

# Volunteer Civil Rights Training

Discrimination occurs when an individual's civil rights are denied or interfered with because of their membership in a particular group or class. Applicants and participants must be advised of their right to file a discrimination complaint and be allowed to do so.

***If a complaint cannot be resolved, or if you are part of or overhear a complaint, please contact your supervisor or a staff member.***

## Protected classes for TEFAP

- Race
- Color
- National Origin
- Sex
- Age
- Disability

## Types of Discrimination

- Disparate Treatment – Discrimination that occurs when an individual's rights are denied or interfered with because they are a member of a protected class.
- Disparate Impact – Discrimination that occurs when an individual is treated differently because they are a member of a protected class.
- Retaliation – An individual receives negative treatment due to prior civil rights activity or cooperation in an investigation by the individual, their family, or an associate.

**In order to minimize the risk of a civil rights discrimination complaint, ask yourself the following questions each time an applicant and/or participant comes to your program:**

- Am I treating this person in the same manner as I treat others?
- Have I informed this person exactly what information I need to make a determination on the application?
- Have I given this person the opportunity to clarify all relevant factors or inconsistencies?
- Have I provided the person with the information he or she needs to make necessary decisions?
- Am I treating others as I would wish to be treated?

### Public Notification:

The full nondiscrimination statement, including the complaint process, can be found on the TEFAP application forms, and on our website. "And Justice For All" posters containing this information are also prominently displayed in the client area. Potentially eligible clients can find information on our website, or in our brochures that are distributed throughout the community.

### Equal Access and Language Assistance:

Accommodations must be made to persons with disabilities. Please assist clients with disabilities to ensure that they are able to access food. Proxies are allowed to pickup for clients that are unable to come in themselves.

Our agency has Spanish speaking staff and volunteers. Please ask one of these individuals if you need assistance communicating to a Spanish only speaking client. If the client speaks only a language other than English or Spanish, please work with them as much as possible to convey your message. Often, they will have a translator with them.

## USDA Nondiscrimination Statement and Complaint Process

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. 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: (202) 690-7442; or
- (3) Email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

### Compliance Review:

Our agency is regularly monitored for compliance with these and other program regulations. If we are found to be noncompliant, the program could be taken away.

This institution is an equal opportunity provider.