


AND JUSTICE FOR ALL AND CIVIL RIGHTS TRAINING

Annual Civil Rights Training is required for agency operations. To ensure all staff and volunteers are trained, agency managers may:

- Conduct training during regularly scheduled meetings
- Train new staff and volunteers as they come aboard
- Create a review station with an acknowledgment form

A log or sign-in sheet must be completed and retained in order to receive credit for conducting the training.



AND JUSTICE FOR ALL

In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at www.usda.gov/sites/default/files/documents/usda-program-discrimination-complaint-form.pdf, from any USDA office, by calling (866) 632-9892, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

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

fax:
 (833) 256-1665 or (202) 690-7442;

email:
program.intake@usda.gov.

This institution is an equal opportunity provider.

Conforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido discriminar por motivos de raza, color, origen nacional, sexo, edad, discapacidad, venganza o represalia por actividades realizadas en el pasado relacionadas con los derechos civiles (no todos los principios de prohibición aplican a todos los programas).

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieran medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-8339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en www.usda.gov/sites/default/files/documents/usda-program-discrimination-complaint-form.pdf, en cualquier oficina del USDA, llamando al (866) 632-9892, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

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

fax:
 (833) 256-1665 o (202) 690-7442;

correo electrónico:
program.intake@usda.gov.

Esta institución ofrece igualdad de oportunidades.

Form AD-429—Assisted Poster Revised September 2019
 Afiche complementario al formulario AD-429-A/Revisado Septiembre 2019

CIVIL RIGHTS TRAINING REQUIREMENTS

Training must include the following:

How to assist participants with language barriers? Phone interpreter line, Deaf/hard of hearing, Visually impaired, etc. Failure to provide meaningful access can be considered discrimination.

How to assist individuals with disabilities? Volunteer assistance, wheelchair ramp, etc. Failure to provide reasonable accommodations may subject agency to discrimination claim.

How to differentiate between program complaints and Civil Rights complaints? Different treatment due to protected classes versus dissatisfaction with program rules.

Conflict resolution – Identification of the issue and calmly communicate with participants on program guidelines

Noncompliance resolution – Corrective actions made to address findings

Customer service expectations – Friendly staff, offering assistance in other areas, develop good listening skills, identify stressors, etc.

Discrimination

All staff and volunteers must know how to assist participants in any of these matters and/or whom to refer questions and concerns to.

Racial/Ethnic Data must be collected at the point of application and reported to determine the effectiveness of the program. It does not affect eligibility.

Protected Classes

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