

Notifying the Public of Rights Non-Discrimination

St. Charles Council on Aging, Inc.

- ✓ The St. Charles Council on Aging, Inc. operates its programs and services without regard to race, color, or national origin in accordance with Title VI of the Civil Rights Act. Any person who believes she or he has been aggrieved by any unlawful discriminatory practice may file a complaint with the St. Charles Council on Aging, Inc., and should be filed within 180 days of the date of alleged discrimination.
- ✓ For more information on the St. Charles Council on Aging, Inc. civil rights program, the procedures to file a complaint or to file a complaint contact 985-783-6683, (TTY 711, Voice: 1-800-8465277, Speech-toSpeech: 1-888-272-5530, or Visually Assisted Speech-to-Speech: 1-855-218-8600); email information@stcharlescoa.com; or visit our administrative office at 282 Judge Edward Dufresne Parkway, Luling, LA 70070. For more information, visit www.stcharlescoa.com
- ✓ A complaint may also be filed directly with the:

Louisiana Department of Transportation and Development, Attn: Cynthia Douglas, 1201 Capitol Access Road, Baton Rouge, LA 70804, Cynthia.Douglas@la.gov, or (225) 379-1923.

Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE, Washington, DC, 20590.
- ✓ If information is needed in another language, contact 985-783-6683.
- ✓ The St. Charles Council on Aging, Inc. adheres to requirements of the Americans with Disabilities Act (ADA) and makes every reasonable modification to its policies, practices and services to ensure accessibility for riders and will make reasonable modifications and/or accommodations upon request of a rider with a disability.
- ✓ For more information on reasonable accommodation please contact the St. Charles Council on Aging, Inc. civil rights program, the procedures to file a complaint or to file a complaint contact 985-783-6683, (TTY 711, Voice: 1-800-8465277, Speech-toSpeech: 1-888-272-5530, or Visually Assisted Speech-to-Speech: 1-855-218-8600); email information@stcharlescoa.com; or visit our administrative office at 282 Judge Edward Dufresne Parkway, Luling, LA 70070. For more information, visit www.stcharlescoa.com