

CIVIL RIGHTS TRAINING

According to the Civil Rights Training brochure from Food for Lane County (<https://foodforlanecounty.org/wp-content/uploads/2015/06/CRBrochure20101.pdf>), volunteers should understand that our program is required to:

- “1. Participate in mandatory annual civil rights training;
2. Have an outreach strategy in place that reaches all populations in your service area;
3. Maintain a file with samples of all outreach materials containing the nondiscrimination statement;
4. Have an LEP plan in place that all staff and volunteers are aware of;
5. Post “And Justice For All” poster (form AD-475c) and information on how to make a complaint;
6. Forward all discrimination complaints to OHCS’ complaint hotline and assist in follow-up;
7. Address/acknowledge all complaints and assist complainant if necessary;
8. Maintain a file of all complaints received.”

Nondiscrimination Statement

“In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call (800) 795-3272 or (202) 720- 6382 (TTY). USDA is an equal opportunity provider and employer.”

Confidentiality

“As a staff person (or volunteer) of an Oregon Food Bank program, distributing federal commodities, you must agree to provide equal and consistent treatment to all potential eligible persons, applicants and beneficiaries (clients).

Protected classes for Food Bank programs are:

- Race
- Age
- Sex
- Political Affiliation
- Military Status
- Familial Status

- Disability
- Nation
- Origin
- Religion
- Marital Status
- Sexual Orientation/Gender Identity

Discrimination based on any of these federal and state protected classes is prohibited. Types of discrimination include, but are not limited to:

- *Differential Treatment*: i.e., refusal of service, using different eligibility criteria for certain clients, treating applicants different based on protected class.
- *Discriminatory Impact*: Discrimination that is not intentional, but has that effect. A rule, policy or practice may be neutral on its surface, but it may impact a protected class disproportionately.

Best Practices

- Be aware of your own personal assumptions and do your best to keep them to yourself when working with clients.
- In general, try to accommodate special dietary needs (diabetes, food allergies, etc.) and religious requirements (Kosher or Halal foods).
- Be prepared to provide program information in alternate formats for people with disabilities (e.g., reading materials out loud for the visually impaired)."

Tips for Faith-Based Organizations

- Proselytizing is not allowed.
- Be aware of actions/comments that could have a negative effect or create a barrier to service.
- Sharing information about religious programs is fine, but make sure the client understands that they do not need to participate in order to receive food (i.e., prayer service before meals).