

Maui Food Bank Civil Rights Training

Federal Law prohibits discrimination in TEFAP & CSFP based on the following USDA protected classes:

1. Race
2. Color
3. National Origin
4. Age
5. Sex
6. Disability

Discrimination: 3 D's - When an individual or group of individuals is:

Delayed receiving benefits or services that others receive

Denied benefits or services that others receive

Disparate or different treatment, a practice which doesn't seem discriminatory, but has a discriminatory impact.

LEP (Limited English Proficiency) - Individuals with LEP do not speak English as their primary language and have limited ability to read, speak, write, and understand English. Contact MFB for assistance.

- Reasonable accommodations must be made to serve LEP individuals.
- Agencies cannot require LEP individuals to provide their own interpreter.
- Children should not be used as interpreters.
- Provide LEP posters or I Speak cards to identify client's primary language.

Physical Access for Persons with Disabilities - Agencies must provide reasonable accommodation to clients with Disabilities. Consider:

- Completing intake and distribution in an accessible area of the building.
- Having a proxy pick up for the clients
- Making home deliveries
- Talking with client about what's best for their situation

Prominently display Civil Rights "And Justice For All" poster.

Include the USDA full non-discrimination statement on shared material, or if material is small include small statement *"This institution is an equal opportunity provider"* in font no smaller than the rest of the text.

Must advise participants of:

1. The Right to file a Civil Rights complaint
2. How to file a complaint – must complete form AD-3027, direct to MFB or instruction on Justice For All poster
3. Complaint procedures – we can mail, fax, or email the form to the USDA, instruction on Justice For All poster

Data Collecting and Reporting - Data must be kept confidential and secure. Agencies must maintain records: TEFAP records must be maintained for 3 years. CSFP records must be maintained for 5 years.

Customer Service - Follow the platinum rule, "Treat others the way they would like to be treated."

For Religious Organizations Only – The *Written Notice of Beneficiary Rights and Referral Request Form* must be presented to clients at the time of registration. If a client chooses to be referred to another agency for service they must complete the form, submit to the agency, then the agency must contact the Maui Food Bank for assistance.

Conflict Resolution - Agencies should have a written and posted policy for dealing with unacceptable behavior and conflicts, *Right to Refuse Policy*. To ensure safety:

- Remain calm.
- Call for assistance if you feel threatened.
- Consider mediation to help resolve the situation.

Compliance - Cooperate with State and Federal reviewers/auditors. If an agency chooses not to be compliant, federal program assistance will cease.

Date Training Completed _____

By _____



MAUI FOOD BANK
Helping the Hungry