

## Client Code of Conduct

The Iberia Council on Aging, Inc. seeks to continually maintain "a welcoming place" which ensures trust and respect for all members, staff, faculty, and guests. We are a business office for professionals. In order to maintain our longstanding reputation in the community, we have established this Personal Conduct Policy to specify our expectations. Some statements have to do with personal conduct and integrity; others are about how we present ourselves to the public. All of these are important to our organization and to our clients' success and must be adhered to, respected and honored by each member, staff, guests and clients' of The Iberia Council on Aging, Inc.

The following is a list of behaviors that will not be tolerated:

- physically harming others
- verbally abusing others
- using profanity
- using intimidation tactics and/or making threats
- making malicious or harmful statements about others
- publicly disclosing another's private information
- attending under the influence of alcohol or illegal drugs
- sexual or unwelcome harassment
- possession of dangerous or unauthorized material such as explosives or firearms
- security risk by stealing from other the site/center, participants, guests, staff or volunteers in general
- present a clear and present danger to participants, guests, staff or volunteers

All Iberia Council on Aging, Inc. clients' are responsible for adhering to the above code of behavior and respect, not only amongst each other, but also toward guest facilitators, speakers, staff, etc. Furthermore, if a member, staff, guests or client has a particular grievance, it is expected that the member first seek a peaceable solution. Public accusations only escalate conflict and contribute to false rumors and gossip. If a member becomes aware of any serious breach in protocol it is that person's responsibility to come forward to the Iberia Council on Aging, Inc. Supervisor and that Supervisor is to contact Carol H. Whipp, Executive Director promptly.

### Dress Code

Iberia Council on Aging, Inc. maintains a business casual working environment. All clients should use discretion in wearing attire that is appropriate for the sites.

Any violations of this Code of Conduct will be reviewed and resolution will be determined at the discretion of Carol H. Whipp, Executive Director. The Iberia Council on Aging, Inc. Executive Director has the prerogative to exclude any person from membership as a consequence of violating the Personal Conduct Policy.

Any questions or comments may be directed to Carol H. Whipp, Executive Director in person or by calling (337) 367-1556

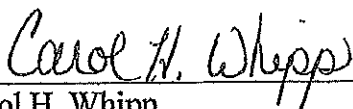
|  |           |              |
|--|-----------|--------------|
| I understand, and agree to be bound by this Code of Conduct. | Signature | Name (print) |
|  | Date      |              |

## Title VI Policy Statement

The Iberia Council on Aging, Inc. assures that no person shall on the grounds of race, color, or national origin as provided by Title VI of the Civil Rights Act of 1964, and the Civil Rights Restoration Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any programs or activities. Iberia Council on Aging, Inc. assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not (inclusive of additional Title VI Authorities and citations).

The Civil Rights Restoration Act of 1987, broadened the scope of Title VI coverage by expanding the definition of terms "programs or activities" to include all programs or activities of Federal Aid recipients, sub-recipients, and contractor/consultants, whether such programs and activities are federally assisted or not (Public Law 100259 [S.557] March 22, 1988.)

Iberia Council on Aging, Inc. will be responsible for initiating and monitoring Title VI activities, preparing required reports and other responsibilities as required by 23 Code of Federal Regulation, (CFR) 200 and 49 Code of Federal Regulation 21.



\_\_\_\_\_  
Carol H. Whipp  
Executive Director

\_\_\_\_\_  
Date

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color or national origin by the Iberia Council on Aging, Inc. may file a Title VI complaint by submitting the agency's Title VI Complaint Form.

For all Title VI matters, please contact

Carol H. Whipp, Executive Director  
Iberia Council on Aging, Inc.  
126 W. Washington Street  
New Iberia, LA 70560

(337) 367-1556 - Telephone Number  
(337) 367-0130 - Fax Number

**Title VI Notice to the Public**

**Notifying the Public of Rights under Title VI**

I, \_\_\_\_\_ have received a copy Public Rights under Title VI and Title VI Discrimination Complaint Form from Iberia Council on Aging, Inc.

\_\_\_\_\_  
Client Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
ICOA Witness

\_\_\_\_\_  
Date

### Section 3: Notice to the Public

#### Non-Discrimination Notice to the Public

The Iberia Council on Aging Notice to the Public is as follows:

### Notifying the Public of Rights Non-Discrimination

#### Iberia Council on Aging, Inc.

- ✓ The Iberia Council on Aging 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 may file a complaint with the Iberia Council on Aging and should be filed within 180 days of date of alleged discrimination.
  
