



# Volunteers

## Know your client's civil rights

**Thank you for your partnership in the fight against hunger.** You are making a difference in the lives of seniors in our community who need assistance to keep nourishing food on the table.

The North Texas Food Bank is grateful that our volunteers serve each client with the dignity they deserve. We are required by the U.S. Department of Agriculture (USDA) to ensure that **all clients are informed and aware of their civil rights** while they are being served.

**You can be our eyes and ears** by helping us identify any instances in which a client is subject to harassment or discrimination. **The North Texas Food Bank will not tolerate harassment or discrimination by any individual.**

**What is discrimination?** Discrimination is the practice of unfairly treating a person or group of people differently from other people or groups of people.

USDA prohibits discrimination based on these things:

- Race
- Color
- National origin
- Sex
- Disability
- Age
- Reprisal or retaliation for civil rights activity

Information on filing a complaint of discrimination can be found at this website:

[http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html)

Here is the complete USDA nondiscrimination statement:

In accordance with federal civil rights 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, disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, 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:

<https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, 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:

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

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

(3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.