

Section: E
Category: SUPPORT SERVICES
File: ECAD

**CODE: SCHOOL AND PERSONAL
PROPERTY REPLACEMENT/RESTITUTION**

The LPVEC Board of Directors will authorize payment of the cost of replacing or repairing property of an employee such as eye glasses, hearing aids, dentures, watches, or articles of clothing necessarily worn or carried by the employee, or vehicles when such items are damaged or stolen in the line of duty as a result of malicious acts and without fault of the employee. Other personal property of employees or personal teaching aids belonging to the employee, are not included.

The maximum payment any one can claim is \$1,000 or actual cost, whichever is less in the case of vehicles, and \$500 or actual cost, whichever is less, for other property. An employee is limited to a maximum annual claim of \$1,000. Loss or damage will be reported to the Executive Director or Program Supervisor and, if appropriate, to the police as soon as the employee becomes aware of such loss or damage.

Claim reports are available from the Director of Finance and should be forwarded through the Executive Director or Program Supervisor to the Director of Finance.

Employees must seek reimbursement, as appropriate, from their private insurance policy. Employees will not be compensated for losses or damages for which compensation, wholly or partially, can be paid under the employee's private insurance policy.

This policy does not extend to student property.

Adoption Date: July 1, 2010

Revised:

Source: MASC Policy Reference

Legal References:

Section: EE
Category: TRANSPORTATION SERVICES
File: EEAG

USE OF PRIVATE VEHICLES FOR TRANSPORTATION OF STUDENTS

Any use of private vehicles to transport students to and from Collaborative field trips, events, or other Collaborative functions, must have prior authorization by the Executive Director or his/her designee. Nothing in this policy shall prohibit a parent, guardian, or caregiver from transporting their child to and from the Collaborative for daily attendance. Nothing in this policy shall limit the authority if the Executive Director or his/her designee from utilizing the Collaborative's transportation department to provide student transportation in a manner consistent with the laws of the Commonwealth of Massachusetts.

The Board specifically forbids any employee to transport students, except the employee's own children, for school purposes without prior written authorization by the Executive Director or his/her designee. Any employee seeking such permission shall be required to provide proof of a valid driver's license, (one not subject to suspension) and to disclose whether in the past ten (10) years they have been convicted of reckless operation of a motor vehicle, driving under the influence of intoxicating liquors or controlled drugs, prescription drugs, over-the-counter drugs, or any other chemical substances, natural or synthetic. Permission shall not be granted to any employee who lacks a valid driver's license free of suspension, or who has been convicted of the aforementioned offenses. Individuals providing unauthorized student transportation do so without Collaborative permission and at their own risk, expense, and liability.

To use a private vehicle for other Collaborative purposes, the employee must have the written permission of the Executive Director or his/her designee. Any employee seeking such permission shall be required to provide proof of a valid driver's license, (one not subject to suspension) and to disclose whether in the past ten (10) years they have been convicted of reckless operation of a motor vehicle, driving under the influence of intoxicating liquors or controlled drugs, prescription drugs, over-the-counter drugs, or any other chemical substances, natural or synthetic. Permission shall not be granted to any employee who lacks a valid driver's license free of suspension, or who has been convicted of the aforementioned offenses unless the employee provides the Executive Director or his/her designee with clear and convincing evidence of mitigating circumstances post-conviction, whereupon permission may be granted to the employee to use a vehicle for other Collaborative purposes, but not for student transportation.

This permission may be in the form of a standing permit for employees who use their own cars regularly for Collaborative purposes. The permit shall state the particular purpose, and whether it includes transportation of students.

For all special trips involving students, including field trips, a special permit must be obtained in advance of the specific trip.

The employee who transports a student without the authorization described above shall be deemed to have acted outside the scope of their authority and the Collaborative shall assume no responsibility for indemnification of the employee in the event of a third-party claim arising from an accident. The Board specifically forbids any employee to transport students for Collaborative purposes without prior authorization by the Executive Director or his/her designee, except in the case of imminent health or safety emergency involving a student where no other emergency transportation alternative is available. In such an event, the employee shall immediately report the circumstances to the Executive Director or his/her designee.

Violations of this policy by employees will result in appropriate consequences, up to and including termination.

Under no circumstances will the Board authorize the transporting of students by other students in private vehicles. No student shall be sent on Collaborative errands using any vehicle.

Reimbursement for use of private vehicles will be made only when the employee has prior approval of the Executive Director or his/her designee and any reimbursement shall be subject to any other applicable reimbursement policies and requirements of the Collaborative.

