



GOLDEN
HARVEST FOOD
BANK

Civil Rights Training for Partner
Agencies

Required Training

- Golden Harvest Food Bank requires civil rights training for ALL agency partners, their staff, and volunteers on an annual basis.
- This includes but is not limited to:
 - Data collection
 - Public notification
 - Americans with Disabilities Act
 - Limited English Proficiency
 - Customer Service
 - Conflict Resolution
 - Processing civil rights complaints
 - Compliance reviews and resolution of noncompliance



VOLUNTEER TRAINING LOG

Agency Name _____ Agency Number _____

Check all that apply:

<input type="checkbox"/> Civil Rights: <ul style="list-style-type: none">• Data Collection• Public Notification• Americans with Disability Act• Limited English Proficiency• Customer Service• Conflict Resolution• Processing Civil Rights Complaints• Compliance Reviews and Resolution of Non-compliance	<input type="checkbox"/> Food Safety: <ul style="list-style-type: none">• General Food Safety for Pantries• Personal Hygiene• Receipt of Food• Understanding Product Dates• Proper Storage• Time and Temperature Control• Cleaning Vs Sanitizing• Pest Control
<input type="checkbox"/> USDA/TEFAP: <ul style="list-style-type: none">• Client Eligibility• TEFAP Commodity Issuance Log• Purchase of non-USDA food• Written Notice of Beneficiary Rights• Storage & Pest Control• Civil Rights Training Requirements• Discrimination• Public Notification	<input type="checkbox"/> Link2Feed (sc only): <ul style="list-style-type: none">• How to Login• Client Intake• Pantry Visit• TEFAP Services• Duplicates

The volunteers below have completed training:

Volunteer Name:	Signature:	Date:



Data Collection & Reporting

- USDA/TEFAP programs are prohibited from discriminating based on **race, color, religion, national origin, sex, disability, age, reprisal, or retaliation** for prior civil rights activity in any program or activity conducted or funded by USDA/TEFAP.
- This program should be administered fairly to **ALL** regardless of race, color, religion, national origin, sex, disability, age, etc.



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Public Notification

- It is the responsibility of the agency to provide public notification, at least once a year, with the following:
 - Agency's site name
 - Address
 - Distribution dates
 - Hours of operation
 - Any information required for a client to receive food service (i.e., picture id).



Partner Agency Information

Agency Name Agency Name Agency Name
Agency Name Agency Name

Address, City, State Zip Code

Hours of Operation

Day, Time	Day, Time
Day, Time	Day, Time
Day, Time	Day, Time
Day, Time	Day, Time
Day, Time	Day, Time
Day, Time	Day, Time

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, 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 civil rights 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 http://www.ascr.usda.gov/complaint_filing_cust.html 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.



Americans with Disabilities Act (ADA)

- The ADA is a Civil Rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public.
- The purpose of the law is to make sure people with disabilities have the same rights and opportunities as everyone else.
- Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800)877-8339.





Limited English Proficiency (LEP)

- Recipients and federal agencies are required to **take reasonable steps** to ensure meaningful access to their programs and activities by LEP persons.
- It's important to ensure written materials routinely provided in English are also provided in regularly encountered languages.
- It's important to ensure vital documents are translated into the non-English language of each regularly encountered LEP group eligible to be served or likely to be affected by the program or activity.





Complaint Information

- Applicants and participants must be advised of their right to file a complaint, how to file a complaint, and the complaint procedures.
- Any person alleging discrimination has a right to file a complaint within 180 days of the alleged discriminatory action.
 - Complaints may be written or verbal
 - Must be submitted to the FNS Civil Rights Office within 5 days.





Complaint Process

1. Make sure you understand the person's concern.
2. Record details of the incident leading to the complaint, documenting the date, time, parties involved, and the issue in detail.
3. Try to reconcile the issue.
4. If unable to reconcile, give the individual a document with the non-discrimination statement on it, refer them to the “And Justice for All” poster and explain their right to file a complaint.
5. Notify the state TEFAP coordinator immediately. Follow-up with an email to Georgia.TEFAP@dhs.ga.gov.





Written Notice of Beneficiary Rights

- This letter must be prominently displayed at all religious based (or appear to be religious based) organizations so that participants can see it at the point where services are rendered.

GEORGIA DEPARTMENT OF HUMAN SERVICES
The Emergency Food Assistance Program (TEFAP)
Written Notice of Beneficiary Rights

Name of Organization: _____

Contact Information for Program Staff: Name: _____

Phone Number: _____

Other Contact: _____

Because TEFAP is supported in whole or in part by financial assistance from the Federal Government, we are required to let you know that—

- We may not discriminate against you on the basis of religion or religious belief, a refusal to hold a religious belief, or a refusal to attend or participate in a religious practice;
- We may not require you to attend or participate in any explicitly religious activities that are offered by us, and any participation by you in these activities must be purely voluntary;
- We must separate in time or location any privately funded explicitly religious activities from activities supported with USDA direct assistance;
- If you object to the religious character of our organization, we must make reasonable efforts to identify and refer you to an alternate provider to which you have no objection. We cannot guarantee, however, that in every instance, an alternate provider will be available; and
- You may report violations of these protections (including denials of services or benefits) by an organization to the State agency (<http://www.fns.usda.gov/fdd/food-distribution-contacts>). The State agency will respond to the complaint and report the alleged violations to their respective USDA FNS Regional Office (<http://www.fns.usda.gov/fns-regional-offices>).

We must provide you with this written notice before you enroll in TEFAP or receive services from TEFAP, as required by 7 CFR part 16.

State Agency Contact Information

Georgia Department of Human Services TEFAP Coordinator

Phone Number: (404) 463-8042

Email Address: Georgia.TEFAP@dhs.ga.gov

This Institution is an Equal Opportunity Provider



Complaints of Discrimination must be reported by:

Mail:

U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights,
1400 Independence Avenue, SW, Washington, D.C. 20250-9410

Fax:

(202)690-7442

Email:

Program.intake@usda.gov



Code of Quality Customer Service

Always:

- Smile and be pleasant
- Treat everyone with respect and courtesy
- Be caring and understanding
- Be a good listener
- Offer assistance
- Serve clients in a timely manner
- Apologize for any inconvenience
- Make clients feel appreciated

