

Annual Civil Rights Training Checklist

For Frontline Staff and Volunteers



Please initial each statement indicating that you have read and understood the content.

- Goals of civil rights** – fairness and equality of treatment and benefit delivery.
- When do civil rights rules apply?** Federal civil rights rules apply any time there is any Federal financial assistance. Federal financial assistance is receiving anything of value from the Federal Government – not just cash. It can include food, training, equipment, and other goods and services.
- Federal Protected Classes** – Under federal law, specific classes of persons have a right to file a federal discrimination complaint with USDA if a local program using federal resources discriminates against them. Under federal law for the purposes of TEFAP and CSFP, the protected classes under which a client may file a discrimination complaint are race, color, national origin, sex, disability, and age.
- Types of discrimination** – Disparate treatment (treating a person differently from others); disparate impact (neutral rule impacts disproportionately on a group); reprisal/retaliation against complainant or his/her family, associates or others involved in complaint process or exercising civil rights.
- Make sure people with disabilities are accommodated.** Sites should be accessible to people with all types of disabilities. (e.g. mobility, sight, hearing, etc.) or alternate means of service delivery should be advertised and provided.
- Provide other language assistance** - to persons with limited English proficiency (LEP) who could not gain meaningful access to the program without other language assistance. Assistance must always be provided to LEP households, but the level or type of assistance can vary based on circumstances. To ensure that they have equal access to services, they may be offered qualified interpreters, language cards, oral translation and/or written translation of documents.
- Conduct Outreach** - to ensure that potential eligible persons and households are aware of the program and have information on how to apply. Provide suggestions about how to make more people aware of the program and how to receive benefits. Agencies must also give recipients information on what constitutes discrimination and how to file discrimination complaints at the time they apply for services.
 - Display the USDA “And Justice for All” non-discrimination poster** - in a place where it can be seen by all who visit the premises.
 - Include the USDA non-discrimination statement** - on all materials that mention USDA funded programs and make sure the statement is also on web sites that mention USDA funded programs.

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- Filing a Federal Civil Rights Complaint** – Advise people who allege discrimination based on one or more of the federal protected classes listed above on how to file a complaint. Any person or representative alleging discrimination based on prohibited basis has the right to file a complaint within 180 days of the alleged discriminatory action. Those wishing to file complaints may do so with Second Harvest Food Bank, at their local department of Jobs and Family Services, with the ODJFS Bureau of Civil Rights or with the USDA Office of Civil Rights. Complainants may call the Bureau of Civil Rights to submit a complaint or they may submit the complaint in writing. If the complaint is submitted in writing, the time, place, persons involved, the nature of the complaint, evidence of discrimination, complainant's name, address and phone number must be included. Complainants may also use the ODJFS Discrimination Complaint Form (JFS02333) or USDA Program Discrimination complaint Form (AD-8027.)
- Collect racial/ethnic data** - in CSFP and use it to target outreach and to assess participation. Make sure individual data is kept confidential and secure. Maintain confidentiality. It is not appropriate to talk about who is receiving benefits and to make remarks about them. What happens at your site stays at your site. The exception, of course, is any illegal or inappropriate behavior that should be reported to state or federal officials.
- Response to Conflicts/Emergencies** – If conflict occurs, remain calm. Call for assistance immediately if you feel threatened. Consider mediation or a third party to help resolve the situation if there is no immediate resolution.
- Treat all people with dignity and respect.** Follow the golden rule and treat people the way you would like to be treated.
- Cooperate with State and Federal reviewers** – they are required to conduct periodic compliance reviews to help ensure compliance with program and civil rights rules.
- Corrective Action for Non-Complying Agencies** – If there is non-compliance, correction of problems and voluntary compliance is sought. Failure to abide by civil rights rules can lead to loss of Federal financial assistance.

I have read and understood the content of this civil rights training. I agree to follow the civil rights instructions as listed above.

Name (Print): _____

Signature: _____ Date: _____

Partner Charity Name: _____ Agency#: _____

Keep Civil Rights Training Checklists for your records – do not send to Second Harvest.

This institution is an equal opportunity provider.