Adoption Date: August 21, 2024

Revised:

Source: MASC

Legal References:

***Lower Pioneer Valley Educational Collaborative
Board of Directors Policy***

Section: E
Category: SUPPORT SERVICES
File: EEAJ

CODE: MOTOR VEHICLE IDLING ON SCHOOL GROUNDS

No motor vehicle operator shall cause or allow any motor vehicle operated by him or her on school grounds to idle unnecessarily, except for any of the following reasons: traffic conditions; queuing at a school for the purpose of picking up or discharging students; turbo-charged diesel engine cool down or warm up; maintenance of appropriate temperature for school buses when accepting or discharging passengers not to exceed three minutes in any fifteen minute period or one minute in any fifteen minute period for other motor vehicles; for circumstances involving safety or emergencies and for servicing or repairing motor vehicles; and as these exceptions are more completely described in the below referenced regulations. The term "school grounds" shall mean in, on or within 100 feet of the real property of the school whether or not it is in session, and shall include any athletic field or facility and any playground used for school purposes or functions which is owned by the municipality or school district, regardless of proximity to a school building, as well as any parking lot appurtenant to such school athletic field, facility or playground. Reasonable efforts shall be made by the district to identify by signage all known and actual air intake systems, which may be within 100 feet of an idling motor vehicle. A motor vehicle operator shall not idle a motor within 100 feet of such air intake system, unless the LPVEC has determined that alternative locations block traffic, impair student safety or are not cost effective.

The LPVEC shall erect and maintain in a conspicuous location on school grounds "NO IDLING" signage as described below. All such signage shall contain appropriate sized font so as to be visible from a distance of 50 feet.

NO IDLING

**PENALTIES OF \$100 FOR FIRST OFFENSE AND \$500
FOR SECOND AND SUBSEQUENT OFFENSES
M.G.L. C. 90, § 16B AND 540 CMR 27.00**

It shall be the responsibility of the school administration to ensure that each school bus driver employed by the LPVEC and not by a school bus contractor shall, upon employment and at least once per year thereafter, sign a document acknowledging the receipt of copies of M.G.L. c. 90, § 16B and 540 CMR 27.00. The prohibitions contained in M.G.L. c. 90, § 16B shall be enforced by state or local law enforcement agencies.

Adoption Date: October 27, 2010

Revised:

Source: MASC Policy Reference

Legal References: M.G.L. c. 71:37H, c. 90:16B and 540 CMR 27.00

Section: E
Category: SUPPORT SERVICES
File: EFAB

CODE: PROTOCOL AND GUIDELINES FOR MANAGEMENT OF LIFE-THREATENING FOOD ALLERGIES IN THE LPVEC

BACKGROUND

Allergic food reactions can span a wide range of severity of symptoms. The most severe and potentially life threatening reaction is anaphylaxis. This protocol is to be used for students who are at risk for anaphylaxis and in circumstances where a previously undiagnosed life-threatening allergic response occurs.

Anaphylaxis is a potentially life-threatening medical condition occurring in food allergic individuals after exposure to their specific food allergens. Anaphylaxis refers to a collection of symptoms affecting multiple systems in the body, the most dangerous of which are breathing difficulties and a drop in blood pressure or shock, which are potentially fatal. The most common causes of anaphylaxis in children include allergies to:

1. Foods (most commonly; dairy products, eggs, fish/shellfish, milk, peanuts/tree nuts, soy, wheat)
2. Latex, medications, and stinging insects

Anaphylaxis can occur immediately and/or 2-6 hours following allergen exposure, so it is important to:

1. Identify student at risk.
2. Have appropriate preventative policies.
3. Be prepared to handle an emergency.
4. Ensure appropriate medical care and follow-up.

PURPOSE AND GOAL

The LPVEC cannot guarantee an allergen-free environment for all students with life threatening allergies. The goal is to minimize the risk or exposure to food allergens, to educate the community, and to maintain and regularly update a system-wide protocol for responding to the needs of students with life-threatening food allergies.

A system-wide effort requires the cooperation of all groups of people within the system. The sections below highlight the major responsibilities of the various groups. Each child's plan will be individualized and, therefore, not all responsibilities can be detailed in this protocol.

