that he/she may also file a written complaint with the Director, Office of Civil Rights, USDA.
2. Forward the complaint to the Director of Extension immediately. Attach a copy of the correspondence that was sent to the complainant along with any comments that you may have regarding this matter.
3. Upon receipt of this material, the Director of Extension’s Office will contact you and will advise you as to further action.

### E. Verbal Complaints

If a complaint is communicated to you verbally, the following procedures are to be followed immediately, but no later than three (3) work days from the receipt of the complaint.

1. Inform the complainant that he/she may file his/her complaint in writing with the Director, Office of Civil Rights, USDA or with the Director of Extension within 180 days from the date of the alleged discrimination and that it may be in the interest of the complainant to file a complaint sooner rather than later.
2. Explain to the individual that it is in the best interest of all concerned that the complaint be put in writing.
3. Immediately following your verbal discussion with the complainant, write a letter to the complainant documenting your discussion. Your letter should:
	1. Clearly communicate that the individual has the right to file a complaint in writing with the Director, Office of Civil Rights, USDA or with the Director of Extension within 180 days from the date of the alleged discrimination.
	2. Indicate that you will be forwarding the complaint when received to the Director of Extension and that the matter will be promptly and thoroughly investigated.
4. Forward a copy of your letter to the complainant to the Director of Extension immediately and provide any comments that you may have regarding the matter.
5. Upon receipt of this material, the Director of Extension’s Office will contact you and will advise you as to further action.

### F. Further Suggestions on Handling Complaints

1. Do not attempt to solve the complaint yourself. Inform the Director of Extension immediately after a complaint is received. You will be provided instructions as to the appropriate action to take.

2. Do not attempt to debate a complaint with the complainant. Listen carefully to obtain all pertinent details. All communications with the complainant should be handled in a positive, diplomatic and professional manner.

3. Document all verbal and written communications related to the complaint.

## EMPLOYMENT RELATED COMPLAINTS

### Policy of Equal Employment Opportunity

It is the policy of the Michigan State University Extension to assure equal employment opportunity without regard to race, color, national origin, gender, gender identity, religion, age, height, weight, disability, political beliefs, sexual orientation, marital status, family status, or veteran status.

The Program for Equal Employment Opportunity provides an informal and a formal process for the filing and prompt resolution of employment related complaints of discrimination. These processes are available to applicants for Extension employment, Extension employees and employees occupying positions that are supported by non-Extension funds and who are supervised by Extension employees.

When a complaint is brought to your attention, you are required to inform the complainant of his/her right to file a complaint according to the following processes:

### Informal Complaint Process

The complainant may contact any of the MSUE EEO Counselors who are designed to consider, conciliate, mediate, resolve or refer complaints in consultation with the EEO Coordinator. The addresses of these counselors are posted in each county office.

All informal complaints will be heard and a decision made by the counselor in consultation with the EEO Coordinator within five working days after receipt.

### Formal Complaint Process

If informal procedures do not attain a result satisfactorily to the complainant or if the complainant does not desire to follow the informal process, the complainant has the option to use the Formal Complaint Process.

A complainant may file a formal complaint with the President, Michigan State University, the Director of MSU Extension Service or with the MSUE EEO Coordinator. Complaints are to be filed in writing within 180 days from the date of the alleged discrimination.

A complainant may request a hearing of the complaint which will be conducted by the Anti-Discrimination Judicial Board of Michigan State University. The hearing will be arranged by the MSUE EEO Coordinator and will be conducted according to policies and procedures adopted by the MSU Board of Trustees within 60 days of the request at a time and location agreed on by the EEO Coordinator and the complainant.

The EEO Coordinator, the complainant and any person whose alleged conduct is the cause of the complaint shall have the right to call and cross-examine witnesses under oath.

The Anti-Discrimination Judicial Board will submit a decision including findings of fact, conclusions, and recommendations to the Director of Extension for action within thirty (30) days of the conclusion of the hearing. The Director of Extension will notify the complainant in writing of the decision or disposition of the complaint.

### Other Options Available to the Complainant

1. The complainant may file a formal complaint with the Michigan Department of Civil Rights.

2. The complainant may file a formal complaint with the United States Equal Employment

Opportunity Commission, Washington, D.C. 20506.

 3. The complainant may seek relief through the civil courts.

# APPENDIX B

## Local Partner compliance certification

(Letter form)

Organizations receiving MSU Extension services and materials and organizations that collaborate with MSU Extension to deliver educational programs are asked to complete and return this form.

MSU is an affirmative-action, equal-opportunity employer, committed to achieving excellence through a diverse workforce and inclusive culture that encourages all people to reach their full potential. Michigan State University Extension programs and materials are open to all without regard to race, color, national origin, gender, gender identity, religion, age, height, weight, disability, political beliefs, sexual orientation, marital status, family status or veteran status.

