

# Civil Rights Training Acknowledgement



I have viewed the Civil Rights Training PowerPoint presentation provided to me by Second Harvest Foodbank of North Central Ohio, and I understand the specific situations covering types of discrimination prohibited by the USDA for any agency receiving food through Second Harvest Food Bank of North Central Ohio and the USDA programs, such as TEFAP and CSFP.

I shall ensure that each staff person and volunteer interacting with program applicants and participants at my facility acknowledges training on civil rights and customer service, and how to respond to a request to file a civil rights complaint. This Acknowledgement of training will be done before they begin to volunteer and reviewed on an annual basis.

Training will include the following topics:

- Federal Financial Assistance
- Goals of Civil Rights
- Agency Responsibilities
- Equal Opportunity for Religious Organizations
- Discrimination
- Disability Accommodations
- Limited English Proficiency
- Public Notification
- Non-Discrimination Statement
- Complaints
- Data Collection and Reporting
- Customer Service and Conflict Resolution
- Compliance

I agree that this agency will not discriminate against any person in need of food, and that this agency will provide a safe and barrier-free place in which any person can work or obtain food assistance.

Name (Print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Partner Charity: \_\_\_\_\_ Program #: \_\_\_\_\_

**Submit signed Civil Rights Training Acknowledgements to Jacob Raffo at [jraffo@secondharvestfoodbank.org](mailto:jraffo@secondharvestfoodbank.org)**

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, audiotope, 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, (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.**