



Please print clearly

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|--------------|---------------------------|--|
| Date: | Name: _____ | Provider #: _____ <small>(if applicable)</small> |
| | Center Name: _____ | Center #: _____ <small>(3 digits)</small> |
| | Address: _____ | |
| | City: _____ | State: _____ Zip: _____ |

Please fill out the test by hand.

1. Select the option with the correct USDA FNS protected classes.
 - a. Race, Color, National Origin, Genetic Information, Sex, Age and Disability
 - b. Race, Color, National Origin, Sex, Marital Status, Age and Disability
 - c. Race, Color, National Origin, 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(s) that could portray 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 person 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 The names of participants must not be published, posted or announced except when used to determine and verify eligibility.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 each type of program accessibility covered in this training.
 - a. Computer accessibility
 - b. Physical accessibility
 - c. Meal modifications
 - d. Transportation accommodations
 - e. Medical accommodations
 - f. Language accommodations
6. What are the 3 foundations of excellent customer service?
 - a. Trust, respect and dignity
 - b. Valuing their worth, trust and courtesy
 - c. Communication, empathy and respect
 - d. Confidence, enthusiasm and dignity
7. CEs are authorized to process and Civil Rights compliant without notifying TDA F&N.
 - a. True
 - b. False



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

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

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

By signing and dating this form, you are agreeing that you have filled out this test to the best of your ability.

Signature

Date

Program Representative

Date Reviewed

**3E'S OF HEALTHY LIVING –
EDUCATION, EXERCISE, AND EATING RIGHT**

The U.S Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.)

If you wish to file a Civil Rights program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](http://www.ascr.usda.gov/complaint_filing_cust.html), found online at http://www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov.

Individuals who are deaf, hard of hearing 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.