The goal of the LPVEC is to engage in a system-wide effort to:

1. Avoid any occurrence of life-threatening food- based allergic reactions
2. Prepare for any allergic reactions to food
3. Respond appropriately to any allergy emergencies that arise

RESPONSIBILITIES OF PARENTS OF STUDENTS WITH LIFE –THREATENING FOOD ALLERGIES

Each parent of a student with a life-threatening allergy shall have the following responsibilities:

1. Inform the school nurse of your child's allergies prior to the opening of school (or as soon as possible after diagnosis).
2. Arrange to meet with the school nurse to develop an individual Health Care Plan (HCP) for the student and provide medical information from the child's treating physician as needed to write the HCP.
3. Arrange for school health professionals to be able to communicate with your child's physician.
4. Provide the school with a list of foods and ingredients to be avoided, and provide a list of safe or acceptable foods that can be served to your child.
5. Provide the school nurse with enough up-to-date emergency medications (including Epi-pens) so they can be placed in all required locations for the current school year.
6. Complete and submit all required medication forms.
7. Provide a MEDIC ALERT ID for your child.
8. Notify nurse of upcoming field trips as soon as possible and provide Epi-pen to be taken on field trips as stated in the field trip policy.
9. Encourage your child to wash hands before and after handling food.
10. Teach your child to:
 - a. Recognize the first symptoms of a food allergic/anaphylactic reaction.
 - b. Know where the epinephrine auto-injector is kept and who has access to the epinephrine.
 - c. Communicate clearly as soon as he/she feels a reaction is starting.
 - d. Carry his/her own epinephrine auto-injector when appropriate.
 - e. Not share snacks, lunches, or drinks.
 - f. Understand the importance of hand washing before and after eating.
 - g. Report teasing and/or bullying that may relate to the child's allergy.
 - h. Take as much responsibility as possible for his/her own safety.
11. As children get older, teach them to:
 - a. Communicate the seriousness of the allergy.
 - b. Communicate symptoms as they appear.
 - c. Read labels.
 - d. Administer own epinephrine auto-injector and be able to train others in its use.
12. Inform the school of any changes in the child's life-threatening food allergy status.

13. Provide the school with the licensed provider's statement if the student no longer has food allergies.
14. Go on field trips and out-of-school activities with your child, whenever possible.
15. Provide bag of snacks for your child's classroom along with safe foods for special occasions.
16. Sign a release for school personnel to consult with family physical/allergist and all medical providers.

RESPONSIBILITIES OF STUDENTS

Each student with a life threatening food allergy should be proactive in the care and management of his/her food allergies and reactions based upon their age and capabilities.

Students with life threatening food allergies should be educated to take on increasing responsibilities in the care and management of their allergies as follows:

- Do not share or trade food with others.
- Always wash your hands before and after eating.
- Only eat foods when you are sure about the ingredients.
- Learn to recognize symptoms of an allergic reaction.
- Tell an adult immediately if you are experiencing symptoms or accidentally ate food that may have unknown ingredients.
- Develop a relationship with the school nurse/health office staff and/or another trusted adult in the school to assist with answering questions and identifying issues related to the management of your food allergy in school.

Have ongoing conversations with parents, school nurse and physician concerning how much responsibility you are ready to take on, including carrying an Epi-pen.

RESPONSIBILITIES OF THE LPVEC CTEC, TWAIN PROGRAM, AND TRANSITIONS PROGRAM

The LPVEC will endeavor to:

1. Create a system-wide emergency plan for addressing life -threatening food- based allergic reactions.
2. Provide annual in-service training and education on reducing food allergy risks, recognizing food allergy symptoms, and emergency procedures for staff.
3. Training shall include, but not be limited to:
 - a. A description/definition of severe allergies and a discussion of the most common foods causing allergic reactions
 - b. The signs and symptoms of anaphylaxis
 - c. The correct use of an Epi-pen
 - d. Specific steps to follow in the event of an emergency
4. School health professionals in conjunction with the student's parent(s)/guardian(s) and the primary care provider/allergist will develop a Health Care Plan for any student with a life-

threatening food allergy. The HCPs will be reviewed by the school nurse, the student's parent(s)/guardian(s) and primary care provider and/or the student's allergist, and approved by the child's physician/allergist.

