CIVIL RIGHTS ANNUAL TRAINING

Christ Child House (June 2020)

**Standard/Full Civil Rights Statement**

In accordance with federal civil rights law and U.S. Department of Agriculture (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, audiotape, 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 addressed 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 completed form or letter to USDA by:

(1) mail: U.S. Department of Agriculture

Office of the Assistant Secretary for Civil Rights

1400 Independence Avenue, SW

Washington, D.C. 20250-9410

(2) fax: (202) 690-7442; or

|  |  |  |
| --- | --- | --- |
| GOALS OF CIVIL RIGHTS* Equal Treatment
* Knowledge of Rights and Responsibilities
* Elimination of illegal barriers
 | PROTECTED CLASS* Any defined person or class for which discrimination is prohibited based on law.
 | Civil Rights and Protected Classes.Protected classes for USDA food distribution programs are:• Race• Color• National Origin• Sex• Disability• Age (CSFP is legal eligibility requirement:)Discrimination based on these traits is prohibited by law. |
| DISCRIMINATION = Four D’s* Denied benefits or services that others receive
* Delayed receiving benefits or services that others receive
* Treated Differently than others to their disadvantage
* Given Disparate treatment something which does not seem discriminatory, but has a discriminatory impact in practice
 | * TYPES OF DISCRIMINATION DEFINITIONS
* Disparate treatment – a person is intentionally discriminated against as a member of a protected class.
* Disparate impact – Actions that are unintentional but have a negative results for a protected class.
* Reprisal/Retaliation – An intentional act against someone of their family because of prior civil rights activities.
 | Complaints* Everyone has the right to file a discrimination complaint.
* Complaints alleging discrimination based on race, color, national origin, age, sex, disability, religion or political beliefs are processed through the USDA Regional Office.
* Never discourage anyone from filing a complaint or voicing concerns of discrimination.
* Staff and volunteers should direct those making a complaint to the supervisor.
* Complaints may be based on any of the protected classes: race, color, national origin, age, sex, and disability.
* Complaints may be written or verbal
* Forms Availability from the Michigan Dept. of Educ.
 |
| Publish “And Justice for All” Poster | Reasonable Accommodation for People with Disabilities* Disabilities Assistance
* Sign language Interpreters or Document Readers
* Proxy, delivery out to vehicle, home delivery or other alternative arrangements
* Service animals
 | Conflict Resolution* Remain calm
* Listen and be empathetic. Use the information to determine what the issue is.
* When appropriate, apologize for the situation.
* Explain the situation (rules, expectations).
* Offer solutions and follow up.
* Get help, especially if threats or if violence is possible.
 |
| CUSTOMER SERVICE* Allow all participants to participate
* Treat all participants in the same manner
* Address participants with respect
* Help participants make informed decisions
* Clarify any information that is needed
* Be patient and polite
* Accommodate for people with disabilities
 | COMPLIANCE REVIEW* The USDA and the Michigan Department may review an agency outside of the review schedule because of complaints, consistent errors in reporting, or other factors that are deemed appropriate.

RESOLUTION OF NONCOMPLIANCE* Corrective Action
* Implement correct procedure
* Action Plan and Written Assurance
* Tentative Follow-Up
 | ADDITIONAL RESOURCES* Yearly Civil Rights Training for all CSFP (Commodity Supplemental Food Service Programs) <https://www.youtube.com/watch?v=WyTH7gwSo-0>
* The Emergency Food Assistance Program (TEFAP) <https://www.youtube.com/watch?v=Kja0q1Jxakc>
* Office of the Secretary for Civil Rights [www.ascr.usda.gov](http://www.ascr.usda.gov)
* Training modules you can use: http://www.michigan.gov/mde/0,4615,7-140-66254\_50144-380541--,00.html
 |
|  |  |  |