



**Harry Chapin Food Bank**  
**OF SOUTHWEST FLORIDA**

***Fighting Hunger, Feeding Hope***

# What is Discrimination?

- The act of distinguishing one person or group of persons from others, either intentionally, by neglect, or by the effect of actions or lack of actions based on their personal bases.

# 6 Protected Classes

- Disability
- National Origin
- Age
- Race
- Color
- Sex

# Non-Discrimination Statement

The U.S. Department of Agriculture (USDA) prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or if all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

"USDA is an equal opportunity provider and employer"



# “And Justice for All” Poster



- Ensure a current copy is posted in your facility at the client point of service
  - Where forms are completed or food or meals are being served.



# Civil Rights

# Recognizing Civil Rights Discrimination Complaints

- Can be verbal or written
- Must be discrimination based on one or more of the 6 protected classes
- Can be made to any volunteer or staff member at the agency, Florida Department of Agriculture
- Specific complaint process and procedure

# Processing Civil Rights Complaints

- Listen to the person making the complaints
- Practice good customer service
- Write it down using you're the Complaint Form
- Immediately move complaint to the person in charge
- Contact the Food Bank



# Formalize Your Civil Rights Complaints Process

- Write down your program's civil rights complain process
- Update process when procedures change
- Distribute and train all staff and volunteers

# Recognizing Programs Complaints

- Program complaints are not civil rights complaints although equally important and are on the bases on one of the 6 protected classes.
- Different complaint process procedure
- Examples of program complaints:
  - Classes not protected by the TEFAP Program
  - Food Safety/Quality
  - Customer Service

# Public Notification Systems

The Purpose of this system is to inform applicants, participants and potentially eligible persons of:

- Program availability (including dates, times and locations of TEFAP distributions)
- Program rights and responsibilities
- Policy of non-discrimination
- Policy for filing a complaint

# Additional Public Program Material Requirement

- Any public program material (hand-outs, signs, web-sites, etc).
  - Must have the non-discrimination statement printed on it.
- Web sites must have the statement at the bottom of the first page only, not on each page of the site.
  - USDA is an equal opportunity employer and provider

# Limited English Proficiency

- Individuals who do not speak English as their primary language and who have limited ability to read, speak, write, or understand English
- You are responsible for taking reasonable steps to ensure meaningful access to their programs and activities by persons with limited English proficiency(LEP)
  - Example-a copy of the Certification of Eligibility form available in the individual's primary language, such as provided by the Bureau



# Factors to Consider in Addressing LEP

- Number of proportion of LEP persons served or encountered in the eligible population
- Frequency with which LEP individuals come in contact with the program
- Nature and importance of the program, activity or service provided by the program
- Resources available to the recipient and costs

# Accommodations for Persons with Disabilities

- Americans with Disabilities Act
- Section 504 of the Rehabilitation Act of 1973
- 7CFR Part 15b
  - Prohibits discrimination on the basis of disability in all services, programs and activities provided to the public by state and local governments. Reasonable accommodations that do not cause undue hardship must be provided.

# Conflict Resolution

Conflict – A disagreement through which the parties involved perceive a threat to their needs, interests or concerns

- Conflict can be large or small; originate in one person, between two or more people or between two or more groups
- Conflict can be resolved depending on how its managed

Define the problem. Find the cause. Select an approach to resolve it. Implement it – take action

# Resolution of Noncompliance

## Definition of “Noncompliance”

A factual finding that any civil rights requirement, as provided by law, regulation, policy, instruction, or guidelines, is not being adhered to by a state agency, local agency or sub-recipient.

# Customer Service

## Always:

- Smile and Be Pleasant
- Treat Everyone with Respect and Courtesy
- Be Caring and Understanding Be a Good Listener  
Offer Assistance Serve Clients in A Timely Manner  
Apologize for Any Inconvenience
- Make Clients Feel Appreciated *Remember: Your Client is Your Most Important Asset*





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**[www.HarryChapinFoodBank.org](http://www.HarryChapinFoodBank.org)**



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