



Westmoreland County Food Bank, Inc.
Ending Hunger Here at Home

CIVIL RIGHTS TRAINING

THE FOLLOWING PROGRAMS, OFFERED BY WESTMORELAND COUNTY FOOD BANK, COULD RECEIVE COMPLETE OR PARTIAL FUNDING THROUGH THE UNITED STATES DEPARTMENT OF AGRICULTURE (USDA). VOLUNTEERS WHO INTERACT WITH PROGRAM APPLICANTS AND PARTICIPANTS OF THESE PROGRAMS MUST RECEIVE CIVIL RIGHTS TRAINING APPLICABLE TO THEIR ROLE AND RESPONSIBILITIES.

- ▶ Food Pantry Distribution Program
- ▶ Community Meal/Soup Kitchen, On-Site Feeding Programs
- ▶ CSFP/Senior Food Box Program
- ▶ Summer Food Service Program
- ▶ Operation Fresh Express Program
- ▶ Military Share Program
- ▶ Backpack Program

WHAT ARE CIVIL RIGHTS?

CIVIL RIGHTS ARE THE NONPOLITICAL RIGHTS OF A CITIZEN; THE RIGHTS OF PERSONAL LIBERTY GUARANTEED TO U.S. CITIZENS BY THE 13TH AND 14TH AMENDMENTS TO THE U.S. CONSTITUTION AND ACTS OF CONGRESS.



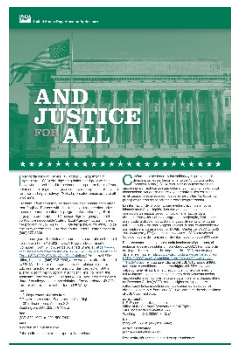
TITLE VI OF THE CIVIL RIGHTS ACT OF 1964 PROHIBITS DISCRIMINATION BASED ON:

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

THE “AND JUSTICE FOR ALL” POSTER MUST BE POSTED WHERE APPLICATIONS ARE PROCESSED OR WHERE PROGRAM AVAILABILITY TAKES PLACE.

PROGRAM STAFF AND VOLUNTEERS MUST FOLLOW THE CUSTOMER SERVICE GUIDELINES LISTED BELOW:

- ▶ Treat others the way you want to be treated.
- ▶ Be patient & polite.
- ▶ Avoid sarcasm.
- ▶ Be empathetic. Understand that people may not know the rules or understand how the program works. They may feel uncomfortable coming to ask for help.
- ▶ Smile when appropriate; make people feel welcome and valued.
- ▶ Try to avoid conflicts. Methods of doing this can include changing the subject, putting off a discussion until later, or simply not bringing up the subject of contention.



APPLICANTS AND PARTICIPANTS HAVE THE RIGHT TO FILE A CIVIL RIGHTS COMPLAINT IF THEY FEEL THEIR CIVIL RIGHTS HAVE BEEN VIOLATED. CIVIL RIGHTS COMPLAINT FORMS ARE AVAILABLE THROUGH THE PROGRAM COORDINATOR AND MUST BE PROMPTLY SUBMITTED TO WCFB FOR REVIEW AND DETERMINATION.

IN ORDER TO REDUCE THE RISK OF A CIVIL RIGHTS DISCRIMINATION COMPLAINT, ASK YOURSELF THE FOLLOWING QUESTIONS EACH TIME AN APPLICANT AND/OR PARTICIPANT COMES TO YOUR PROGRAM.

- ▶ Am I treating this person in the same manner I treat others?
- ▶ Have I given this person the opportunity to clarify all relevant factors or inconsistencies?
- ▶ Have I informed this person exactly what information I need to make a determination on the application?
- ▶ Have I provided the person with the information he or she needs to make necessary decisions?