

CIVIL RIGHTS TRAINING FOR CSFP/TEFAP VOLUNTEERS

1. Any program that receives Federal funding must comply with Civil Rights laws, regulations, instructions, and guidance. The Emergency Food Assistance Program (TEFAP) and the Commodity Supplemental Food Program (CSFP) are federally funded. Agencies receive both federal money and federal commodities. Both are considered funding, and make both programs subject to Civil Rights regulations.
2. Civil Rights are non-political rights. Any discrimination based on the protected classes is prohibited by law.
3. The protected classes are: race, color, national origin, sex, disability and age.
4. Sometimes the law allows for provisions that limit program participation, such as the age requirement for CSFP. The law states the program is only for those over the age of 60.
5. There are three types of discrimination.
 - a. Disparate Treatment: This is intentional discrimination against someone.
 - b. Disparate Impact: This is when actions cause unintentional negative results for a protected class.
 - c. Reprisal/Retaliation: This is an intentional act against someone who opposes discriminatory practices, makes a complaint, or assists in a complaint investigation.
6. The goals of Civil Rights are to:
 - a. Ensure equal and consistent treatment for all applicants and participants.
 - b. Provide knowledge of program participants' rights and responsibilities,
 - c. Eliminate illegal barriers that prevent or deter people from receiving benefits.
 - d. Promote dignity and respect for everyone.
7. It is of utmost importance to always maintain confidentiality. It is not appropriate to talk about who is receiving benefits and to make remarks about them during or outside of distributions. Never share information with others regardless of an expression of good intentions. Refer all requests for information to managers.
8. Racial and ethnic data must be recorded annually for CSFP and may be collected (but not required) for TEFAP. The data is used to assess participation and to target outreach. Individual data must be kept confidential.
9. Outreach includes all forms of communication that let participants and potential participants know about the program, the distribution locations and times, and contact information for the agency. Outreach may be necessary in languages other than English.
10. The USDA non-discrimination statement must be included on all printed materials relating to the USDA Foods Programs. The statement must be available to applicants during certification and to participants during distribution.
11. The USDA "And Justice for All..." poster must be displayed during distribution in a place where it can be seen by all who visit the premises. The poster has the USDA non-

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discrimination statement and includes information regarding how and where to report a Civil Rights complaint.

12. Anyone has the right to file a Civil Rights complaint. If an applicant or participant asks to file a Civil Rights complaint, refer them to either the information on the "And Justice for All..." poster or to an agency contact who will provide them with the instructions for filing a complaint.
13. Agency staff and volunteers are required to cooperate with State and Federal reviewers who are required to conduct periodic compliance reviews that include a Civil Rights' component. If deficiencies are found during an official review, voluntary correction is sought first. However, failure to abide by Civil Rights regulations, instructions and guidance can lead to loss of Federal financial assistance.
14. Make sure people with disabilities are accommodated. Sites should be accessible to people with all types of disabilities (e.g. mobility, sight, hearing, other) or alternate means of service delivery should be advertised and provided. Allowing a proxy to pick up on behalf of a program participant is one common way to meet this need,
15. Information about the program may be required in a language other than English. Based on the extent of the need, the agency may provide translated materials or services. Children should not be used as translators. All household information translated must be kept confidential.
16. Sexual harassment is prohibited. Do not engage in or tolerate unwanted or unwelcome sexual behavior including jokes, touching, requests for sexual favors, etc. Report violations to management, state, or federal officials.
17. Treat everyone with dignity and respect and make people feel welcomed. Make sure all participants receive equal treatment and service.
18. If a conflict occurs, remain calm. Explain the situation, rules, expectations. Offer solutions. Follow the agency's policy on dealing with complaints. Call for assistance if the conflict rises.

Printed Name of Volunteer _____

Volunteer Signature _____

Printed Name of Agency Staff _____

Agency Staff Signature _____

Date of Review _____

It is recommended that a copy of the signature page be kept on file with the Agency for recordkeeping and the volunteer keep the signed original for his/her own reference and recordkeeping.

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