



# CIVIL RIGHTS TRAINING 2019

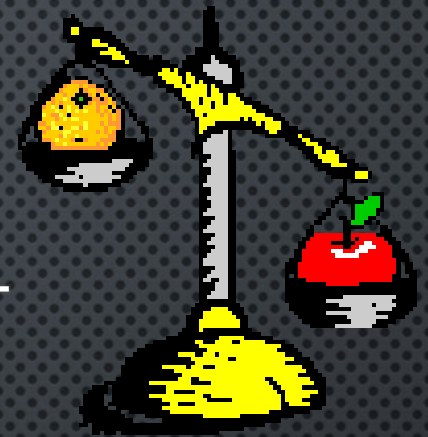


# WHY DOES THIS TRAINING MATTER?

**You can set the tone for  
your program and  
volunteers! They can be  
eyes and ears to prevent  
this from happening.**

# WHAT ARE CIVIL RIGHTS?

- CIVIL RIGHTS ARE THE NON-POLITICAL RIGHTS OF A CITIZEN.
- THE RIGHTS OF PERSONAL LIBERTY GUARANTEED TO U.S. CITIZENS BY THE 13<sup>TH</sup> AND 14<sup>TH</sup> AMENDMENTS TO THE U.S. CONSTITUTION AND ACTS OF CONGRESS.





# PURPOSE OF CIVIL RIGHTS

## Dignity and Respect for All

Equal  
Treatment

Rights &  
Responsibilities  
of an  
Organization

Elimination  
of Illegal  
Barriers to  
Receiving  
Services

Customer  
Service  
Expectations

# PROTECTED BASES



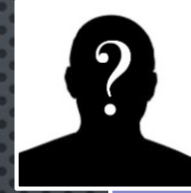
## Accepted

- Race
- Color
- National Origin
- Age
- Disability
- Sex
- Gender Identity
- Religion
- Reprisal



## Accepted in Oregon

- Marital Status
- Familial or Parental Status
- Sexual Orientation
- Genetic Information
- Income
- Political Beliefs



## Other

- Immigration Status
- Ethnicity
- Education
- Geographical Location
- Poverty
- Ability to Care for Oneself



# **DISCRIMINATION IS DEFINED AS:**

different treatment which makes  
a distinction of one person or a  
group of persons from others;

either intentionally, by neglect, or  
by actions or lack of actions



# TYPES OF CIVIL RIGHTS DISCRIMINATION



## Differential Treatment

- Intention can be positive or negative



## Disparate Treatment or Disparate Impact

- Using different criteria



## Reprisal or Retaliation

- Negative treatment of a person because they made or helped with a complaint



# Group Discussion Time

- Please talk at your tables with your group
- Answer the questions at the bottom of the scenario
- If comfortable, share with the group what you discussed



# SHARE THESE EXPECTATIONS WITH YOUR VOLUNTEERS:

## CLIENT CONFIDENTIALITY

- CLIENT INFORMATION SHOULD NOT BE SHARED WITH ANYONE
- ONLY A SUBPOENA ALLOWS YOU TO PROVIDE CLIENT INFORMATION IF REQUESTED
- KEEP INFORMATION IN A LOCKED CABINET

## ALL ARE WELCOME!

- MPFS PUBLIC PROGRAMS (MEALS AND PANTRIES) ARE OPEN TO EVERYONE.
- PANTRIES SHOULD MAKE SURE IT IS CLEAR NO ID IS ASKED FOR AND INCOME AND HOUSEHOLD SIZE IS SELF-DECLARED



# OTHER REGULATIONS AS A TEFAP AGENCY:

**Public Notification:**  
Display “And Justice for All” poster

**Have an active L.E.P. plan for serving those with “Limited English Proficiency.”**

- Based on most common languages encountered.
- Lack of funding does not exempt an organization.

**Include nondiscrimination statements on all materials, website and print.**

**Work with MPFS on any changes to days and times of service.** The goal with days and hours of service is to make sure that the widest variety of people can make it to your food program.