5. Be knowledgeable about and follow applicable federal laws including ADA, IDEA, Section 504, and FERPA as well as any applicable state laws or district policies.
6. Provide education on reducing food allergy risks.
7. After a reaction, identify those who were involved in the medical intervention and those who witnessed the event.
8. Meet with the adults to discuss what was observed and to dispel any rumors.
9. If an allergic reaction is thought to be from a food provided by the school food service, request assistance of the Food Service Director to ascertain what potential food item was served/consumed. Review food label from Food Service Director and Staff.
10. Agree on a plan to disseminate factual information and review knowledge about food allergies to school mates who witnessed or were involved in the allergic reaction, with parental and student consent.
11. Review the HCP and/or Emergency response plan to address any changes that need to be made.
12. Make the Health Care Plan available in the Nurse's Office. Recommend that parents/guardians attach a photograph of their child to their Health Care Plan.
13. Submit to school bus drivers a list of students who have life-threatening food allergies.
14. Make Epi-pens (belonging to the school and those prescribed to the students) available in the nurse's office and in other clearly designated locations as specified in the Health Care Plan. Encourage students to carry their Epi-pens on their person as allowed by the district's Administration of Medication Policy.
15. Familiarize teachers with the Health Care Plans of their students and any other staff member who has contact with the student on a need-to-know basis.

RESPONSIBILITIES OF THE SCHOOL PRINCIPAL

To the extent possible, the principal of each school shall be responsible for the following:

1. To ensure that school nurses familiarize teachers and staff with the Health Care Plans of the students with whom they have contact on a need-to-know basis.
2. In conjunction with nurses, to provide in-service training and education for staff regarding life-threatening allergies, symptoms, risk reduction procedures and emergency procedures including demonstration on how to use the Epi-pen.
3. To post the school's emergency protocol in appropriate locations.
4. To notify staff of the locations of Epi-pens in the school.
5. To develop a contingency plan for staff and students in the event that the nurse is not in the office or in the building. Staff will call 911 in all instances of any allergic reaction.

RESPONSIBILITIES OF SCHOOL HEALTH PROFESSIONALS

The school nurse is the primary coordinator of each student's Health Care Plan.

Each school nurse will have the following responsibilities:

- To develop a HCP for students with a life threatening allergy. This plan may include collaboration with parent/guardian and other school staff. Nurse will encourage use of MEDIC-ALERT bracelets or necklace
- Maintain updated HCPs in the Health Office and/or in student's homeroom.
- To assist the principal in providing information about students with life threatening allergies to appropriate staff on a need to know basis
- To familiarize teacher(s)/staff with the HCPs of their students.
- The school nurse will be responsible for following the Department of Public Health regulations governing the administration of prescription medications. Nurses are also responsible for following the regulations that permit registration of non-licensed personnel to be trained and to administer and Epi-Pen.
- Encourage parents to have 2 Epi-Pens available in school at all times.
- Inform the school principal and parent/guardian if any student experiences an allergic reaction that has not been previously diagnosed.
- Emergency protocol will be in place in the event that no nursing coverage is available during normal school hours.

RESPONSIBILITY OF PEDIATRICIAN

Pediatrician will:

1. Consult with administration on implementation of best practices.
2. Be available to review Individual Health Care Plans if needed.

RESPONSIBILITIES OF TEACHERS

Each teacher shall have the following responsibilities:

1. Receive and review the Individual Health Care Plan, in collaboration with the nurse and parent(s) of any student(s) in your classroom with life-threatening allergies.
2. Leave information in an organized, prominent and accessible format for substitute teacher.
3. Participate in in-service training for students with life-threatening allergies.
4. Participate in the planning of a student's re-entry into school after an anaphylactic reaction.
5. Receive approval from school administration and school nurse prior to using food in classroom lesson plan. Send appropriate letter home to parents if food will be used in classroom lesson plan.
6. Ensure that only approved foods are in classrooms.
7. Collaborate with administration and nurse to send out letters to all parents/guardians of students in a class with an individual with a life-threatening food allergy.

8. Reinforce appropriate hygiene techniques for hand washing before and after eating.
9. If an allergic reaction is suspected, call the nurse's office immediately.

RESPONSIBILITIES OF FOOD SERVICE PERSONNEL

The food service department shall have the following responsibilities:

1. Supply cleaning materials for washing and sanitizing tables as per district protocol.
2. Provide in-service training to food service employees regarding safe food handling practices to avoid cross contamination with potential food allergens.
3. Employees to wear non-latex gloves.

RESPONSIBILITIES OF LPVEC TRANSPORTATION PROGRAM

All school bus drivers shall be informed that he/she is transporting a child with a life-threatening allergy. The school bus drivers will have the following responsibilities.

