

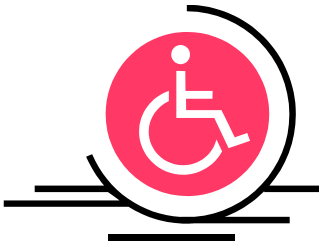
A photograph showing a globe of the Earth being held by several hands from different people, symbolizing global unity and shared responsibility. The globe is the central focus, with hands visible around its base and sides. The background is a warm, golden-brown color.

Civil Rights Training Food & Nutrition Services

A Self-Study Guide **ANNUAL Training**

Purpose

Provide basic information on Civil Rights



A background image showing a globe of the Earth being held by several hands of different skin tones, symbolizing global unity and shared responsibility. The globe is centered in the upper left, and the hands are positioned around it, with some fingers pointing towards the center. The background is a warm, golden-brown color.

Objective and Topics

- Identify and implement Civil Rights procedures
- Reduce or eliminate Civil Rights violations
- USDA FNS protected classes
- Public notification system, media outlets and the public
- “And Justice for All” poster
- Nondiscrimination statements uses and complaint filing procedures
- Program accessibility
- Data collection
- Language accommodation
- Customer service
- Complaints
- Conflict resolution



Food & Nutrition Services

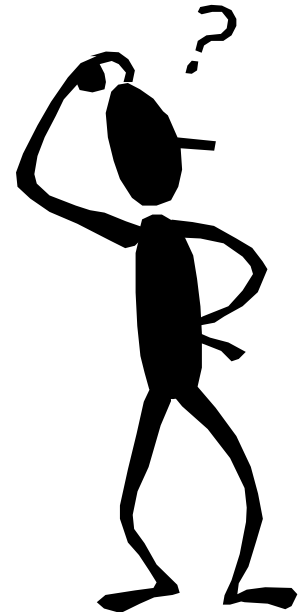
The FNS Programs that are administered by the Texas Department of Agriculture are:

- National School Lunch/Breakfast Programs
- Summer Food Service Program
- Special Milk Program
- Seniors Farmers Market Nutrition Program
- Child and Adult Care Food Program
- Fresh Fruits and Vegetables Program
- Food Distribution Program Child Nutrition Program
- *THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP) TEXCAP*
- *Commodity Supplemental Food Program (CSFP)*
- *Farmers Market Nutrition Program (FMNP)*
- *Food Assistance for Disaster Relief Program*

A globe of the Earth is shown in the upper left corner, held by several hands of different skin tones. The background is a gradient of warm colors, from light yellow to dark brown.

Justification

Why are there regulations governing Civil Rights in the Food and Nutrition Service Programs?



Reason



The F&N programs are funded by federal dollars with USDA serving as the “pass-through” agency. Since these dollars are drawn from taxpayers across the nation, taxpayers are entitled to equal use of the programs. In essence, the tax dollars are to be used for the benefit of ALL eligible persons.

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Protected Classes

- Race
- Color
- National origin
- Sex
- Age
- Disability

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Discrimination

Discrimination is the treatment or consideration of, or making a distinction in favor or against, a person based on the group, class or category to which that person belongs. Unlawful discrimination in any form is strictly prohibited whether a program is fully or partially federally funded. Unlawful discrimination can be intentional or unintentional.



Examples of Discrimination

- Giving one group or type of participants larger or extra helping of food
- Separating genders
- Closing program in areas that are easily accessible by all groups
- Failing to provide program information to all potential program participants in language specific population of the service area.



Where do we start?

Annual Training

Conduct **Annual Training** with all Contracting Entity Staff, Volunteers and Partner Agencies and document all information listed below.

- Trainers name
- Training date
- Title of training
- Topics covered
- Participants names
- Participants signatures



Public Notification System Purpose

- According to FNS Instruction 113-1, all programs must include a public notification system. The purpose of this system is to inform applicants, participants, and potentially eligible persons of the program availability, program rights and responsibilities, the policy of nondiscrimination, and the procedure for filing a complaint.

