

Civil Rights Complaint Process

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If you believe you have been discriminated against because of race, color, sex (including sexual harassment), religion, age (if over 40), national origin, disability, marital status, sexual orientation, or reprisal for equal employment activities, in an employment matter or in the workplace, and wish to initiate an Equal Employment Opportunity complaint, you must contact your EEO counselor within 45 days of the alleged discriminatory action. Contact the USDA-NRCS Civil Rights Employment Division at 301-504-2181 for assignment of an EEO counselor.

NRCS Civil Rights Employment Division

5601 Sunnyside Avenue
Mail Stop #5472
Beltsville, MD 20705-5472



USDA-NRCS

654 Munoz Rivera Ave.
Suite 604
Hato Rey, PR 00918-4123
Phone: 787-766-5206
Fax: 787-766-5987
www.pr.nrcs.usda.gov

The U.S. Department of Agriculture (USDA) prohibits discrimination in all its programs and activities on the basis of race, color, national origin, age, disability, and where applicable, sex, marital status, familial status, parental status, religion, sexual orientation, genetic information, political beliefs, reprisal, or because all or a part of an individual's income is derived from any public assistance program. (Not all prohibited bases apply to all programs.) Persons with disabilities who require alternative means for communication of program information (Braille, large print, audiotape, etc.) should contact USDA's TARGET Center at (202) 720 2600 (voice and TDD). To file a complaint of discrimination write to USDA, Director, Office of Civil Rights, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TDD). USDA is an equal opportunity provider and employer.



United States Department of Agriculture
Natural Resources Conservation Service

Caribbean Area Civil Rights Program



Helping People Help the Land...

www.pr.nrcs.usda.gov

Conservation... Our Purpose, Our Passion

Our Mission...

To provide counsel and recommendations to the Director on civil rights for all clients and employees.

Our Vision...

A diverse workforce that, by reflecting the face of the Caribbean Area, will provide equal opportunity and quality of service to all customers.

Special Emphasis Program Areas

- African Americans
- American Indians/Alaska Natives
- Asian Americans/Pacific Islanders
- Persons with Disabilities
- Gay, Lesbian, Bisexual and Transgender Individuals
- Hispanics
- Veterans and
- Women

Title VI: Equal Opportunity in Program Delivery to Clients

It is the policy of the USDA and NRCS to establish guidance to ensure that no person is discriminated against while participating in the programs and activities of NRCS.

Prohibits discrimination to potential participants in obtaining services and participating in Federal Programs based on race, color, national origin, sex, religion, age (40+), disability, marital status, family status, parental status, sexual orientation, political beliefs, income from public assistance programs, or reprisal.

Title VII: Equal Employment Opportunity

It is NRCS policy to ensure that employees or employment applicants to the Agency are not subject to discrimination.

Employees and employment applicants can not be discriminated for , color, national origin, sex, religion, age (40+), disability, marital status, family status, parental status, sexual orientation, political beliefs, income from public assistance programs, or reprisal.

New TTY Service

TTY stands for Text Telephone. It is also called a TDD - Telecommunication Device for the Deaf.



Phone hooked to TTY device.

A TTY lets people who are deaf, hard of hearing or speech-impaired use the telephone to communicate. TTY users type messages back and forth to one another instead of talking and listening. A TTY is required at both ends of the conversation in order to communicate.

To use a TTY, set a telephone handset onto special acoustic cups on the TTY (some TTYs can be plugged directly into a telephone line) then type the message you want to send on the TTY keyboard. As you type, the message is sent over the phone line. You read the other person's response on the TTY text display.

Many people do not have TTYs. To provide TTY users with access to traditional telephone services, TTY Relay services have been established in Puerto Rico.

TTY users call the Relay Center by dialing 711. A Relay Operator answers using a TTY. The caller gives the Relay Operator the phone number they want to call and the Relay Operator places the call. When a hearing person answers the phone, the Relay Operator explains the relay system and states the name of the person calling. The operator then types the hearing person's response into the TTY to be read by the TTY user. The call proceeds with the operator voicing the TTY user's typed messages, or typing what the hearing person speaks. If a hearing person wishes to call a TTY user, the procedure is reversed.