




Civil Rights Training

For Food Pantry Volunteers



Why Are We Doing This?

- Volunteers that interact with clients must receive yearly Civil Rights Training so that they understand Federal laws, regulations, instructions, policies and other guidance related to civil rights.
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Why Are We Doing This?

- To ensure that all clients at the pantry are treated fairly and with respect (the “Golden Rule”)
- To ensure compliance with all applicable laws and other authorities



What is Discrimination?

- Different treatment which makes a distinction of one person or a group of persons from others: either intentionally, by neglect, or by the actions or lack of actions based on one of the following:

Race	Color	National Origin
Age	Sex	Disability

Six Protected Bases

- Law protects against different treatment based upon one or more of these six bases

Race

Color

National
Origin

Age

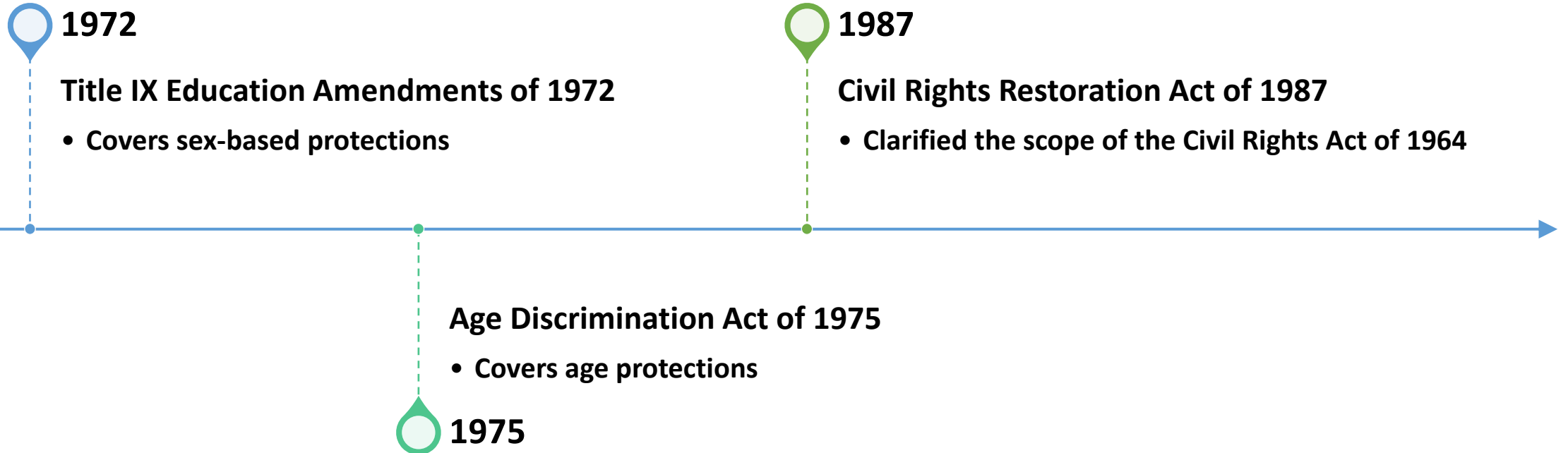
Sex

Disability

Civil Rights Laws and Other Authorities

- Laws and other requirements that must be considered and met in our day-to-day operations at the pantry:
 - Title VI of the Civil Rights Act of 1964
 - Covers Race, Color, and National Origin protections
 - Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA)
 - Covers Disability protections

Civil Rights Laws and Other Authorities



Civil Rights Laws and Other Authorities

7 CFR Part 16

- Equal opportunity for religious organizations

Executive Order 13166

- Improved access for persons with Limited English Proficiency (LEP)

28 CFR Part 42

- Requires non-discrimination in Federally assisted programs

Civil Rights Laws and Other Authorities

USDA Regulation 4330-2

- Prohibits discrimination in programs receiving financial assistance from the USDA

Food and Nutrition Service (FNS) Instruction 113-1

- Protection against discrimination in employment practices and delivery of programs to the public.



Commitment

The Pantry will be operated in compliance with Civil Rights laws and nondiscrimination regulations.

The Pantry will treat all clients fairly and with respect!