Non Discrimination Statement

In accordance with Federal Civil Rights laws and 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, Audio Tape, 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: http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter address 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 complaint form to USDA by:

1. Mail: U.S.D.A.
Office of the Assistant Secretary for Civil Rights
1400 Independence Ave, SW
Washington, DC 20250-9410;
2. Fax: (202) 690-7442; or
3. Email: program.intake@usda.gov

This institution is an equal opportunity provider.



Details

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Office of the Assistant Secretary for Civil Rights

1400 Independence Ave, SW

Washington, DC 20250-9410;

2. Fax: (202) 690-7442; or

3. Email: program.intake@usda.gov

This institution is a equal opportunity provider.

Nondiscrimination Statement Uses

- All Contracting Entities (FBRGV) and its Partner Agencies are required to include the statement listed on the previous slide, in their entirety, on all program applications and materials regarding benefits and services.
- Examples of items requiring each statement would include, but are not limited to:
 - Eligibility or program participation applications
 - Promotional literature
 - Websites
 - Menus
- If the material is too small to permit the full statement to be included, the material will at a minimum include the statement, imprint size no smaller than the text that **“This institution is an equal opportunity provider”** is sufficient to meet the non discrimination requirement.

Notification

Display the official
USDA

“...AND JUSTICE FOR ALL” poster in a prominent place, for all clients to view.





Data Collection

- Applications are a requirement by USDA and we are to collect and maintain them for a minimum of 3 years and protect all information in a confidential manner.




Information

- Provide bilingual information for our clients

At a minimum, providers of services must provide notices or information in a native language when or where it is known that a significant number of persons in that community use that language and are limited in their English proficiency.

- Assure that when human likenesses are used in program materials, reasonable efforts are made to depict an ethnic balance.



The Americans with Disabilities Act of 1990

- If you cannot provide services to a participant with a disability because the part of your facility where services are provided is not accessible, then you must:
- Make it accessible unless it is an undue financial burden to do so, or
- Provide an alternate method of assuring service to the participant.
- In order to facilitate access to **SERVICES** and **FACILITIES**, it may be necessary for you to provide alterations to your policies and procedures and remove all physical barriers.

A globe is shown in the upper left corner, held by several hands. The background is a gradient of warm colors, from light yellow to orange. The title 'Customer Service' is written in a blue, sans-serif font in the upper right area.

Customer Service

- To ensure customer service delivery is the best possible we should always
 - Effectively communicate with our clients
 - Respond to their needs
 - Value their worth
 - Instill excellence through courtesy, confidence and enthusiasm.

A globe is shown in the background, held by several hands of different skin tones, symbolizing global unity and care. The globe is centered in the upper half of the slide, with hands reaching up from below to support it. The background has a warm, golden-yellow gradient.

Why is this important?

- Treating clients with respect and dignity through excellent customer service saves you time and minimizes opportunities for complains and angry clients or customers as well as saves our agency money and staff resources.

A background image showing a globe of the Earth being held by several hands, symbolizing global unity and care. The globe is centered in the upper left, and the hands are visible at the bottom and sides, all set against a warm, golden-brown gradient background.

Best Practices

- Treat all clients/customers with respect and dignity
- Exercise good listening skills by being attentive to the client/customer and their needs
- Learning to empathize with the client/customer is necessary
- Respond to questions in a non-threatening manner ensuring your voice and tone are calm and clear
- Communicate rules as well as client rights and responsibilities clearly and precisely
- Recognizing and appreciating that clients/customers have many varied needs and few resources
- Recognizing when a person feels that they have been treated in a rude and discourteous manner



