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.