

Work Requirements for all Arlington Community Food Bank Volunteers

Volunteers at Arlington Community Food Bank are here to devote their service to our community. All volunteers are asked to work together as a team, treat everyone with respect and to be productive. When you see a need for assisting another volunteer, or a task that needs to be completed, please help.

Please wear a volunteer name tag while working within the building, at food drives, picking up food from grocery stores, or representing the Food Bank within our community.

Maintain client confidentiality, it's not appropriate to talk about who is receiving benefits and to make remarks about them. Refer all requests for client information to the Director.

Your personal safety is important as is respect for others. Please wear clothing that covers your body well; no revealing halter tops, low hanging pants, or shorts less than 7 inches length. You may need a few clothing layers during the winter, gloves if working in the freezer.

Much of the Food Bank is a warehouse setting. To avoid injury, all volunteers must wear closed toed shoes. No sandals, flip-flops, slippers or loose fitting and/or open footwear.

We wish to give our complete attention to clients. Please limit your usage of electronic devices to areas where clients are not being served. Let the Director know if you have a situation that requires you to be connected. When using personal music please use one earbud only and maintain the volume such that only you can hear it.

Please bring any concerns to the Director, a board member, or email them to director@arlingtonfoodbank.org

You are on the frontline, any ideas to improve the experience for clients and volunteers are appreciated. You may share them with the Board of Directors or Executive Director via email at director@arlingtonfoodbank.org or Board@arlingtonfoodbank.org.

It is a privilege to volunteer, we value your commitment to serve your neighbors. We hope you enjoy your experience with us and thank you for giving your time to help us end hunger in our community.

Please print your name: _____

Your signature: _____ Date: _____

CIVIL RIGHTS TRAINING CHECKLIST
TO BE COMPLETED ANNUALLY FOR ALL STAFF & VOLUNTEERS
WHO ASSIST WITH TEFAP (The Emergency Food Assistance Program)

- _____ Goals of civil rights – fairness and equality of treatment and benefit delivery.

- _____ Legal prohibitions – discrimination is prohibited on the basis of race, color, national Origin, age, sex, and disability in special nutrition programs funded by the USDA, Food and Nutrition Service. [The Supplemental Nutrition Assistance Program (SNAP, formerly known as the Food Stamp Program), and Food Distribution Program on Indian Reservations also prohibit discrimination based on religion and political beliefs in addition to the bases listed above].

- _____ Types of discrimination – Disparate treatment (intentional), disparate impact (neutral rule impacts disproportionately on a group), reprisal/retaliation against complainant or his/her family, associates or others involved in complaint process or exercising civil rights.

- _____ Exceptions – Congress can establish a program that is intended for certain groups of people, and it is not discrimination to exclude those who do not meet eligibility requirements. For example, Congress can set age limits, and this is not age discrimination or disability discrimination for those who do not meet the age limits.

- _____ When do civil rights rules apply? Civil rights rules apply any time there is any federal financial assistance. Federal financial assistance is receiving anything of value from the federal government – not just cash. It can include commodities, training, equipment, and other goods and services.
- _____ Special circumstances:
 - _____ Make sure people with disabilities are accommodated. Sites should be accessible to people with all types of disabilities (e.g. mobility, sight, hearing, etc.) or alternate means of service delivery should be advertised and provided.

 - _____ Provide other language assistance to persons with limited English proficiency (LEP) who could not gain meaningful access to the program without other language assistance. Assistance must always be provided to LEP households, but the level or type of assistance can vary based on circumstances.

- _____ Other requirements:
 - _____ Treat all people with dignity and respect.

 - _____ Display the USDA “And Justice for All...” non-discrimination poster in a place where it can be seen by all who visit the premises.

 - _____ Include the USDA non-discrimination statement on all materials that mention USDA funded programs and make sure the statement is also on web sites that mention USDA funded programs.

 - _____

_____ Collect racial/ethnic data in CSFP and use it to target outreach and to assess participation. Make sure individual data are kept confidential.

_____ Conduct outreach to ensure that potential eligible persons and households are aware of the program and have information on how to apply. Provide suggestions about how to make more people aware of the program and how to receive benefits.

_____ Maintain confidentiality. It is not appropriate to talk about who is receiving benefits and to make remarks about them. Never share information with others regardless of expression of good intentions. Refer all requests for information to managers. What happens at the site stays at the site. The exception, of course, is any illegal or inappropriate behavior that should be reported to State or Federal officials.

_____ Cooperate with State and Federal reviewers. They are required to conduct periodic compliance reviews to help ensure that program and civil rights rules are being obeyed.

_____ If there is non-compliance, correction of problems and voluntary compliance is sought. Failure to abide by civil rights rules can lead to loss of Federal financial assistance.

_____ Sexual harassment is prohibited. Do not engage in or tolerate unwanted or unwelcomed sexual behavior, including jokes, touching, request for sexual favors, etc. Report violations to management, State, or Federal officials.

_____ Advise people who allege discrimination how to file a complaint. Write USDA, Director, Office of Adjudication, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call toll free (866) 632-9992 (Voice). Individuals who are hearing impaired or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer. Almost all complaints are actually investigated by staff from the FNS field offices located in the state where the complaint originated.

_____ If conflict occurs, remain calm. Call for assistance immediately if you feel threatened. Consider mediation or a third party to help resolve the situation.

_____ Follow the platinum rule – treat people the way you would like to be treated (or be aware of what that is).

Checklist reviewed by, please print your name: _____

Signature

Date

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability.

To file a complaint of discrimination, write USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (202) 720-5964 (voice and TDD), USDA is an equal opportunity provider and employer.