

Community Action Coalition for South Central Wisconsin, Inc. (CAC)
Civil Rights Basics
For
Volunteers Who Assist With
The Emergency Food Assistance Program (TEFAP)

The Basics

_____The goals of civil rights laws and regulations are to ensure fairness and equality in the treatment of program participants and the delivery of benefits (food).

_____As a program of the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS), discrimination is prohibited on the basis of race, color, national origin, age, sex, and disability in the delivery of TEFAP.

_____Civil rights laws apply when there is any Federal assistance involved in a program. Assistance includes money, food, training, equipment, etc. State and County assistance received by CAC and benefiting this program also have civil rights requirements.

_____The only exceptions to civil rights laws are when Congress establishes a program intended for certain groups of people (i.e. senior meal programs or summer food programs for children).

_____Intentional discrimination, unintentional discrimination (seemingly neutral rules or processes that disproportionately impact one group), and reprisal/retaliation against a complainant or their family/associates involved with exercising their civil rights or involved in a complaint process are all considered discrimination under civil rights laws.

Civil Rights in Action

_____Make sure people with disabilities are accommodated. Sites should be accessible to people with all types of disabilities or alternate means of service delivery should be advertised and provided.

_____Assistance must always be provided to Limited English Proficient (LEP) households. The type of assistance can vary based on circumstances but LEP households must have meaningful access to the program.

_____Outreach needs to be conducted to insure that potentially eligible households are aware of the program and how they can benefit.

_____Maintain confidentiality. Never share information with others outside the program, regardless of your intentions. All requests for information should be referred to the site coordinator.

_____Sexual harassment is prohibited. Do not engage in or tolerate sexual behavior including jokes, touching, innuendo, or requests for sexual favors.

_____The Federal government, State government and CAC all are required and have the right to review and monitor this program. Please cooperate with any reviewers who visit this site.

_____Anyone alleging discrimination must be advised about how to file a complaint. Please see your site coordinator on the process. You can refer people to the “And Justice for All” poster for information or have them call CAC.

_____If non-compliance with civil rights laws is found, correction of problems and voluntary compliance is sought. However, failure to abide by civil rights laws and regulations can lead to the loss of assistance to the program.

_____Treat all people with dignity and respect and follow the golden rule – treat others the way you would want to be treated.

WATERTOWN FOOD PANTRY

Name of Volunteer (printed)

Date

Signature of Volunteer

Signature of Volunteer Coordinator

This form must be kept on file at the program site and available for review.