

SECTION: 5.

SUBJECT: Individual Rights and Protection

TOPIC: Non-Discrimination

POLICY:

To fulfill Ontario ARC's mission, we provide services to a diverse cross-section of our community. In providing such supports, we are committed to complying with Title VI of the Civil Rights Act of 1964. We operate programs and services without regard to race, color, national origin, age, gender or disability.

We inform the individuals we support of their civil rights, including the right to report any potential rights violations to the Office for Civil Rights, in Washington D.C. Ontario ARC will promptly investigate any reports of discrimination and cooperate with any investigations by the Office of Civil Rights.

VALUES

Respect, Person Centered, Quality

PROCEDURE

PERSON(S)

RESPONSIBILITY

Intake Coordinator

Upon initial agency intake, provides the person/family with our agency Statement of Rights.

Identifies if any language interpretation is needed to facilitate coordination of services.

Informs the Director of Innovative Supports.

Director, Innovative Supports

Assigns staff to coordinate the use of the OPWDD Telephonic Interpretation service.

All Staff

Promptly informs supervisor or Program Director of any reports of alleged discrimination.

Supervisor or Program Director

Informs Sr. Associate Executive Director.

Sr. Associate Executive Director

Informs the Executive Director and both will determine if consultation with legal counsel is warranted.

Within 2 business days of the receipt of the report, initiates the investigation of the discrimination claim or assigns a trained agency investigator. Reports findings to Executive Director and legal counsel.

**PROCEDURE
PERSON(S)**

RESPONSIBILITY

Executive Director

Determines if notification to Board President and/or staff supervisory action are warranted

Finger Lakes Bus Service Passenger Claims

Follow all of the procedures outlined above and the following additional procedures:

**PROCEDURE
PERSON(S)**

RESPONSIBILITY

Sr. Associate Executive Director

Upon implementation of our Title VI Plan for FLBS, coordinates mailing and public posting of the Notice to Beneficiaries, which includes discrimination complaint reporting instructions. Ensures that he Notice is translated into Spanish and other languages, as determined by an evaluation of our limited English population.

Ensures that all of the Transportation supervisors have access to the OPWDD Telephonic Interpretation service.

Transportation Manager

Ensures that the Notice to Beneficiaries is included in each new or renewed transportation contract.

When informed of any discrimination claim by a current or potential passenger, informs them of the of the NYSDOT Complaint Reporting form, the address and email contact information phone for the NYSDOT Office of Civil Rights.

Sr. Associate Executive Director

Submits the NYSDOT Investigation, Complaints and Lawsuits Log semi-annually and at the end of the state fiscal year, including follow up actions taken by the agency.

**REFERENCE: Title VI Civil Rights Act of 1964, 49 CFR Section 21.9 (d)
DATE: 08/2015**