

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

Please initial next to each item, sign and date.

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 five pieces of information: name, city, county, 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.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor or Trainer: \_\_\_\_\_ Date: \_\_\_\_\_