

Title VI Policy Statement

Diakon Senior Living at Hagerstown is committed to ensuring that no person is excluded from participation in, or denied the benefits of its transportation services on the basis of race, color or national origin, as protected by Title VI in the Federal Transit Administration (FTA) Circular 4702.JB. For additional information on Diakon Senior Living at Hagerstown's nondiscrimination policies and procedures, or to file a complaint, please visit the website at <https://www.diakonseniorliving.org/communities/diakon-senior-living-hagerstown> or contact Amanda Nazelrod, Health Information Coordinator, 1109 Luther Drive, Hagerstown, MD, 21740, Phone 240-420-4273.

Resolution of Complaints

Any individual may exercise his or her right to file a complaint if that person believes that he, she or any other program beneficiaries have been subjected to prohibited non-discrimination requirements or to unequal treatment or discrimination in the receipt of benefits/services. Diakon Adult Day Services at Ravenwood will report the complaint to MDOT MTA within three business days (per MDOT MTA requirements), and make a concerted effort to resolve complaints locally, using the agency's Title VI Complaint Procedures. All Title VI complaints and their resolution will be logged as described under Element 1, Data Collection, and reported annually (in addition to immediately) to MDOT MTA.

A person may also file a complaint directly with the Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th floor - TCR, 1200 New Jersey Avenue SE, Washington, DC 20590.