



Civil Rights Training and IFCS Values

As a recipient of **The Emergency Food Assistance Program (TEFAP)**, IFCS requires volunteers to complete a Civil Rights training course when they are first recruited, and read a summary of the training every July thereafter.

Please keep in mind that the next document is not all-inclusive.

At IFCS, we believe all persons, no matter their life experience and identities, deserve dignity and respect.

We maintain a culture of non-judgement. The image one presents to us at the market may not adequately depict the actual situation at home. IFCS is here to meet people where they're at in life and to provide a supportive and welcoming environment to all seeking assistance.

We serve and support all persons regardless of:

- Race / ethnicity
- National Origin
- Preferred spoken language
- Sex / Gender Identity
- Sexual Orientation
- Age
- Disability
- Religion
- Family makeup
- Housing (or lack of) status

In addition to providing food and financial assistance programs, IFCS strives to bridge the gap. We have done this by recruiting bilingual staff who have lived experience with the communities we serve. We also invite bilingual persons and those with lived experiences to volunteer and share feedback.

IFCS staff (and volunteers when available) participate in Diversity, Equity, and Inclusion trainings, and attend regular community meetings that discuss ways to equitably serve our neighbors. Due in part to the teachings such trainings have offered, we have made it our goal to become a community-based non-profit, that focuses on responding to our participants experiences and inviting them to become involved in decision-making processes.

If you have any questions or just want to have a conversation, please do not hesitate to reach out to Tara, Miriam, or Sandra.



USDA Civil Rights Volunteer Training

By volunteering for this program, you are assuring the organization that you have completely read this training and when signing the training log, you agree to not engage in discrimination.

WHAT IS DISCRIMINATION?

Discrimination occurs when an individual's civil rights are denied or interfered with because they belong to a particular group or class. Everyday Eats (CSFP) and TEFAP applicants and participants must be advised of their right to file a complaint of discrimination and they must be allowed to do so. If you overhear a complaint or see an act of discrimination, please contact your supervisor or a staff member immediately.

TYPES OF DISCRIMINATION

Disparate Treatment: Direct discrimination of someone that denies or interferes with their rights because they are a member of a protected class. *Example: I don't like women so I will ask them for more documentation than men.*

Disparate Impact: This discrimination occurs when an organization's rules or practices intentionally or unintentionally affect a protected class. *Example: The Russian family will have to come back this afternoon since that's when our translator is here, even though it means we will already have given away our best food.*

Retaliation: When someone receives negative treatment because they filed a civil rights complaint or cooperated in an investigation of a civil rights complaint. *Example: I am only giving you dried beans, because you are a friend of the family who filed a complaint last month.*



WHAT ARE THE PROTECTED CLASSES?

Race

Color

National Origin

Age

Disability

Sex (incl. gender identity & sexual orientation)

COMPLIANCE REVIEW

Not only do we value treating everyone fairly, but our agency is regularly monitored for compliance with these and other program regulations. If we are found to be non-compliant, the programs could be taken away.

TO MINIMIZE THE RISK OF A CIVIL RIGHTS DISCRIMINATION COMPLAINT, ASK YOURSELF THE FOLLOWING QUESTIONS EACH TIME YOU VISIT WITH AN EVERYDAY EATS OR TEFAP APPLICANT AND/OR PARTICIPANT:

Am I treating this person in the same way that I treat others?

Have I told this person what information I need to make a determination on the application?

Have I given this person the chance to explain their side of the situation or to correct inconsistencies?

Have I provided the person with the information he or she needs to make decisions?

Am I treating others as
I wish to be treated?

EQUAL & LANGUAGE ACCESS



Equal Access: Accommodations must be made for persons with disabilities. Please assist clients with disabilities to make sure that they are able to access food. If your agency does not provide delivery of food boxes, then use a proxy process. The client may complete a proxy form or provide a written note to designate someone (the proxy) to sign required documents and pick-up the food. Make sure to keep the proxy form or note with your records.

Language Access: Translation and interpretation services must be available to all applicants and participants with limited English proficiency. Translation services are available through the Regional Food Bank. Another quick resource is Google Translate.

USDA NONDISCRIMINATION STATEMENT

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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; or
- 2. fax:** (833) 256-1665 or (202) 690-7442; or
- 3. email:** program.intake@usda.gov

This institution is an equal opportunity provider.