1. Provide functioning emergency communication devices (e.g., cell phones, two-way radios, etc.) on each bus.
2. Maintain and reinforce policy prohibiting food consumption on buses.

RESPONSIBILITIES OF PERSONS IN CHARGE OF CONDUCTING AFTER-SCHOOL ACTIVITIES

Person in charge of extracurricular programs shall have the following responsibilities:

1. The Health Care Plans will be available for parents to copy to give to others who assume responsibility for their child. Examples of this may include:
 - a. Before or after school activity instructors
 - b. Coaches
 - c. Extracurricular activity advisors
2. Make parents aware that no nurse is available after school hours.

RESPONSIBILITIES DURING RECESS AND PHYSICAL EDUCATION CLASSES

During recess and physical education classes (where a child has a life-threatening allergy), the school shall have the following responsibilities:

1. Children will be under the supervision of at least one adult.
2. An Epi-pen will be taken outside if specified in the child's Health Care Plan.
3. Develop building-based procedure whereby emergency communication device (walkie-talkie, cell phone) is accessible and functional.

The above protocol will be maintained by the LPVEC CTEC, Twain Program, and Transitions Program. LPVEC students in host schools will be covered under the Protocol for Life Threatening Food Allergies according to the protocol in the district in which they are housed.

Adoption Date: April 25, 2012

Revised:

Source: MASC Policy Reference

Legal References:

Section: E
Category: SUPPORT SERVICES
File: EFC

CODE: FREE AND REDUCED PRICE FOOD SERVICES

The LPVEC will take part in the National School Lunch Program and other food programs that may become available to assure that all children receive proper nourishment.

In accordance with guidelines for participation in these programs and in accordance with the wishes of the Board of Directors, no child who is believed improperly nourished will be denied a free lunch or other food simply because proper application has not be received from his/her parent or guardian.

Adoption Date: June 18, 2014

Revised:

Source: MASC Policy Reference

Legal References:

Section: E
Category: SUPPORT SERVICES
File: EFD

CODE: SCHOOL NUTRITION PROGRAM CHARGE POLICY

The LPVEC is committed to providing students with healthy, nutritious meals each day so they can focus on school work, while also maintaining the financial integrity of meal programs. and minimizing any impact on students with charges for a la carte purchases.

The LPVEC provides free meals to all students (one free meal per meal service period.). However, unpaid charges for additional meals or a la carte items place a large financial burden on the LPVEC, as food services is a self-supporting entity within the LPVEC. The purpose of this policy is to ensure compliance with federal reporting requirements of the USDA Child Nutrition Program, as well as provide oversight and accountability for the collection of outstanding student balances.

Charges and Balances

Each student will be allowed to take one regular meal per meal service period. Students may want to receive additional meals or to purchase a la carte items. Students will pay for additional meals at the regular rate approved by the Board of Directors. Student accounts will be maintained by the LPVEC Food and Nutrition Program.

The parent/guardian is responsible for any meal charges incurred beyond the free meals provided. If there is a financial hardship, a parent/guardian should contact food services directly to discuss payment options such as an individualized repayment plan.

Payments

Payments for additional food purchases beyond the regular meal will be made to the LPVEC Food and Nutrition Program. Parents will be notified of account balances or deficits at regular intervals as prescribed by the LPVEC. At no time shall any staff member give payment notices to students unless that student is known to be an emancipated minor who is fully responsible for themselves or over the age of 18. If parents/guardians have issues with student purchases they should contact for assistance.

Parents/Guardians may pay in advance for anticipated purchases beyond the free meal allowed during each meal service period. Further details are available on the LPVEC webpage and in student handbooks. Funds should be maintained in accounts to minimize the possibility that a child may be without a positive balance in their account on any given day. Any remaining funds for a particular student, whether positive or negative, will be carried over to the next school year. The cafeteria possesses a computerized point of sale/cash register system that maintain records of all monies deposited and spent for each student. The point-of-sale system is designed to prevent direct identification of a student's account status. Parents/guardians will receive automated low-balance notices. If notices do not result in payment, the food service manager shall turn the account over to the business office.

Refunds

Refunds for withdrawn and/or graduating students require a written request for a refund of any money remaining in their account to be submitted. Graduating students also have the option to transfer funds to a sibling's account or to donate to a student in need with a written request.

Delinquent Accounts/Collections

The Executive Director shall ensure that there are appropriate and effective collection procedures and internal controls within the LPVEC's business office that meet the requirements of law.

Policy Communications

This policy shall be communicated to all staff and families at the beginning of each school year and to families entering the LPVEC during the year.

