

KNOW YOUR CLIENTS' CIVIL RIGHTS

Thank you for helping to fight hunger and feed hope in East Texas. You are making a big difference in the lives of our neighbors in need.

The East 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 East 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 prior civil rights activity

Here is the complete USDA nondiscrimination statement:

In accordance with Federal law and the 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 (including limited English proficiency), sex, age, disability, and 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 for program information (e.g., braille, large print, audiotape, American Sign Language) should contact the responsible State or local Agency that administers the program or contact USDA through the Telecommunications Relay Service at 711 (voice and TTY).

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 Office of the Assistant Secretary for Civil Rights (OASCR) 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

(2) email: program.intake@usda.gov.

(Revised March 2025)

This institution is an equal opportunity provider.

