

A QUICK GUIDE TO CIVIL RIGHTS

To ensure equal access to our programs, participating entities **MUST**:

1. Let people know how to apply for the TEFAP/CSFP and how to file a Civil Rights complaint:

- Place the “And Justice For All” poster where it can easily be seen;
- Use the Nondiscrimination Statement on all materials and websites that mention FNS Programs;
- Notify community groups that the Program is available;
- Provide information when an individual or group requests it;
- Schedule hours of operation according to the needs of the community.

2. Identify and accommodate language needs:

- Find out what languages are spoken in your service area;
- Make sure that *everyone* knows what to do when a Limited English Proficient client needs help;
- Provide translated material if there are many people who speak another language;
- Hire bilingual staff when possible; otherwise, use certified interpreters or contract services (i.e. Language Lines);
- Do not ask clients to bring their own interpreters.

3. Accommodate persons with disabilities:

- Accommodate persons with disabilities by allowing them to use predesignated proxies to pick up food packages;
- Provide clients with hearing and vision impairments the accommodations that they need.

4. Data on race and ethnicity *must* be collected (CSFP):

- Explain to clients that collecting the data is required by law; it will not affect their eligibility, and will help to prevent discrimination;
- Remember that you **MUST** ask clients to self-identify their race and ethnicity;
- Clients may identify more than one race.

5. If a client states that he/she has been treated differently because of race, color, national origin, age, sex, or disability:

- Try to resolve issues as quickly as possible;
- Refer the client to the Civil Rights contact, or to the address provided on the poster; and
- Offer the client a civil rights complaint form.

