

**CIVIL RIGHTS TRAINING FOR FOOD BANK STAFF working with The Emergency Food Assistance Program
(TEFAP)**

Please initial next to each item and sign/date on page 2

Gleaners Food Bank of Indiana

____1. Goals of civil rights – Fairness and equality of treatment and benefit delivery. Treat all people with dignity and respect. Anyone who presents themselves to access food from the program will be served. All beneficiaries will be asked to review an eligibility form where we collect only four pieces of information: name, address, household size and self-attestation of income eligibility. Any additional information is considered optional and cannot be a barrier to receiving benefits/food.

____2. Gleaners Food Bank prohibits discrimination based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by the food bank.

____3. Types of discrimination – stereotypes or generalizations about traits or behaviors, disparate treatment (intentional, inconsistent application of rules to one group over another), disparate impact (neutral rule with unintentional treatment of a group), reprisal/retaliation against complainant or his/her family, associates or others involved in a complaint process or exercising civil rights.

____4. Civil Rights rules apply any time there is any federal financial assistance or federally funded food on the premises. Federal financial assistance is receiving anything of value from the federal government – not just cash. It can include commodities, training, equipment, and other goods and services.

____5. Special circumstances – make accommodation for people with disabilities. Assist anyone who needs help shopping, reading, hearing, or communicating while receiving food from the program. When necessary, provide language assistance to persons with limited English proficiency who could not gain meaningful access to the program without other language assistance. Assistance must always be provided to limited English households, but the level or type of assistance can vary based on circumstances.

____6. Maintain confidentiality. It is not appropriate to talk about who is receiving benefits or to make remarks about them. What happens at the site stays at the site. The exception is any illegal or inappropriate behavior that should be reported to state or federal officials.

____7. Sexual harassment is prohibited. Do not engage in or tolerate unwanted or unwelcome sexual behavior including jokes, touching, requests for sexual favors, etc. Report violations to a manager or to state or federal officials.

____8. If someone alleges discrimination, notify management immediately. All outlets are required to advise a complainant about how to file a complaint. They may write to USDA, Director, Office of Adjudication, 1400 Independence Avenue SW, Washington D.C. 20250-9410 or call toll free (866) 632-9992. USDA is an equal opportunity provider and employer.

____9. If a conflict occurs, remain calm and call for assistance from a manager. If you feel threatened or there is a medical emergency, call for help as appropriate. Staff are trained to handle emergencies and call 911 as needed.

____10. Remember that all who come for help are people and we should treat all people the way we would want to be treated if we were in their situation.

ADDITIONAL CIVIL RIGHTS TRAINING FOR TEFAP OUTLETS AND FOOD BANK EMPLOYEES

N/A11. There are exceptions where congress can establish a program that is intended for certain groups of people, and it is not discrimination to exclude those who do not meet eligibility requirements. For example, Congress can set age limits for a program, and this is not age discrimination for those who do not meet the age limits.

N/A12. All TEFAP outlets/ERAs are required to display the USDA “And Justice for All” non-discrimination poster in a place where it can be seen by all who visit the premises and the USDA non-discrimination statement must be included in all printed materials and websites that mention USDA funded programs.

N/A13. All TEFAP outlets/ERAs must conduct outreach to ensure that potentially eligible persons and households are aware of the program and have information on how to receive benefits/food. Outreach could be printed advertisements, pamphlets, newspaper advertisements, social media postings, community calendars, etc.

N/A14. All TEFAP outlets/ERAs must cooperate with State and Federal reviewers. They are required to conduct periodic compliance reviews to help ensure that program and civil rights rules are being followed. If there is a non-compliance issue, correction of problems and voluntary compliance will be requested. Failure to abide by civil rights rules can lead to the loss of Federal financial assistance.

N/A15. All TEFAP outlets/ERAs are required to report any civil rights complaints. All verbal or written complaints are to be referred to IDH TEFAP for review. All outlets must keep a log of any details surrounding an alleged discrimination or civil rights complaint.

~~I have watched the video provided on ADP for Annual Civil Rights Training.~~ I have read and understand all the points listed in this document. If I have questions, I will raise them with my immediate supervisor or HR. Upon signing this form, please submit it to your supervisor or HR trainer for sign-off.

Printed Name: _____

Signature: _____ Date: _____

Supervisor or Trainer: _____ Date: _____