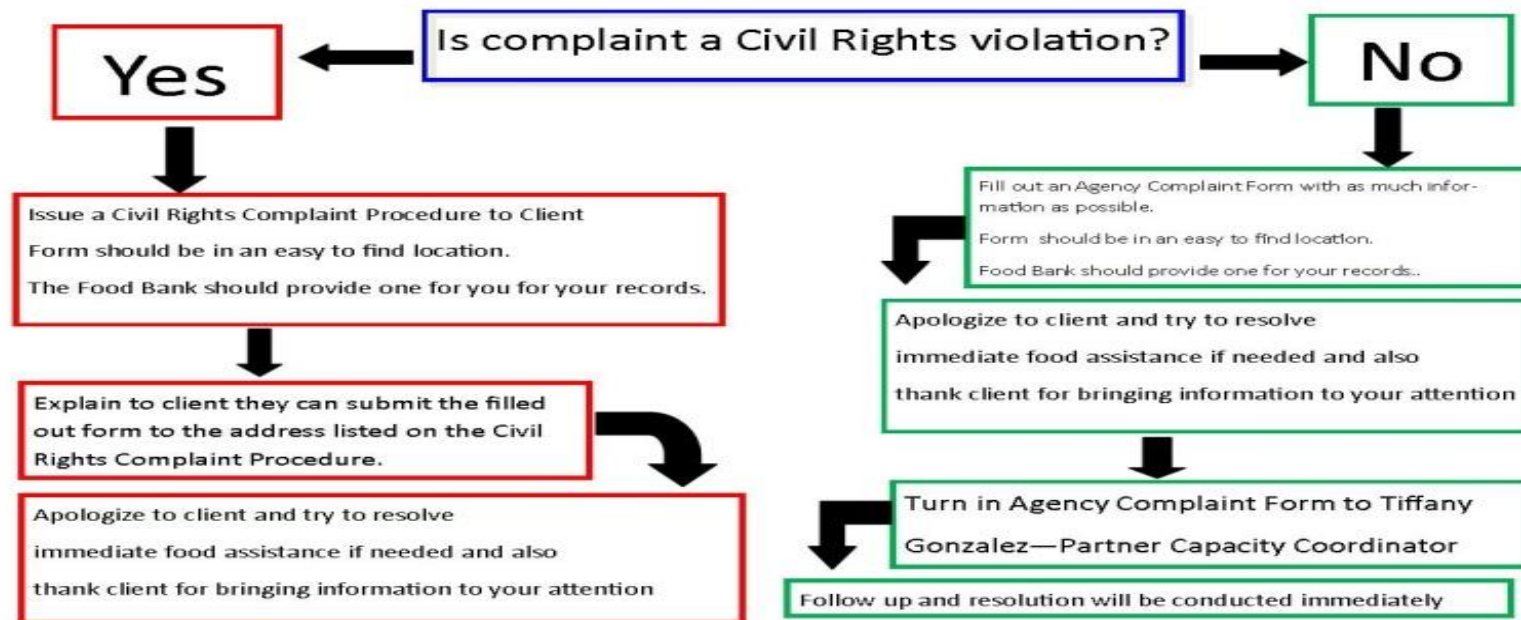
Complaint procedures

- Despite providing excellent customer service, occasionally there may be a client/customer who believes their Civil Rights have been violated.
- We are all required to have a Civil Rights complaint procedure in place.
- All Contracting Agencies (FBRGV) and its Partner Agencies must be able to provide written documentation regarding complaint procedures and explanation of the complaint process.
- The Food Bank RGV has one in place and is made available to all its Partner Agencies



Complaint Procedures for Partner Agencies

1. Complaints should be handled by your Director/Pastor/ Coordinator for food program.
2. Follow procedures below.
3. Be courteous and respectful of person giving complaint.
4. Listen to the entire complaint before speaking.
5. Determine if complaint is a Civil Rights Complaint or a General Complaint.
Civil Rights = violation on persons race, color, national origin, sex, age, or disability
General Complaint = anything else that is not listed above
6. All complaints are to be handled immediately, follow flow chart below.





