

# USDA Foods Civil Rights Training

## Civil Rights Training for Volunteers

Discrimination occurs when an individual's civil rights are denied or interfered with because they belong to a particular group or class. Everyday Eats (aka CSFP) and TEFAP applicants and participants must be advised of their right to file a complaint of discrimination and they must 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 immediately.

### Protected Classes for EDE and TEFAP

- Race
- Color
- National Origin
- Age
- Disability
- Sex (*incl. gender identity & sexual orientation*)

**In order to minimize the risk of a civil rights discrimination complaint, ask yourself the following questions each time you visit with an Everyday Eats or TEFAP applicant and/or participant:**

- Am I treating this person in the same way that I treat others?
- Have I told this person what information I need to make a determination on the application?
- Have I given this person the chance to explain their side of the situation or to correct inconsistencies?
- Have I provided the person with the information he or she need to make decisions?
- Am I treating others as I wish to be treated?

## Types of Discrimination

**Disparate Treatment:** Direct discrimination of someone that denies or interferes with their rights because they are a member of a protected class. *Example – I don't like women so I will ask them for more proof than I do for men.*

**Disparate Impact:** This is discrimination that occurs when an organization's rules or practices unintentionally affect a protected class. *Example – We only received three cases of frozen chicken that will be gone by mid-morning. I have to tell this Russian family to return this afternoon because that is when our Russian translator comes in.*

**Retaliation:** When someone receives negative treatment because they filed a civil rights complaint or cooperated in an investigation of a civil rights complaint. *Example: You are a friend of the family that filed a complaint last month. I am going to only give you dry navy beans.*

## Public Notification

The full nondiscrimination statement, including the complaint process, can be found on the applications for Everyday Eats and TEFAP. It is also available on the "And Justice For All" poster. Make sure that you display the "And Justice For All" poster where your clients can see it during every food distribution. Clients should think TEFAP or Everyday Eats every time they see the green poster.



Treat others like you would like to be treated. 😊 Make sure everyone gets the same information and meets the same requirements 😊 Stay calm if a client begins to argue 😊 Ask your supervisor questions if you are unsure 😊 Ask for help if you need it.

## Compliance Review

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

## Equal Access and Language Assistance:

Accommodations must be made for persons with disabilities. Please assist clients with disabilities to make sure that they are able to access food. If your agency does not provide delivery of food boxes, then use a proxy process. The client may complete a proxy form or provide a written note to designate someone (the proxy) to sign required documents and pick-up the food. Make sure to keep the proxy form or note with your records.

## USDA Non-Discrimination 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, audiotope, 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 a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, 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 number, 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:  
1. **mail:** U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or

1. **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.