



Lodge Lane

ASSISTED LIVING & MEMORY CARE

Kutz

REHABILITATION & NURSING

Department of Transportation Title VI Notice to the Public

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in programs and activities receiving Federal financial assistance. Specifically, Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. Section 2000d).

Kutz Senior Living Campus (Also Known As The Kutz Home and The Milton and Hattie Kutz Home) is committed to ensuring that no person is excluded from participation in or denied the benefits of its transportation services based on race, color, or national origin, as protected by Title VI in Federal Transit Administration (FTA) Circular 4702.1B. If you need more information or feel you are being denied participation in or being denied benefits of the transit services provided by, ***Kutz Senior Living Campus*** (Also Known As The Kutz Home and The Milton and Hattie Kutz Home), or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, our contact information is:

Felisha Alderson
Chief Executive Officer
Kutz Senior Living Campus
704 River Road
Wilmington, DE 19809
(302) 764-7000
FAlderson@Kutzseniorliving.org

704 River Road • Wilmington DE 19809 • PH: 302.764.7000 • FX: 302.764.2224 • www.kutzseniorliving.org



Constituent Agency of Jewish Federation of Delaware
Partner Agency United Way Delaware





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Department of Transportation Title VI Notice to the Public List of Posted Locations

Title 49 CFR Section 21.9(d) requires recipients to provide information to the public regarding the recipient's obligations under DOT's Title VI regulations and apprise members of the public of the protections against discrimination afforded to them by Title VI. At a minimum, ***Kutz Senior Living Campus*** (Also Known As The Kutz Home and The Milton and Hattie Kutz Home) shall disseminate this information to the public by posting a Title VI notice on the agency's website, in public areas of the agency's office(s), including the reception desk, meeting rooms, in all Federally funded vehicles, etc.

A copy of the ***Kutz Senior Living Campus*** (Also Known As The Kutz Home and The Milton and Hattie Kutz Home) Title VI Notice to the Public is posted in the following public areas:

1. Kutz Rehabilitation & Nursing Reception Desk
2. Lodge Lane Assisted Living & Memory Care Reception Desk
3. Kutz Senior Living Campus Conference Room
4. Lodge Lane Assisted Living & Memory Care Chapel
5. Kutz Senior Living Campus Van
6. Kutz Senior Living Campus Website



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Public Participation Plan

Effective Public Outreach Practices Include:

- Determining and identifying what meetings and program activities lend themselves to client public participation.
- Scheduling meetings at times and locations that are convenient and accessible for minority and LEP communities.
- Employing different meeting sizes and formats.
- Coordinating with community and faith-based organizations, educational institutions, and other organizations to implement public engagement strategies that reach out specifically to members of affected minority and/or LEP communities.
- Considering radio, television, or newspaper ads on stations and in publications that serve LEP populations. Outreach to LEP populations could also include audio programming available on podcasts.
- Providing opportunities for public participation through means other than written communication, such as personal interviews or use of audio or video recording devices to capture oral comments.

LANGUAGE ACCESS PLAN (LAP)

Kutz Senior Living Camps Language Access Plan

1. **Introduction**

The Agency has prepared this Language Access Plan ("LAP" or "Plan"), which defines the actions to be taken by Agency to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. The Agency will review and update this LAP in order to ensure continued responsiveness to community needs. This Plan meets objectives set forth in Title VI of the Civil Rights Act and Executive Order 13116, Improving Access to Services for Persons with Limited English Proficiency (LEP).

2. **Purpose**

The purpose of this plan is to ensure clients of the Agency meaningful access to services, programs and activities although they may be limited in their English language proficiency.

The Agency is committed to this Language Access Plan as the appropriate response to meeting our clients' needs.

Consistent with the guidance of objectives set forth in Title VI of the Civil Rights Act and Executive Order 13116, Improving Access to Services for Persons with Limited English

Proficiency (LEP), a Limited English Proficient (“LEP”) person is someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with Agency staff. A client maintains the right to self-identify as a LEP person.

3. Agency Description

The Agency should use this section to describe the Agency, its mission, services, programs and activities as fully but as succinctly as possible.