Public Notification System

All FNS programs must include a public notification system (this includes the pantry)

A Public Notification System consists of several items to make sure the public is informed about civil rights protections for that organization

Elements of Public Notification System



Program Availability

This informs our clients of their program rights and responsibilities and the steps necessary for participation



Complaint Information

Advise clients of their right to file a complaint, how to file a complaint, and the complaint procedures.

Elements of Public Notification System

- Non-Discrimination Statement
 - All materials and sources used by the Pantry to promote its operations must contain a nondiscrimination statement



Elements of Public Notification System

- Non-Discrimination Statement

USDA Nondiscrimination Statement

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:

<https://www.usda.gov/oascr/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.
- This institution is an equal opportunity provider.

Declaración de no discriminación del USDA

De conformidad con la Ley Federal de Derechos Civiles y los reglamentos y políticas de derechos civiles del Departamento de Agricultura de los EE. UU. (USDA, por sus siglas en inglés), se prohíbe que el USDA, sus agencias, oficinas, empleados e instituciones que participan o administran programas del USDA discriminen sobre la base de raza, color, nacionalidad, sexo, discapacidad, edad, o en represalia o venganza por actividades previas de derechos civiles en algún programa o actividad realizados o financiados por el USDA.

Las personas con discapacidades que necesiten medios alternativos para la comunicación de la información del programa (por ejemplo, sistema Braille, letras grandes, cintas de audio, lenguaje de señas americano, etc.), deben ponerse en contacto con la agencia (estatal o local) en la que solicitaron los beneficios. Las personas sordas, con dificultades de audición o discapacidades del habla pueden comunicarse con el USDA por medio del Federal Relay Service [Servicio Federal de Retransmisión] al (800) 877-8339. Además, la información del programa se puede proporcionar en otros idiomas.

Para presentar una denuncia de discriminación, complete el [Formulario de Denuncia de Discriminación del Programa del USDA](#), (AD-3027) que está disponible en línea en:

<https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint> y en cualquier oficina del USDA, o bien escriba una carta dirigida al USDA e incluya en la carta toda la información solicitada en el formulario. Para solicitar una copia del formulario de denuncia, llame al (866) 632-9992. Haga llegar su formulario lleno o carta al USDA por:

- (1) correo: 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; o
- (3) correo electrónico: program.intake@usda.gov.

Esta institución es un proveedor que ofrece igualdad de oportunidades.

USDA Nondiscrimination Statement (NDS) Short Version

- “This institution is an equal opportunity provider.”
- “Esta institución es un proveedor que ofrece igualdad de oportunidades.” (Spanish)
- Short version used in special circumstances only

Methods of Public Notification

- Make program information available to the public upon request
- Prominently display the “And Justice for All” poster – AD 475A
- Inform clients of programs or changes in programs



And Justice For All Poster

Display in a prominent
location for all to view



Methods of Public Notification

- Convey the message of equal opportunity in all photos and other graphics that are used to provide program or program-related information
- Provide appropriate information in alternative formats for persons with disabilities and in the appropriate language(s) for LEP persons.

Complaints of Discrimination

Complaints shall be accepted and forwarded to USDA

Complaints must be filed within 180 days from the alleged act of discrimination

Complaints may be written, verbal, or anonymous;

Documentation of Complaints

Agencies such as the
Pantry may develop their
own complaint form but
the use of such forms
cannot be a pre-requisite
for acceptance

A separate Civil Rights
complaint log shall be
maintained by the State
and all sub-agencies



Complaints of Discrimination

Confidentiality is extremely important and must be
maintained at all times.

Complaints
Process –
Complaints
should
include the
following:

Name, address, and telephone number of the complainant

The location and name of the organization

The nature of the incident or action

The names, titles, and business addresses of persons who may have knowledge of the discriminatory action




Complaints should also include:

The date(s) during which the alleged discriminatory actions occurred

The basis for the alleged discrimination.