**Share your program information with potential eligible groups and community organizations.**

**Hold annual civil rights training** for all personnel who are on the “front line” with clients.



# NON-DISCRIMINATION STATEMENT - USE FULL VERSION WHEN POSSIBLE

IN ACCORDANCE WITH FEDERAL CIVIL RIGHTS LAW AND U.S. DEPARTMENT OF AGRICULTURE (USDA) CIVIL RIGHTS REGULATIONS AND POLICIES, THE USDA, ITS AGENCIES, OFFICES, AND EMPLOYEES, AND INSTITUTIONS PARTICIPATING IN OR ADMINISTERING USDA PROGRAMS ARE PROHIBITED FROM DISCRIMINATING BASED ON RACE, COLOR, NATIONAL ORIGIN, SEX, DISABILITY, AGE, OR REPRISAL OR RETALIATION FOR PRIOR CIVIL RIGHTS ACTIVITY IN ANY PROGRAM OR ACTIVITY CONDUCTED OR FUNDED BY USDA.

PERSONS WITH DISABILITIES WHO REQUIRE ALTERNATIVE MEANS OF COMMUNICATION FOR PROGRAM INFORMATION (E.G. BRAILLE, LARGE PRINT, AUDIOTAPE, AMERICAN SIGN LANGUAGE, ETC.), SHOULD CONTACT THE AGENCY (STATE OR LOCAL) WHERE THEY APPLIED FOR BENEFITS. INDIVIDUALS WHO ARE DEAF, HARD OF HEARING OR HAVE SPEECH DISABILITIES MAY CONTACT USDA THROUGH THE FEDERAL RELAY SERVICE AT (800) 877-8339. ADDITIONALLY, PROGRAM INFORMATION MAY BE MADE AVAILABLE IN LANGUAGES OTHER THAN ENGLISH.

TO FILE A PROGRAM COMPLAINT OF DISCRIMINATION, COMPLETE THE [USDA PROGRAM DISCRIMINATION COMPLAINT FORM](http://www.ascr.usda.gov/complaint_filing_cust.html), (AD-3027) FOUND ONLINE AT: [HTTP://WWW.ASCR.USDA.GOV/COMPLAINT\\_FILING\\_CUST.HTML](http://www.ascr.usda.gov/complaint_filing_cust.html), AND AT ANY USDA OFFICE, OR WRITE A LETTER ADDRESSED TO USDA AND PROVIDE IN THE LETTER ALL OF THE INFORMATION REQUESTED IN THE FORM. TO REQUEST A COPY OF THE COMPLAINT FORM, CALL (866) 632-9992. SUBMIT YOUR COMPLETED FORM OR LETTER TO USDA BY:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

**AND JUSTICE FOR ALL**

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410

For more information on the rights of persons with disabilities, contact the U.S. Department of Justice, Office of Civil Rights, 400...  
For more information on the rights of persons with disabilities, contact the U.S. Department of Justice, Office of Civil Rights, 400...  
For more information on the rights of persons with disabilities, contact the U.S. Department of Justice, Office of Civil Rights, 400...

**AND JUSTICE FOR ALL**

U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410

For more information on the rights of persons with disabilities, contact the U.S. Department of Justice, Office of Civil Rights, 400...  
For more information on the rights of persons with disabilities, contact the U.S. Department of Justice, Office of Civil Rights, 400...  
For more information on the rights of persons with disabilities, contact the U.S. Department of Justice, Office of Civil Rights, 400...



# IF UNABLE TO FIT FULL STATEMENT, USE...

## SHORT STATEMENT:

# “THIS INSTITUTION IS AN EQUAL OPPORTUNITY PROVIDER”



Menus



Door flyers



Websites



Calendars



Newsletters



Brochures

# HANDLING CIVIL RIGHTS COMPLAINTS

## Address the complaint

Be patient, listen, and breathe

Be understanding

Explain the program rules



## Assist with a complaint form

Get client contact info

Clearly explain who, what, when, and why

You must fill out the complaint form if they refuse



## Assist in resolution

Notify Oregon Food Bank and the Department of Human Services

Identify ways to prevent discrimination or perceived discrimination from happening again



# THE CIVIL RIGHTS COMPLAINT PROCESS

## Complaint needs to be made?

- Local staff can fill out the form in your agency handbook
- The person themselves can fill out the complaint form
- Can call and ask for MPFS agency relations staff to take complaint.

