**Civil Rights Compliance in Food Distribution Programs**

**The Emergency Food Assistance Program (TEFAP)**

**\*This condensed training is only permitted for staff or volunteers that are not frontline workers\***

* Civil Rights are the nonpolitical rights of a citizen; the rights of personal liberty guaranteed to U.S. citizens by the 13th and 14th Amendments to the U.S. Constitution and by acts of Congress.
* Discrimination: The act of distinguishing one person or group of persons from others, either intentionally, by neglect, or by the effect of actions or lack of actions based on their protected classes.
* 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.
* Organizations that accept Federal financial assistance must obey Federal civil rights laws, regulations, instructions, and guidance. USDA foods are considered Federal financial assistance per Civil Rights Instruction 113-1.
* Organizations that receive USDA foods must demonstrate civil rights compliance. This includes annual training for any person working with recipients of TEFAP and/or CSFP food.
* Goal of Civil Rights Legislation:
	+ To provide equal treatment for all applicants and program recipients
	+ To provide clients with knowledge of their rights and responsibilities as a program recipient
	+ To eliminate barriers that prevent or deter people from receiving benefits
	+ To promote dignity and respect for everyone
* Any data collected should be kept secure and confidential.
* People receiving TEFAP products, have the right to fill and submit a complaint. These might be based on: race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.
* Every employee and volunteer must know what to do if someone wants to file a complaint. Always attempt to resolve the complaint at the lowest level.
* Complaints might be verbal or written, and may be anonymous.
* Never discourage anybody from submitting a complaint.
* Take reasonable steps to ensure access to all services by persons with Limited English Proficiency (LEP).
* Conflict Resolution: Remain calm. Determine the problem, then a solution and gain customer approval. Agree on what and when will be done and by whom.
* Customer service: Making a difference treating all people with dignity and respect. Answering questions in a non-threating voice, clearly explain rules, rights and responsibilities to everyone, find tools and techniques to improve customer service and recognize that stress can impact customer service.

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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 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
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
[program.intake@usda.gov](http://mailto:program.intake@usda.gov/)

This institution is an equal opportunity provider.

05/05/2022

I have reviewed the condensed civil rights training applicable to non-frontline employees and volunteers and have asked any questions I may have had. I agree to comply with the policy that prohibits discrimination.

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| Printed Name | Signature | Date |
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