SOUTH MICHIGAN FOOD BANK

CIVIL RIGHTS TRAINING FOR CSFP/TEFAP VOLUNTEERS

- [ ] The Commodity Supplemental Food Program (CSFP) and The Emergency Food Assistance Program (TEFAP) are Federally funded with food and administrative funds.

- [ ] Any program that receives Federal funding must comply with Civil Rights laws, regulations, instructions, and guidance.

- [ ] The goals of Civil Rights are to:
  - Ensure equal and consistent treatment.
  - Provide program participants' rights and responsibilities.
  - Eliminate illegal barriers that prevent or deter people from receiving benefits.
  - Promote dignity and respect for everyone.

- [ ] Civil Rights are non-political rights, called protected classes.

- [ ] The protected classes are race, color, national origin, sex (including gender identity and sexual orientation), disability, and age.

- [ ] Discrimination based on the protected classes is prohibited by law.

- [ ] There are three types of discrimination.
  - Disparate Treatment - intentional discrimination against someone.
  - Disparate Impact – unintentional negative treatment of a protected class
  - Reprisal/Retaliation - intentional act against someone based on a Civil Rights issue

- [ ] Always maintain participant confidentiality. Never share information with others regardless of an expression of good intentions. Refer all information requests to the site manager.

- [ ] The USDA nondiscrimination statement must be provided to applicants during certification and to participants during distribution.

- [ ] The USDA nondiscrimination statement must be included on all printed materials relating to the USDA Foods Programs.

- [ ] The USDA "And Justice for All" poster must be publicly displayed during distribution.

- [ ] Anyone has the right to file a Civil Rights complaint. If an applicant or participant asks to file a Civil Rights complaint, refer them to either the information on the "And Justice for All…" poster or to an agency contact who will provide them with the instructions for filing a complaint.

- [ ] A Notice of Beneficiary Rights must be posted at distribution. This provides information about religious nondiscrimination.

- [ ] Agency staff and volunteers are required to cooperate with State and Federal reviewers. Failure to abide by Civil Rights regulations, instructions and guidance can lead to loss of Federal financial assistance.

- [ ] Sites should be accessible to people with all types of adaptive needs (e.g. mobility, sight, hearing, other) or alternate means of service should be advertised and provided (e.g. proxy or home delivery).

- [ ] Program information offered in languages other than English must be available, as needed.

- [ ] Children should not be used as translators.

- [ ] Sexual harassment is prohibited. Do not engage in or tolerate unwanted or unwelcome behavior including jokes, touching, requests for sexual favors, etc. Report violations to management, state, or federal officials.

- [ ] Treat everyone with dignity and respect and make people feel welcomed.

- [ ] Make sure all participants receive equal treatment and service.

- [ ] If a conflict occurs, remain calm. Explain the situation, rules, expectations. Offer solutions. Follow the agency's policy on dealing with complaints. Call for assistance if the conflict rises.

Printed Name of Volunteer

Volunteer Signature

Printed Name of Agency Staff

Agency Staff Signature

Date of Review

It is recommended that a copy of the signature page be kept on file with the Agency for recordkeeping and the volunteer keep the signed original for his/her/their own reference and recordkeeping.