Conflict Resolution

- In no way are we to be impeded with a customer's right to file a Civil Rights complaint. However, most conflicts are easily resolved by using appropriate tools.
 - Use a win/win approach, this is about changing the conflict from an adversarial attack and defense, to cooperation. This powerful shift of attitude usually alters the course of communication
 - Use creative response by turning the problem into a possibility, choose to see what can be done rather than focusing on the problem.
 - Demonstrate empathy and openness, help others feel they are understood, this means by being an active listener.
 - A willingness to resolve the conflict is essential by both parties. Identify barriers to a resolution and overcome those barriers.

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Lets Review

@ True or False?

1. The Food & Nutrition Service Programs are funded by federal tax dollars?
2. Protected classes include: race, color, national origin, sex, age and disability?



3. Unlawful discrimination in any form is strictly prohibited when a program is federally funded?

4. Annual Civil Rights Training must be conducted with all staff, volunteers and partner agencies?



5. The USDA “And Justice for All” poster is required to be displayed in a dark place where it is not visible to clients?
6. Client Applications do not have to be kept confidential?
7. Client Applications must be maintained for 2 years?



8. If you cannot provide services to a participant with a disability because the part of your facility is not accessible then you are able to refuse service to this participant?

9. We are to treat all clients/customers with respect and dignity?

10. All Contracting Agencies (FBRGV) and its Partner Agencies are required to have a Civil Rights Complaint procedure in place?

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Civil Rights Compliance

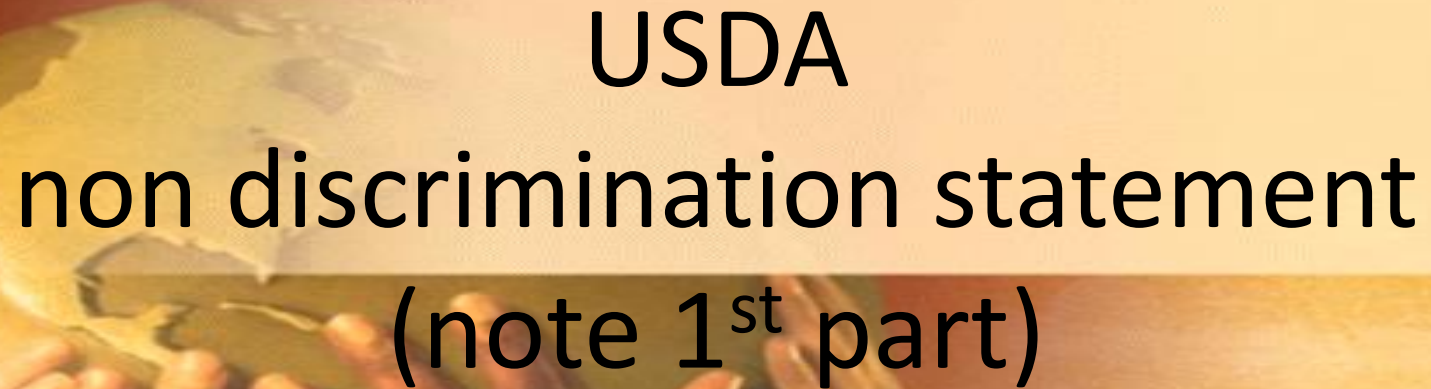
Civil Rights compliance simply means equal access to employment, services and facilities which insure our rights to life, liberty, pursuit of happiness

“AND JUSTICE FOR ALL”

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Feeding America non discrimination statement

Agencies will not engage in discrimination in the provision of service, against any person because of race, color, citizenship, religion, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran.



USDA

non discrimination statement

(note 1st part)

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Food Bank of the RGV non discrimination statement

The Food Bank of the Rio Grande Valley, Inc., does not discriminate on the basis of race, color, citizenship, religion, political beliefs, gender, national origin, ancestry, age, marital status, disability, sexual orientation including gender identity or expression, unfavorable discharge from the military or status as a protected veteran, reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.