

Appendix H

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 participant 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 participants to bring their own interpreters

3. Accommodate Persons with Disabilities:

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

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

- Explain to participants 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 participants to self-identify their race and ethnicity;
- Participants may identify more than one race

5. If a participant states that s/he has been treated different because of race, color, national origin, age, sex or disability:

- Try to resolve issues as quickly as possible;
- Refer the participant to the Civil Rights contact, or to the address provided on the poster; and
- Offer the participant a civil rights complaint form (available in English and Spanish)



For more information, see FNS Instruction 113 or contact FNS MARO OCR at (610) 259-5062/5123