USDA Discrimination Complaint Form

- AD-3027 available online
- English
- Spanish

 OMB Control Number 0508-0002
UNITED STATES DEPARTMENT OF AGRICULTURE (USDA)
Program Discrimination Complaint Form

First Name: Middle Initial: Last Name:

Provide Your Full Mailing Address
Number and Street, PO Box, Road, or Route:

Apartment Number (if applicable):

City, State and Zip Code:

Email Address:

Telephone Number (with area code):

Alternate Telephone (with area code):

Best Way to Reach You (select one)
Mail: Phone: E-mail: Other:

Do you have a representative (lawyer or other advocate) for this complaint?
Yes: No:

If Yes is selected, please provide the following information about your representative:

Representative First Name: Last Name:

Number and Street, PO Box, Road or Route:

Apartment Number:

City, State and Zip Code:

Telephone: Email:

1. Who do you believe discriminated against you? Use additional pages, if necessary.
Name(s) of person(s) involved in the alleged discrimination (if known):

Please name the program you applied for (if known/if applicable):

Please select the USDA Agency below that conducts the program or provides Federal financial assistance for the program (if known):

Racial and Ethnic Data Collection

To monitor civil rights compliance agencies such as the Pantry must have a system for collecting racial/ethnic data of clients

Clients can be assured that the information is used for statistical purposes only and has no effect on eligibility

Race and Ethnic Categories



Ethnicity

- Hispanic or Latino
- Not Hispanic or Latino



Race

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

Who are persons with Limited English Proficiency (LEP)?

- Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English


LEP Requirements

- Regulations require agencies, including the Pantry, to take reasonable steps to ensure meaningful access to their programs and activities by Limited English Proficient (LEP) persons.

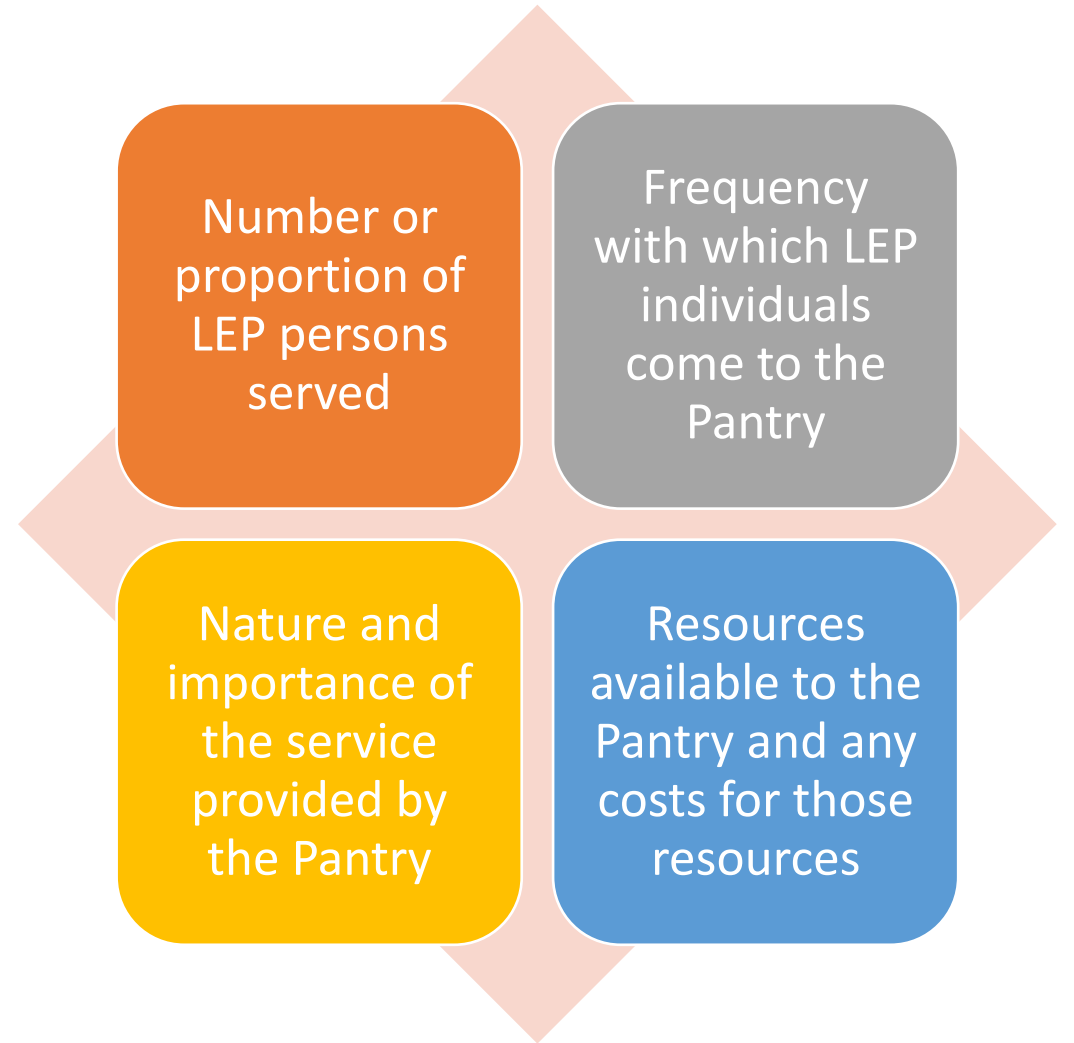


What is Meaningful Access?

