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

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**VOLUNTEER TRAINING LOG**

Agency Name______________________ Agency Number__________

Check all that apply:

- **Civil Rights:**
  - 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

- **Food Safety:**
  - General Food Safety for Pantries
  - Personal Hygiene
  - Receipt of Food
  - Understanding Product Dates
  - Proper Storage
  - Time and Temperature Control
  - Cleaning Vs Sanitizing
  - Pest Control

- **USDA/TEFAP:**
  - 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

- **Link2Feed (sc only):**
  - How to Login
  - Client Intake
  - Pantry Volt
  - TEFAP Services
  - Duplicates

The volunteers below have completed training:

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<tr>
<th>Volunteer Name</th>
<th>Signature</th>
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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.
• 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).
• 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.
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 cdoyle@scda.sc.gov.
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.
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
Always:
- Smile and be pleasant
- Treat everyone with respect and courtesy
- Be caring and understanding
- Be a food listener
- Offer assistance
- Serve clients in a timely manner
- Apologize for any inconvenience
- Make clients feel appreciated