Diocese of Owensboro

**Customer Service**

The Diocese of Owensboro School Food Service Department is committed to treating all of our students with dignity and respect. We aim to provide excellent customer service regardless of race, age, color, sex, national origin or disability. We welcome questions concerning our programs and aim to consistently provide full and timely information to enable our customers to make necessary decisions.

**Conflict Resolution**

The Food Service Department recognizes the right of all of our customers to file a complaint. We also recognize that there may be many occasions when conflicts may be resolved in the house. The department is committed to exerting every effort in providing solutions when conflicts arise by seeking to listen to understand; demonstration empathy and discovering needs; identifying barriers to a resolution and overcoming those barriers; turning problems into possibilities; and whenever possible finding a win/win solution.

**Civil Rights**

**USDA Nondiscrimination Statement**

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.​

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA’s TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete the [USDA Program Discrimination Complaint Online Form](https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf) (AD-3027) found online at [How to file a Complaint](https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint)​, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant’s name, address, telephone numbe​​r, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

 Submit your completed form or letter to USDA by:

 (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;(2)  fax: (833) 256-1665​ or (202) 690-7442; or

(3)  email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

Every effort will be made to have the complainant provide the following information:

1. Name, address, telephone number, or means of contracting the complainant;
2. The specific location and name of the entity delivering the program, service or benefit;
3. The nature of the incident;
4. The basis on which the complainant feels discrimination exists;
5. The names, titles and addresses of the persons who may have knowledge of the discriminator action; and
6. The date(s) during which the alleged discriminatory action occurred.

**Reasonable Accommodations for Persons with Disabilities**

Reasonable food substitutions or modifications are required for a student with a dietary disability if a medical statement is on file that is completed and signed by a licensed physician. The medical statement form or written medical statement (i.e. prescription) is required for each child that has a disability. This written medical statement must clearly identify the child’s:

* Disability
* Major life activity or bodily function affected by the disability
* Diet prescription
* Food or Foods to be omitted from his or her diet
* Reasonable food or choice of foods that must be substituted in his or her meals

A child with a disability will be provided with reasonable dietary accommodations when that need is supported by a written medical statement. The USDA does not require meals for a child with a disability that involves dietary restriction documented in the written medical statement to meet the current mandated meal pattern.

A medical statement form to request accommodations is provided to all students at the beginning of the school year or when a new student enrolls. Families may request another copy of the form at any time during the school year.

**Non-Severe Food Allergies and/or Food Intolerance**

The school food authority is not required to make food substitutions for children with non-severe food allergies or food intolerances, who do not have a disability. The School Food Authority may choose to make reasonable food substitutions, at their discretion, for individual children who do not have a disability, but who are medically certified as having a special medical or dietary need. Determinations are made on a case-by-case basis. Any accommodation must meet the mandated meal pattern. A medical statement for a child who does not have a disability must be signed by a licensed physician, physician’s assistant, or nurse practitioner.

In accordance with the USDA regulation, for students with lactose intolerance or a nonlife threating milk allergy, no other beverage can be substituted for milk except a lactose-free beverage that meets the nutritional requirements of milk.

School food authorities are not required to make food substitutions based on food choices or food preferences.

Reasonable accommodations also refer to ensuring that participants with a disability have physical access to programs and services; such as easily accessible entrances.

**Parent/Guardian Notification**

* The Diocese of Owensboro Food Service Department will notify parents and guardians of the process for requesting meal modifications to accommodate a child’s disability.
* Parents will be notified by back-to school information packets, parent meetings, and the Diocese of Owensboro website that a medical statement signed by a licensed healthcare professional will be needed to request meal modifications.
* Medical statements will be collected at the child’s school and shared with the cafeteria manager and the school nurse if applicable.
* If a parent disagrees with a decision regarding their child’s meal modification request an impartial hearing process will be arranged to resolve the grievance.

**Reasonable Accommodations for Persons with Limited English Proficiency (LEP)**

* The Diocese of Owensboro Food Service Department distributes the Application for Free and Reduced Meals in English and has access to Spanish applications upon request.
* The menus are distributed and posted on the school nutrition website in English.
* The “And Justice for ALL” poster, which includes information on how to file a complaint of discrimination, is displayed and provided in English.
* The Food Service Director works with Hispanic Ministries office located at McRraith Catholic Center to assist Spanish speaking customers who have questions regarding child nutrition services.

**Complaint Handling Checklist**

* Listen to the customer
* Record the parent/guardian’s name, date of complaint, date of incident in question, student’s name, and any witness’s names.
* Take detail notes of complaint. Do not discuss other students. Do not offer any promises.
* Let the parent/guardian know you will forward this information to the Food Service Director and we will follow up promptly after gathering facts and reviewing all information.
* Send details of the complaint to the Food Service Director.
* Food Service Director will work with all persons involved to find a resolution.
* Follow up with the parent/guardian.
* Record the outcome.