- This is accomplished by providing reasonable, timely, appropriate, competent/qualified, accurate, and effective language services to individuals with LEP when they come to the Pantry
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LEP Requirements – Factors to Consider



Disability Discrimination

- Disability Defined
 - A person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such impairment, or is regarded as having that impairment

Disability – What is a major life activity?

Functions such as caring for one's self, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working

Functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, cardiovascular, endocrine, and reproductive functions

Disability Discrimination

The ADA law requires public entities to make reasonable modifications in their usual way of doing things when necessary to accommodate people who have disabilities.

For example, provide Braille, large print, audio tape, or other aids or services

Equal Opportunity for Religious Organizations

- Federal regulations ensure a level playing field for the participation of faith-based organizations and other community organizations in USDA programs



Compliance Reviews

- Will be carried out from time to time to assure compliance at all levels of the food distribution system for USDA FNS
- Significant findings must be provided in writing to the reviewed entity and to FNS

Compliance Reviews – Areas Reviewed

- Assurances
- Public Notification
- Racial and Ethnic Data Collection
- Civil Rights Complaints
- Compliance Reviews
- Resolution of Noncompliance
- Civil Rights Training
- Disability Compliance
- Limited English Proficiency

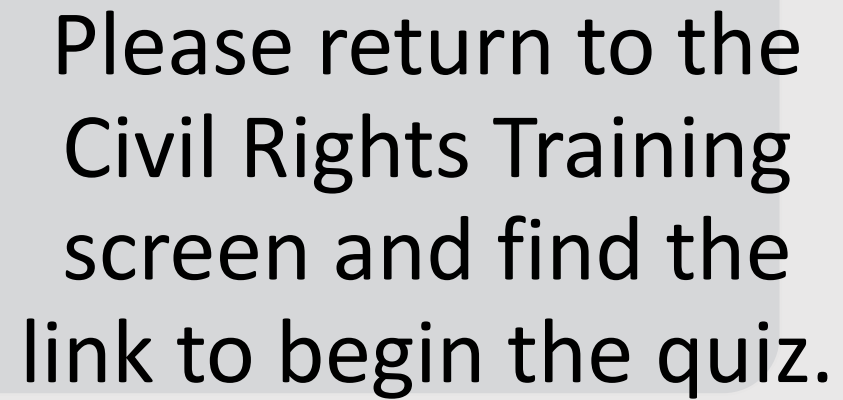
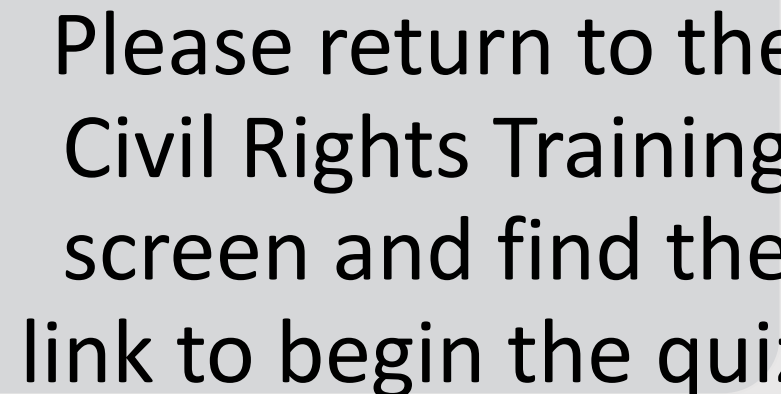


Resolution of Noncompliance

- When noncompliance is found steps must be taken immediately to obtain voluntary compliance
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The End



Please return to the
Civil Rights Training
screen and find the
link to begin the quiz.