4. Language Access Plan (LAP):

Approach: The Agency Language Access Plan shall be fully implemented subject to the availability of fiscal resources to implement said language access plan. This Language Access Plan represents Agency administrative blueprint to provide meaningful access to Agency services, programs and activities on the part of LEP individuals. This Language Access Plan outlines the tasks Agency will undertake to meet this objective.

Language Access Plan (LAP):

1. Agency Language Access Coordinator:
 - a. Identify the Language Access Coordinator, agency contact information including address, telephone number and email address.
2. Agency Language Access Needs Assessment:
 - a. Based on the services, programs and activities listed above prioritize and describe the steps the agency will take to ensure such services, programs and activities provide meaningful access to the populations whose language meet or exceed the 5% threshold.
 - b. Language makeup of client population:
 - Each language and the percentage of the language’s presence should be identified and listed in this section.
 - c. Points of contact between agency and client population.
 - Agency Office, website address (es), main telephone numbers, etc.
3. Language Resources Assessment:
 - a. Identification of existing staff who are linguistically, culturally, and technically able to deliver services in a language other than English and/or to serve as interpreters.
 - Actual staff need not be identified; languages spoken should be.
 - b. Community-based resources available to be deployed to assist agency in meeting language access needs.
4. Language Service Protocols:
 - a. Which language services are required to implement the Language Access Plan.
 - In this section, the Agency shall indicate the specific types of resources – in-person interpretation, phone interpretation, community-based resources, etc., that are available to provide language access and how the resources will be deployed to meet language access needs.
 - b. Define and describe Agency’s language access protocols for providing interpretation services.
 - c. Define how a client will be able to access and utilize the resources identified in paragraphs (a) and (b).
5. Vital Document Translation:

- a. Agency to identify, by list, the name of vital documents, in whole or in part, to translate including timeframe for translation.
- b. Agency website content, by list, to translate including timeframe for translation.
- 6. Stakeholder Consultations:
 - a. Did the Agency consult stakeholders in the development of this Language Access Plan?
 - o Description of consultation.
- 7. Staff Training:
 - a. Describe the Agency's plan to implement staff training activities.
- 8. Notice to Public.
 - a. Describe the Agency's plan to notify clients of free language assistance and how a client may access such assistance.
- 9. Agency Monitoring:
 - a. Describe the agency's monitoring plan.
- 10. Complaints:
 - a. Agency should identify the process by which a client or client representative may file a complaint with the Title Six Manager.

Name of Agency Head

Date

Language Access Complaint Procedure

You may file a complaint with the Agency Title VI Manager if you believe you have been denied the benefits of this Plan. You must file your written complaint within 10 business days of the alleged denial. Submit the written complaint to:

Name of Title VI Manager: Dominique Radcliffe
Agency Name: Kutz Senior Living Campus
Business Address: 704 River Road
City, State Zip: Wilmington, DE 19809
Email Address: DRadcliffe@Kutzseniorliving.org



Delaware Transit Corporation
Title VI Complaint Form



Section 1:			
Name: 704 River Road • Wilmington DE 19809 • PH: 302.764.7000 • FX: 302.764.2224 • www.kutzseniorliving.org			
Address:			
Telephone (Cell):	Jewish Federation of Delaware <small>Constituent Agency of Jewish Federation of Delaware</small>	United Way <small>Partner Agency United Way Delaware</small>	Telephone (Work):
Email Address:			
Accessible Form at Requirements Needed?	Large Print <input type="checkbox"/>	Audio Tape <input type="checkbox"/>	
	TDD <input type="checkbox"/>	Other <input type="checkbox"/>	
Section 2:			

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Section 6:

Name of agency complaint is against:

Contact person:

Title:

Telephone Number:

Please attach any additional materials or information that you believe is relevant to your complaint.

Signature and date are required below:

Signature

Date

Please mail to or submit this form in person at the address below:

Delaware Transit Corporation
Crystal Alexander-Wilson
Contract Coordinator
119 Lower Beech Street
Wilmington, DE 19805

Please submit this form by email to:

dart5310program@delaware.gov

