

## A QUICK GUIDE TO CIVIL RIGHTS



### To ensure equal access to our programs, participating entities **MUST**:

#### 1. Let people know how to apply for the TEFAP/CSFP and how to file a Civil Rights complaint:

- Place the “And Justice For All” poster where it can easily be seen.
- Use the Nondiscrimination Statement on all materials and websites that mention FNS Programs.
- Notify community groups that the Program is available.
- Provide information when an individual or group requests it.
- Schedule hours of operation according to the needs of the community.

#### 2. Identify and accommodate language needs:

- Find out what languages are spoken in your service area.
- Make sure that everyone knows what to do when a Limited English Proficient client needs help.
- Provide translated material if there are many people who speak another language.
- Hire bilingual staff when possible; otherwise, use certified interpreters or contract services (i.e. Language Lines).
- Do not ask clients to bring their own interpreters.

#### 3. Accommodate persons with disabilities:

- Accommodate persons with disabilities by allowing them to use predesignated proxies to pick up food packages.
- Provide clients with hearing and vision impairments the accommodations that they need.

#### 4. If a client states that he/she has been treated differently because of race, color, national origin, age, sex, or disability:

- Try to resolve issues as quickly as possible.
- Refer the client to the Civil Rights contact, or to the address provided on the poster; and offer the client a civil rights complaint form.

**For more information, see FNS Instruction 113 or contact FNS MARO OCR at (609) 259-5061/5123**