

### “Civil Rights Guidelines” for Volunteers

- USDA is an equal opportunity provider and employer.
- Point out the location of your “Justice for All” poster and it serves as a trademark indicating the site provides a USDA program without discrimination.
- Everyone has the right to file a discrimination complaint and no one should be discouraged from doing so.
- If a participant is exhibiting inappropriate behavior, has concerns or questions about the food distribution, wants to file a complaint make sure they are taken directly to the Site Coordinator(s).
- Do not treat people differently based on race, color, national origin, age, sex, or disability.
- Treat everyone with dignity and respect and make people feel welcomed. Be patient and polite.
- Sexual harassment is prohibited. Inappropriate or degrading language will not be tolerated.
- Participants need to receive equal treatment and service. “Equal” does not mean “Identical”. For example, one participant receives corn, another receives green beans. As long as all guests receive a vegetable, equal treatment has been achieved.
- All data collected and information overhead from participants is **confidential**. Participants must sign the intake form to receive USDA foods.
- If a participant has a language-based need, seek out the Site Coordinator for assistance or locate the Language Identification Card. Google can be used to translate if the language is known.
- If you are unsure how to handle a situation, get the Site Coordinator(s) to handle the concerns.
- Volunteers may not receive preferential treatment nor be rewarded by receiving food from the distribution. If you have a need for food, please wait until other guests have been served or visit another distribution site. Volunteers receiving food must sign the registration form.

Volunteer Signature/Date