As part of its Civil Rights responsibilities, MSUE is obligated by The United States Department of Agriculture (USDA) to have an annually signed statement of non-discrimination from organizations using its services and/or collaborating to deliver programs. Because of this mandate and the foregoing Equal Opportunity statement, MSU Extension cannot offer substantive assistance to, or program with, organizations that are not open to all on the same basis as MSUE. If your organization’s services are open to others in this manner, please complete, sign and return this document to:

(MSUE contact/address)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Name of organization)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name Title

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Authorized Signature Date

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# APPENDIX C

## MSU Extension Program Participant Race and Gender Data

**(OPTIONAL)**

MSU Extension programs are open to everyone. We are required, for Civil Rights reasons, to report program participant race and gender data to the United States Department of Agriculture (USDA).

Providing the following race and gender information is voluntary and will be maintained strictly for reporting purposes. These records are kept separately from mailing lists and other participant information. Only the race and gender data is reported to the USDA. Participant names are not reported.

Please check the appropriate race and gender designation listed or write in the appropriate designation. Thank you.

Date \_\_\_\_\_\_\_\_\_\_\_\_\_

Program attended \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Race

\_\_\_\_\_\_ American Indian/Alaska Native

\_\_\_\_\_\_ Asian

\_\_\_\_\_\_ Black or African American

\_\_\_\_\_\_ Hispanic or Latino, all races (Please specify \_\_\_\_\_\_\_\_\_)

\_\_\_\_\_\_ Native Hawaiian or Other Pacific Islander

\_\_\_\_\_\_ Caucasian/White

\_\_\_\_\_\_ Multi-Racial

Gender

\_\_\_\_\_\_ Female

\_\_\_\_\_\_ Male

# APPENDIX D

## Bias-Free Communication

### Guidelines for Communicating in a Diverse Community

MSU’s Office for Inclusion and Intercultural Initiatives

Bias typically involves a leaning or predisposition on an issue that may inhibit being neutral when communicating with others. When bias exists in attitudes, it is often reflected in the language and the way in which individuals interact with each other. Language can have a significant impact on the quality of our interactions. Many times, we do not intend to exclude or offend others by the words we choose. We may simply lack information about, and sensitivity to, certain words or phrases. Being aware and mindful of our language, both written and oral, can help create a supportive and inclusive climate. This document provides suggestions for eliminating bias from our communication as one means of creating a more inclusive environment and modeling the attitudes about diversity which the University values. While some basic suggestions are offered below, the key to effective bias-free communication is treating all people with respect and consideration regardless of characteristics such as age, gender, gender identity, race, color, religion, national origin, height, weight, familial status, marital status, sexual orientation, disability, or political preference.

**General guidelines for bias-free communication include**:

* Pay special attention not to limit or imply limitations for anyone to participate in any activity, occupation or area of study, e.g. "his disability will preclude him from doing this job,” “women shouldn’t play certain sports.”
* Speak of all members of the University community--students, faculty and staff--in relationship to the issues at hand and the abilities of those involved.
* Assign tasks on the basis of ability rather than gender, race, disability, or other irrelevant stereotypical characteristics, e.g. "we need a man to lift this computer."
* Diversity in leadership and presenters is important in demonstrating bias-free communication.
* Every reasonable effort should be made to assure that meeting places are barrier-free and can accommodate persons with disabilities.
* Every person at a meeting or gathering should be given opportunities to participate.
* "In-group" references and comments, while they may enhance the workplace for the in-group, may create an unwelcoming or hostile working or educational environment for non-members.
* Lesbian-bisexual-gay-transgender (LBGT) persons are likely to be present at every meeting or event and in every racial and ethnic group. Be sure to avoid language that stereotypes or patronizes LBGT persons.
* Avoid stereotyping or patronizing racial or ethnic groups, LBGT persons, or persons with disabilities in news stories, anecdotes or hiring practices.

There are other, more characteristic-specific guidelines for bias-free communication that can increase awareness of, and confidence in, our use of inclusive language. These guidelines change from time-to-time, and individuals or groups most often affected by bias suggest such changes. While these guidelines are common recommendations, they may not be the preference of every individual. The overall goal is to be sensitive and try to communicate in a way that everyone can feel included.

### Race and Ethnicity

• Avoid qualifiers that imply that all members of specific ethnic groups or races are the same, e.g., suggesting that all persons of a certain ethnicity are good at athletics or math.

• If you specify race or ethnic origin, be certain it is relevant.

• Avoid language that has questionable racial or ethnic connotations, e.g., “you people,” or “those foreigners.”

