

Volunteer Civil Rights Training for TEFAP/NCDA Food Distribution

What is Civil Rights Discrimination?

To "discriminate" means to distinguish, single out, or make a distinction. Our goal is to treat all TEFAP applicants fairly and equally. Civil Rights Discrimination may occur if an individual's rights are denied or interfered with because their membership in one of the protected classes. TEFAP program applicants and participants must be informed of their right to file a discrimination complaint and be allowed to do so.

Civil Rights Protected Classes



This Agency provides Equal Access and Language Assistance

Accommodations must be made to persons with disabilities. Please assist clients with disabilities to ensure that they can access TEFAP food. Proxies may pick up for clients that are unable to visit the agency themselves.

Please ask if you need assistance communicating to a client, including hearing impaired individuals. If the client speaks only a language other than English, please work with them as much as possible to convey your message. Resources may be available including digital translators and call services.

Our agency has Spanish language TEFAP Applications.



How do I prevent Civil Rights Discrimination?

- Be kind to everyone!
- Be professional
- Be courteous
- Listen intently and takes notes if necessary
- Repeat back what you have been told to insure correctness
- Avoid political and faith-based conversations with clients during TEFAP distributions
- Remember...You are providing a service

Please report any complaints to the agency director.

To notify the public, we must display the following:

- Distribution dates and times.
- The “And Justice for All” poster, including the nondiscrimination statement, in client areas
- Notice of Beneficiary Rights. (Faith-Based Organizations)

We will provide information to our potentially eligible applicants about our TEFAP distributions using the web, brochures, and media.

Conflict Resolution: What do I do if there is a disagreement?

- Enter the process with an open mind
- Don't prejudge others
- Don't overreact
- Attack the problem, not the person and listen to understand the problem!



Always document any complaint or conflict.

Collection of Data: Application Process

- No identification is required to receive TEFAP
- TEFAP is a shelf-declared program; all client information collected is voluntary.

AND JUSTICE FOR ALL

In accordance with Federal 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, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (800) 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/oc/officeoftheassistantsecretaryforcivilrights/complaint-form>, Form 5008 (02/18), 508-11-20, 171a (04/18), 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:

mail:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
fax:
(800) 256-1095 or (202) 690-7442;
email:
program.intake@usda.gov.
This institution is an equal opportunity provider.

Esta institución ofrece igualdad de oportunidades.

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Compliance Review

Our agency is regularly monitored for compliance by our Food Bank and by NCDA&CS to insure we meet TEFAP program regulations. If we are found to be noncompliant, our agency could be terminate from the program and longer receive TEFAP/USDA Foods.

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, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior credible activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

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 responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or 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 discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at [How to File a Program Discrimination Complaint](#) 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.

USDA is an equal opportunity provider, employer, and lender.