



**Civil Rights Exam
TEFAP Program 2019
East Texas Food Bank**

Name (please print): _____

Site name: _____

- 1 Select the option with the correct USDA2protected classes.
 - a. Race, Color, National Origin, Sex, Marital Status, Age, and Disability
 - b. Race, Color, National Origin, Sex, Age, and Disability
 - c. Race, Color, National Origin, Genetic Information, Sex, Age, and Disability
 - d. Race, Color, Sexual Orientation, National Origin, Sex, Age, and Disability

- 2 Unlawful discrimination can be unintentional.
 - a. True
 - b. False

- 3 Select the example that portrays unlawful discrimination.
 - a. Serving larger portions to one group over another.
 - b. Closing programs in areas easily accessible to all participants over ones that are not easily accessible to all participants.
 - c. Failing to provide accommodating meals to persons with special needs.
 - d. All of the above.

- 4 The names of participants must not be published, posted, or announced except when used to determine and verify eligibility.
 - a. True
 - b. False

- 5 Select the 2 types of program accessibility covered in this training.
 - a. Physical accessibility
 - b. Transportation accommodations
 - c. Medical accommodations
 - d. Computer accessibility
 - e. Language accommodations



- 6 Treating customers with respect and dignity is a customer service best practice.
 - a. True
 - b. False

- 7 CEs are authorized to process a Civil Rights complaint without notifying TDA F&N.
 - a. True
 - b. False

- 8 How many days does a person alleging discrimination have to file their complaint?
 - a. 30
 - b. 60
 - c. 120
 - d. 180

- 9 When a complaint is forwarded to TDA, which one of the protected classes requires the complaint to be forwarded to Federal mediation and Conciliation Service within 5 days?
 - a. Disability
 - b. Race
 - c. Age
 - d. National Origin
 - e. Sex
 - f. Color

- 10 Select the 4 reasons everyone should comply with Civil Rights laws.
 - a. Legal purposes
 - b. Demonstrate respect and dignity of all
 - c. Prevent complaints
 - d. Eliminate barriers
 - e. Deter receipt of benefits
 - f. Fair and equal treatment

Administrator's Signature

Date