- ✓ For more information on the Iberia Council on Aging civil rights program, the procedures to file a complaint or to file a complaint contact 337-367-1556, (TTY 800-846-5277); email [CarolwICOA@live.com](mailto:CarolwICOA@live.com); website; or visit our administrative office at 126 W. Washington St., New Iberia, LA 70560. For more information, visit [www.iberiacouncilonaging.com](http://www.iberiacouncilonaging.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 or (225) 379-1923.  
  
Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.
  
- ✓ If information is needed in another language, contact 337-367-1556
  
- ✓ The Iberia Council on Aging 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 Iberia Council on Aging civil rights program, the procedures to file a complaint or to file a complaint contact 337-367-1556, (TTY 800-846-5277); email [CarolwICOA@live.com](mailto:CarolwICOA@live.com); or visit our administrative office at 126 W. Washington St., New Iberia, LA 70560. For more information, visit [www.iberiacouncilonaging.com](http://www.iberiacouncilonaging.com)

The Iberia Council on Aging's Notice to the Public is posted in the public areas of the office and inside the transit vehicles. .

#### Section 4: Non-Discrimination Complaint Procedure

The Iberia Council on Aging Non-Discrimination Complaint Procedure is made available in the following locations:

- Agency website, if available: [www.iberiacouncilonaging.com](http://www.iberiacouncilonaging.com)
- Hard copy in the central office
- Agency Title VI Plan

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, national origin or disability by the Iberia Council on Aging may file a non-discrimination complaint by completing and submitting the agency's non-discrimination Complaint Form. File initial complaint with Carol H. Whipp, Director receiving complaint at Iberia Council on Aging.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have cause to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with the Iberia Council on Aging no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued of the latest instance of the conduct.

Once the complaint is received, the Iberia Council on Aging will review it to determine if our office has jurisdiction. (A copy of each non-discrimination complaint received will be forwarded to the Louisiana Department of Transportation and Development within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Iberia Council on Aging has 45 days to investigate the complaint. If more information is needed to resolve the case, the Iberia Council on Aging may contact the complainant.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI or other discriminatory violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 180 days after the date of the letter or the letter of finding to do so. A person may also file a complaint directly with the: Louisiana Department of Transportation, Attn: Cynthia Douglas, 1201 Capitol Access Road, Baton Rouge, LA 70804.

LADOTD will analyze the facts of the case and will issue its conclusion to the appellant within 60 days of the receipt of the appeal.

If information is needed in another language, contact 337-367-1556.  
Iberia Council on Aging, 126 W. Washington St., New Iberia, LA 70560.  
Carol H. Whipp, Director

**Section I:**

Name:

Address:

Telephone (Home): Telephone (Work):

Email Address:

|                                 |             |  |            |  |
|---------------------------------|-------------|--|------------|--|
| Accessible Format Requirements? | Large Print |  | Audio Tape |  |
|                                 | TDD         |  | Other      |  |

**Section II:**

Are you filing this complaint on your own behalf? Yes\* No

\*If you answered "yes" to this question, go to Section III.

If not, please supply the name and relationship of the person for whom you are complaining:

Please explain why you have filed for a third party:

Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party. Yes No

**Section III:**

I believe the discrimination I experienced was based on (check all that apply):

Race  Color  National Origin  Disability

Date of Alleged Discrimination (Month, Day, Year) \_\_\_\_\_

Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Section IV**

Have you previously filed a non-discrimination complaint with this agency? Yes No

**Section V**

Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court?

Yes  No

If yes, check all that apply:

Federal Agency: \_\_\_\_\_

Federal Court \_\_\_\_\_  State Agency \_\_\_\_\_

State Court \_\_\_\_\_  Local Agency \_\_\_\_\_

|                                      |
|--------------------------------------|
| <b>Agency:</b>                       |
| <b>Address:</b>                      |
| <b>Telephone:</b>                    |
| <b>Section VI</b>                    |
| Name of agency complaint is against: |
| Contact person:                      |
| Title:                               |
| Telephone number:                    |

You may attach any written materials or other information that you think is relevant to your complaint.  
Signature and date required below

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

If information is needed in another language, contact **337-367-1556**.  
Please submit this form in person at the address below, or mail this form to:

**Iberia Council on Aging**  
**Carol H. Whipp, Director**  
**126 W. Washington St., New Iberia, LA 70560**