## Other Information:

- Complaint can be initiated within 180 days from alleged act of discrimination
- Agency cannot refuse to assist with complaint or create barriers



To reduce the risk of a civil rights complaint instruct staff to be aware of these things as they interact with each client:

Am I treating this person in the same manner I would treat *all* others?

Have I clearly communicated program rules and expectations?

Have I checked my personal bias about this person?

**Civil Rights = Assuring DIGNITY and RESPECT for all**



# PURPOSE OF CIVIL RIGHTS

## Dignity and Respect for All

Equal  
Treatment

Rights &  
Responsibilities  
of an  
Organization

Elimination  
of Illegal  
Barriers to  
Receiving  
Services

Customer  
Service  
Expectations

# WE WELCOME



**ALL RACES AND ETHNICITIES**

**ALL RELIGIONS**

**ALL COUNTRIES OF ORIGIN**

**ALL GENDER IDENTITIES**

**ALL SEXUAL ORIENTATIONS**

**ALL ABILITIES AND DISABILITIES**

**ALL SPOKEN LANGUAGES**

**ALL AGES**

**EVERYONE**

**WE STAND HERE WITH YOU.**

**YOU ARE WELCOME HERE.**

# LE DAMOS LA BIENVENIDA

**A TODAS LAS RAZAS**

**A TODAS LAS RELIGIONES**

**A TODOS LOS PAÍSES DE ORIGEN**

**A TODOS LOS GÉNEROS**

**A TODAS LAS ORIENTACIONES SEXUALES**

**A TODAS HABILIDADES**

**A TODOS IDIOMAS**

**A TODAS EDADES**

**A TODOS**

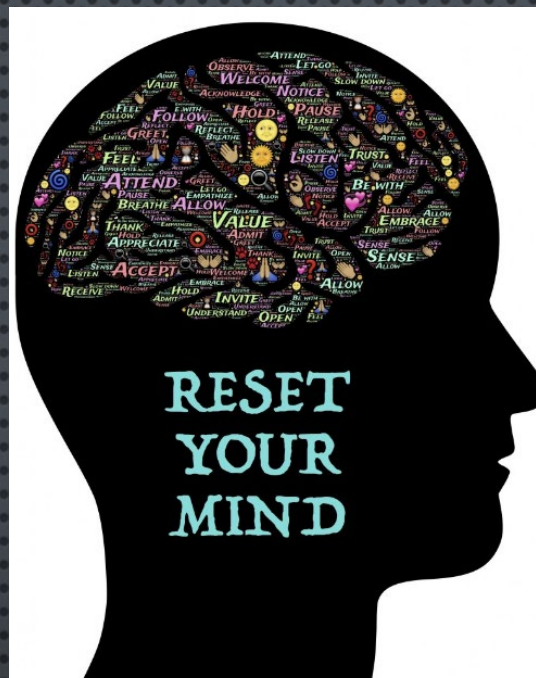
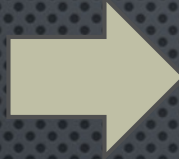
**NOSOTROS ESTAMOS CON USTED.**

**ESTÁ BIENVENIDOS AQUÍ.**

\* Content adapted from the original "We Welcome" sign created by IPRC members Lisa Mangum and Jason Levian



Take the  
time to  
pause!



Respond  
thoughtfully  
when you  
are ready



A minute of *thought*  
is worth more than an hour of *talk*.  
~John C. Maxwell

[www.JohnMaxwellTeam.com](http://www.JohnMaxwellTeam.com)