### Gender and Gender Identity

• Use gender-neutral words/phrases in your language, e.g. journalist, fire fighter, chairperson. Avoid the use of "man" or "woman" in job titles.

• Address both female and male perspectives with phrases like "employees and their spouses or partners." Use pronouns and references that include both genders instead of only male, e.g. "he/she" or "women/men."

• Avoid describing men by profession and women by physical attributes.

• Use "gender" rather than "sex" to differentiate between men and women.

### Ability Status

• Use "person first" language, e.g., "person with a disability," "student with a disability."

• Avoid using the term “disability” as an adjective, e.g. the disability community.

• Avoid using adjectives as nouns, e.g. "the deaf, the blind, the disabled." Rather, use "people who are deaf.”

• Plan for and provide alternate forms of communications at events and gathering. This might include having interpreters, providing written materials in print format or in Braille, or providing oral interpretation for all visual information.

### Sexual Orientation

• Use "sexual orientation" rather than phrases like "the gay lifestyle" or "sexual preference."

• Use the phrase "partner or spouse".

• When discussing families, be inclusive of families that are headed by same gender partners or lesbian, bisexual, gay, or transgender single parents and recognize the presence of LBGT youth in families.

• When using the terms "diversity" or "multicultural," and reference is made to specific groups, include lesbian-bi-gay-transgender persons in such statements.

### Age

• Mention age only when it is relevant.

• Permit people of all ages to speak for themselves rather than assuming you know what they want.

• Avoid making inappropriate assumptions about people based on their age.

Ending bias takes awareness, openness and practice. Many biased statements seem so natural and familiar that we are unaware of the discomfort they cause for others. Become conscious of your communication and what it may imply. For more information, please seek assistance by contacting the following offices:

• Office for Inclusion and Intercultural Initiatives 353-3922

• Women's Resource Center 353-1635

• Resource Center for Persons with Disabilities 353-9642; TTY: 355-1293

• Multicultural Programs-Students 353-7745

• Lesbian/Bisexual/Gay/Transgender Resource Center 355-8286

Office for Inclusion and Intercultural Initiatives

101 Olds Hall

Michigan State University

East Lansing, MI 48824-1046

Voice/TTY: 517/353-3922

Fax: 517/353-2988

Web: http://www.inclusion.msu.edu

E-mail: inclusion@msu.edu

*MSU is an Affirmative Action/Equal Opportunity Employer*

# APPENDIX E

## 4-H Youth Program compliance statement

**Michigan State University Extension**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ County 4-H Youth Program**

**Civil Rights Compliance Statement**

Name of Group (Club): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Primary Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I understand that the use of the 4-H name and emblem is granted on the basis that membership in the group named above is open to all without regard to race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, marital status or family status.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Club Coordinator

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date

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# APPENDIX F

## Generic Compliance Statement

**Michigan State University Extension**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Insert program name here)**

**Civil Rights Compliance Statement**

Name of Group (Club):

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Primary Location:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I understand that all MSU Extension programs, group membership, and participation benefits are granted on the basis that membership/participation in the group named above is open to all without regard to race, color, national origin, gender, religion, age, disability, political beliefs, sexual orientation, marital status or family status.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Club/Program Coordinator

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date

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# APPENDIX G

## About Parity

As we each look to our plan of work for our specific areas of programming, we should first know who our potential clientele is within each program area. Generally this comes from several sources, including relevant and current statistical abstracts (not just the US Census, the Census can be a beginning, but may not be all inclusive); other appropriate advisory committees based on the program area, your State Extension Leadership; and your own community based research.

As we know our potential clientele, we should equally know our actual contacts. We should know these numbers by target groups, as appropriate; White, African American, Asian American Indian/Alaska Native, Native Hawaiian, some other race, two or more races and Hispanic. Remember that Hispanic is an ethnic identification, not a racial group, because Hispanics can be white or black or some other racial make-up. Also we should know how many males and females there are as potential and actual.

Programs are considered to be in parity when the percentage of each of these categories in the actual clientele group is within 80 percent of the percent of that category in the potential clientele group. For example: if the potential audience is 80% white with 20% American Indian, and the actual face to face contacts are 90% white and 10 American Indian, then we are not in parity with respect to American Indians.

When we have not achieved parity in program participants we must demonstrate (and document) “all reasonable efforts” we have implemented to attempt to achieve parity. This is where your Public Notification Plan kicks in and works for you. It is not enough to say, ” it was in our newsletter”, as that most likely will not get it done. Document everything you do and why you did it (including thinking/doing outside the box; what you haven’t done in the past, etc.).

Rick Chavez

USDA Civil Rights Review Team

(with edits Dionardo Pizana)