

# Integrating Civil Rights into Your Volunteer Program

The following questions will help when assessing, planning, and selecting sites for delivery of your volunteer return program to ensure civil rights requirements are recognized as a priority by your program. They are also used by the IRS Civil Rights Division when your site is selected for a civil rights review.

ID	Category	Consideration
1.	Policies	What methods are used to disseminate non-discrimination policy or notices?
2.	Policies	Where is the non-discrimination policy posted?
3.	Policies	Is the non-discrimination policy included in brochures, on websites, in advertisements?
4.	Policies	Do my facility and the planned sites have the IRS poster, Your Civil Rights Are Protected, displayed? Note: The poster can be IRS Publications 4025, 4053, or 4481. Publication 730 is not sufficient as it is normally provided at time of return completion and is not available in a waiting area.
5.	Policies	Is the poster displayed in English and Spanish?
6.	Policies	How will staff be trained on responding to a civil rights inquiry or complaint and on responding to a request for a reasonable accommodation?
7.	Public Transportation Access	Is the service location convenient to public transit when offered?
8.	Building Access	Does the building have a primary entrance that is accessible?
9.	Building Access	Is there an accessible route from the sidewalk to the building entrance?
10.	Building Access	Are there curb cuts to allow easy access to the sidewalk?
11.	Building Access	Is there signage at entrances directing people to an accessible entrance?
12.	Building Access	Are there clear signs posted with large print and high contrast lettering to inform persons with disabilities of accessible emergency evacuation routes?
13.	Building Access	If the building has more than one floor/level, does it have elevators? Is the elevator accessible to individuals with disabilities? Does the control panel contain Braille markings?
14.	Building Access	If the building has more than one floor/level and it doesn't have an elevator, are ramps available for accessing other floors?
15.	Building Access	Are programs and activities offered in at least one area accessible to people with disabilities?
16.	Restroom Access	Is the entrance to the restroom accessible to a person who uses a wheelchair?
17.	Restroom Access	Is at least one toilet stall wheelchair accessible and maneuverable? Can the person and chair get in and turn around?
18.	Restroom Access	Is there at least one soap dispenser accessible to persons with disabilities?
19.	Restroom Access	Is at least one towel dispenser and sink accessible to persons with disabilities?
20.	Water Fountain Access	Is there a water fountain that is accessible to persons with disabilities?
21.	Work Area Access	Are all work areas the program occupies wheelchair accessible?
22.	Work Area Access	Are any necessary controls and equipment operable by a person who uses a wheelchair?
23.	Work Area Access	Is there enough clear floor space for a person in a wheelchair to pull up close to the equipment?

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24.	Work Area Access	If a telephone is made available for public use, is it accessible to a person in a wheelchair?
25.	Information Access	Is accessibility language/information publicized in promotional materials, announcements, or advertisements?
26.	Information Access	Are alternative products, such as cassette recordings, Braille, or large print, provided?
27.	Reasonable Accommodations	<p>How will you provide accommodations for people with sensory loss? Examples of accommodations include:</p> <ul style="list-style-type: none"> <li>▪ Note exchange between assistor and taxpayer</li> <li>▪ Sign language interpretation</li> <li>▪ Assistive listening system</li> <li>▪ Open/closed caption film or video</li> <li>▪ Audio description</li> <li>▪ Large print/high contrast labeling</li> <li>▪ TTY/TDD</li> <li>▪ Tactile tours</li> </ul>
28.	Language Assistance	<p>How do you assess if language assistance services are needed?  Note: IRS offers Publication 4269, Language Identification Flashcard, for use in identifying 38 unique languages.</p>
29.	Language Assistance	Are the taxpayer's family and friends depended on to provide interpretation?
30.	Language Assistance	What methods are used to inform limited English proficient persons that language assistance services are available at no cost to the person being served?
31.	Language Assistance	What efforts will be made to serve limited English proficient persons?

For questions that arise concerning civil rights and your VITA program, please contact the Civil Rights Division at 202.927.0180 or [eeo.external.civil.rights@irs.gov](mailto:eeo.external.civil.rights@irs.gov).