Adoption Date: March 19, 2025

Revised:

Source: MASC

Legal References: MGL [71:72](#); USDA School Meal Program Guidelines May 2017, Chapter 28 of the Acts of 2023

Section: E
Category: SUPPORT SERVICES
File: EFE

CODE: CIVIL RIGHTS COMPLAINT POLICY FOR CHILD NUTRITION PROGRAMS

The LPVEC is committed to complying with Civil Rights Requirements in all of its programs, including the USDA Food and Nutrition Services and DESE School Food and Nutrition Programs, and specifically the Civil Rights Requirements outlined in Food and Nutrition Programs Instruction 113-1 and the 2016 MOU between USDA FNS Civil Rights Division and the Massachusetts DESE Office for Food and Nutrition Programs.

Any person alleging discrimination in the LPVEC's School Food and Nutrition Program based on race, color, national origin, age, sex, or disability, either written or verbal, has the right to file a complaint. The designee at the LPVEC will provide assistance to the individual(s) including, but not limited to, explaining the steps in the complaint process and maintain a complaint log, as required by law.

NOTE: [Procedures Template for USDA Food and Nutrition Services Complaints can be found here](#). Districts are required by FNS 113-1 to establish procedures to receive complaints, assist individuals with complaints, log, and report Civil Rights complaints related to School Food and Nutrition Services.

NOTE: The Executive Director will develop complaint procedures

Adoption Date: *March 19, 2025*

Revised:

Source: *MASC*

Legal References: [FNS 113-1: Civil Rights Compliance and Enforcement](#)

Procedures Template

Inform: the person to whom potential discrimination may have or perhaps they feel have potentially occurred and their right to file an official complaint. Consider if parental/guardian notification is appropriate.

- Offer to share the complaint process steps and let them know it can be submitted anonymously.
- Ask if they would like to submit an official complaint.
- If no, ask the person how you can help. Clarify what they want you to do with the information they are giving you. This may be a person who is *reporting a concern* because they want you/someone to help them and is **not** interested in submitting an official Civil Rights Complaint.
 - When the person reports satisfaction that the issue has been resolved, no further steps need to be taken.
- If yes, walk them through USDA's complaint process and clarify if they want to use USDA's process on their own or if they want you to "accept" their complaint or help them submit to USDA.
 - If they would like to submit the complaint on their own, ask if you can do anything else to help resolve the issue in the meantime and no further steps need to be taken.
 - If they would like you to "accept" the complaint: Accept, Document and Share the Complaint per instructions below.

Accept: an official complaint in any form.

- *Remember before beginning this step: Someone can be "reporting a concern" they would like addressed but **not** submitting an official Civil Rights complaint. Be sure to clarify what their intention is. If they choose **not** to submit an official Civil Rights complaint continue to reach a resolution that is mutually agreed upon.*
- How SO accept complaints should be determined at the local level and described here. Note when developing these procedures there are some things you will want to keep in mind.
 - The complaint procedures cannot prevent a complaint from being accepted.
 - Procedures cannot require that following the complaint process be a prerequisite for accepting a complaint
 - The school can't require that a complaint only be submitted through one form, or person or at a specific date/time. They can offer the use of a standard form or refer them to a specific person but ultimately if a person wants to submit a complaint verbally in the moment that complaint needs to be accepted.

Document: The complaint in a complaint log specific to Child Nutrition Programs.

- How was the complaint given? In writing or verbally?
- Staff member who received the complaint must transcribe it.
- Essentially, whoever receives a complaint needs to document the event by filling out the fields on the complaint log.
- If a complaint is given verbally a detailed record of the complaint must be taken.
- At a minimum, the log must contain the complainant(s) name, contact information, the location (including country), nature and date of the alleged discrimination. Name of individual(s) and organization(s) alleged to have engaged in discrimination, basis of alleged discrimination, date of referral to FNS CRD, the findings of any investigation by FNS, and a descriptive disposition of the final complaint including any corrective action planned or taken.
- Sample log template is available on our [Civil Rights webpage](#).

Share: The complaint within 5 days with FNS CRD.

- Send a copy of the complaint you accepted by any of the following methods:
- mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- fax: (202) 690-7442; or
- email: program.intake@usda.gov

If you would like support in responding to reported concerns or Civil Rights complaints you can contact FNP at Nutriton@doe.mass.edu 781-338-6480, for technical assistance.

This institution is an equal opportunity provider.