

Administrative Policies and Procedures			
SUBJECT: Title VI and Nondiscrimination Policy and Plan		TM – 14.01	
Effective Date: 07/28/10	Revision Date: 06/01/2014, 11/25/2014	Revision #: 2	Page: 1 of 4
Authority: Town Manager		Legal Review:	
Revises Policy:			

I. PURPOSE:

This policy provides both a policy and a plan for Title VI and non-discrimination.

II. DEFINITIONS:

None applicable

III. SCOPE:

This policy will be applied to all employees of the Town.

IV. POLICY:

Policy Statement:

The Town of Jupiter (Town) values diversity and welcomes input from all interested parties, regardless of cultural identity, background or income level. Moreover, the Town does not tolerate discrimination in any of its programs, services or activities. The Town will not exclude participation in, deny the benefits of, or subject to discrimination anyone on the grounds of race, color, creed, religion, sex, national origin, age, physical disability, mental disability, history of physical or mental disability, marital status, familial status, veteran status, sexual orientation, the presence of a non-job related medical condition, or any form of unlawful discrimination.

Training:

Regular Title VI and LEP nondiscrimination training shall be and is provided all Town employees who interact with the public.

Limited English Proficiency (LEP) Guidance:

In adherence with Federal regulations, the Town of will make reasonable efforts to ensure its programs, services and activities are meaningfully accessible to those who do not speak English proficiently. The Town will utilize its bilingual employees, state and local transportation partners, faith-based organizations and community groups and other language services to provide oral interpretation and translation of

program documents, as required. To determine if or when alternate language usage is required for meaningful access, the Town will assess the program, service or activity using the following four factors:

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by Town's programs, services or activities.
2. The frequency with which LEP individuals come in contact with these programs, services or activities.
3. The nature and importance of the program, service, or activity to people's lives and;
4. The resources available to the Town and costs.

Persons requiring special language services should contact the Town's Title VI Officer:

Lori Bonino, Assistant Town Manager
Town of Jupiter
210 Military Trail
Jupiter, FL 33458
(561)741-2214
Fax: (561)575-9730
Lorib@jupiter.fl.us

Complaint Procedure:

The Town has an established discrimination complaint procedure and pursuant to its procedure will take prompt and reasonable action to investigate discriminatory actions, and where deemed to be discriminatory will take such actions as may be necessary and appropriate to eliminate discriminatory actions. Any person who believes that he or she has been subjected to discrimination based upon race, color, creed, religion, sex, national origin, age, physical disability, mental disability, history of physical or mental disability, marital status, familial status, veteran status, sexual orientation, the presence of a non-job related medical condition, or any form of unlawful discrimination, may file a complaint with the Town's Title VI Officer:

Lori Bonino, Assistant Town Manager
Town of Jupiter
210 Military Trail
Jupiter, FL 33458
(561)741-2214
Fax: (561)575-9730
Lorib@jupiter.fl.us

In order to accurately and fully investigate a complaint, the complainant should submit his or her complaint in writing together with the specific nature of the discrimination at issue (i.e. race, color, creed, religion, sex, national origin, age, physical disability, mental disability, history of physical or mental disability, marital status, familial status, veteran status, sexual orientation, the presence of a non-job related medical condition, or any form of unlawful discrimination); and a description of the alleged facts giving rise to the discrimination and the date of its occurrence. If

the complaint cannot be submitted in writing, the complainant should contact the Town's Title VI Officer for assistance.

The Town's Title VI Officer will respond to the complaint within 30 days and will take such reasonable steps as deemed necessary to resolve the matter. Should the Town not be able to satisfactorily resolve the complaint, the Title VI Officer will forward the complaint, along with a record of its disposition, to the Florida Department of Transportation (FDOT), Equal Opportunity Office, Statewide Title VI Coordinator if the complaint is related to an FDOT-related program, service or activity; or to the Florida Commission on Human Relations for all other complaints.

Americans with Disabilities Act (ADA)/504 Statement:

The Town makes great efforts to ensure that its facilities, programs, services, and activities are available to those with disabilities. The Town encourages its citizenry to report any facility, program, service or activity that appears inaccessible to the disabled. Furthermore, the Town will provide reasonable accommodation to disabled individuals who wish to participate in public involvement or other events, with advance notification of seven days.

Questions, concerns, comments or requests for accommodation should be made to the Town's ADA Officer:

Daisy Sand, Human Resources and Risk Coordinator
Town of Jupiter
210 Military Trail
Jupiter, FL 33458
(561)741-2312
Fax: (561)745-1527
daisys@jupiter.fl.us

Grievance Procedure under the ADA:

This grievance procedure is established in accordance with the Americans with Disabilities Act of 1990 (ADA). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services by or access to activities, programs or facilities of the Town. This grievance procedure does not apply to complaints relating to employment by the Town.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.

The complaint should be submitted by the complainant and/or his or her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

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Town of Jupiter
210 Military Trail
Jupiter, FL 33458
(561)741-2312
Fax: (561)745-1527
daisys@jupiter.fl.us

Within 15 calendar days after receipt of the complaint, the ADA Coordinator or designee will contact the complainant to discuss the complaint and possible resolutions. Within 15 calendar days of the meeting, the ADA Coordinator or designee will respond to the complainant. The response will explain the position of the Town and offer options for substantive resolution of the complaint.

The Florida Department of Transportation has developed two forms that may be used to provide some specific information related to accessibility on the roadway systems within the public rights-of-way. These may be downloaded from the FDOT website at:

<http://www.dot.state.fl.us/projectmanagementoffice/ADA/ADAFORMS.shtm>.

V. PROCEDURE:

None applicable