



# NON-DISCRIMINATION GUIDELINES

Non-discrimination statement (shown below) on all materials regarding the program that are produced for public information, public education, or public distribution:

**“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, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410 or call toll free (866) 632-9992 (Voice). TDD users can contact USDA through local relay or the Federal Relay at (800) 877-8339 (TDD) or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer.”**

On small materials place: **“This institution is an equal opportunity provider”**

Display **“And Justice for All” poster**. You may receive a copy from the Montgomery Area Food Bank or print from the USDA Website at: <http://www.fns.usda.gov/cr/justice-translations/475C.pdf>

Follow guidelines for fair treatment to all by:

- Treating everyone with respect and dignity
- Provide timely services
- Approach difficult/tense situations with self-regulation
- Avoid casual comments involving race, color, national origin, sex, age or disability
- Provide complete explanations (especially if adverse action is anticipated)
- Adopt & enforcing customer service as a corporate value
- Rewarding or otherwise acknowledging instances of great customer service

If you must file a complaint use **Civil Rights Complaint Procedure form**. (copy enclosed in “Red Book”)