

# Notifying the Public of Rights under Title VI

- MARC, Inc. of Manchester operates its programs and services without regard to race, color, and 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 under Title VI may file a complaint with MARC, Inc. of Manchester.
- For more information on MARC's civil rights program, and the procedures to file a complaint, contact **860-646-5718**, TRS 711; [kzinger@marcct.org](mailto:kzinger@marcct.org); or visit our administrative office at 151 Sheldon Rd., Manchester, CT 06042. For more information, visit [www.MARCCT.org](http://www.MARCCT.org).
- **Accessibility:** All MARC Inc. Section 5310 buses have wheel chair lifts and are accessible for mobility devices, such as wheelchairs, electric scooters, walkers, and crutches. MARC Inc. drivers are trained to assist all passengers and to properly and safely operate the wheel chair lifts and safely secure wheel chairs and other mobility devices. In accordance with Americans with Disabilities Act of 1990, Marc Inc. maintains all Section 5310 vehicles the features required to make those vehicles accessible to individuals with disabilities. The features include, but are not limited to lifts and securement devices. All of the accessible vehicles have a securement system for wheelchairs.
- **Service Animals:** Passengers with service animals will have a full assessment of needs done prior to referral for any section 5310 transportation vehicles. Assessments and individual care plans prepare MARC Inc. for needed supports in both programs and transportation. Service animals are not allowed to occupy a seat.
- **Respirators/Portable Oxygen:** Any passengers requiring this equipment will have an assessment of needs done prior to referral with all information communicated between the families, case managers and MARC Inc. We will make accommodations as needed on Section 5310 Transportation Vehicles.
- **Lift Use Policy:** MARC's goal is to accommodate our individuals in easily accessing the vehicle for transportation. For individuals with ambulatory issues MARC will work with their team to develop and agree upon the best and safest way to enter the vehicle. Lift and securement training is provided to drivers in their initial as well as on-going training. An assessment of needs is done prior to referral to MARC Inc. and all information is communicated between the families, case managers, and MARC Inc. Our policy is for individuals who wish to use the lift to board the vehicle should do so only when seated in wheelchair. A transport

chair will be provided for those who need to use the lift and do not use a personal wheelchair.

- A complainant may file a complaint directly with the Connecticut Department of Transportation by filing a complaint with the Office of Contract Compliance, Attention: Title VI Coordinator, 2800 Berlin Turnpike, Newington, CT 06111.
- A complainant may file a complaint directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TRC, 1200 New Jersey Ave., SE Washington, DC 20590
- If information is needed in another language, contact **860-646-5718**.
- Si necesita informacion en otro idioma, comuniquese con **860-646-5718**.