

## **Title VI Plan**

Adopted on: Tuesday, November 27, 2018

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Adopted by: Bethel's Board of Directors

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Revised on: Tuesday, November 27, 2018

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*This policy is hereby adopted and signed by:*

**Name of Agency**      **Bethel Springvale Nursing Home, Inc. dba Bethel Nursing & Rehabilitation Center**

Executive Name/Title:      Robert Elliott, Chairman,  
Bethel's Board of Directors

Executive Signature: \_\_\_\_\_  
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### **Policy Statement**

The Bethel Springvale Nursing Home, Inc., as a recipient of Federal Transit Administration (FTA) grant dollars either directly from FTA or through the New York Department of Transportation (NYSDOT), will comply with the Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d) and the U.S. Department of Transportation implementing regulations.

### **Title VI Plan Elements**

The Bethel Springvale Nursing Home Title VI plan includes the following elements:

1. Evidence of Policy Approval
2. Notice to the Public
3. Complaint Procedure
4. Complaint Form
5. List of transit related Title VI Investigations, Complaints and Lawsuits
6. Public Participation Plan
7. Language Assistance Plan
8. Minority Representation Information

*Note: Spanish versions of key materials (Notice to the Public, Complaint Procedure, and Complaint Form will be available upon request.)*

The Bethel Springvale Nursing Home, Inc, will review its policy at least once every three years to determine if modifications are necessary. The Bethel Springvale Nursing Home, Inc. directly operates all services and will review implementation annually to ensure compliance with Title VI plan requirements.

### Policy Updates – Activity Log

Date	Activity (Review/Update/Addendum/ Adoption/Distribution)	Person Responsible	Remarks
11/27/2018	Adopted for distribution	Gordon Thompson	Will confirm all elements are addressed & available for public viewing

## Title VI Notice to the Public

The Bethel Springvale Nursing Home, Inc., Notice to the Public is as follows:

Notifying the Public of Rights Under Title VI  
**Bethel Springvale Nursing Home, Inc.**

The Bethel Springvale Nursing Home, Inc., 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 the Bethel Springvale Nursing Home, Inc. For more information on the Bethel Springvale Nursing Home, Inc. civil rights program, and the procedures to file a complaint, contact (914)-739-6700; email [lorrie.fetonti@bethelwell.org](mailto:lorrie.fetonti@bethelwell.org); or visit our office at Bethel Springvale Nursing Home, Inc., 67 Springvale Road, Croton-on-Hudson, NY 10520. For more information on how to contact Bethel Springvale Nursing Home, Inc, to find out about civil rights, visit [www.bethelwell.org](http://www.bethelwell.org) 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, 5<sup>th</sup> Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

If information is needed in another language, contact (914)-739-6700.

Notificación al público de los derechos en virtud del título VI  
**Hogar de ancianos Bethel Springvale, Inc.**

The Bethel Springvale Nursing Home, Inc., opera sus programas y servicios sin distinción de raza, color y origen nacional de acuerdo con el Título VI de la Ley de Derechos Civiles. Cualquier persona que crea que él o ella ha sido agravado por cualquier práctica discriminatoria ilegal bajo el Título VI puede presentar una queja ante el Hogar de ancianos Bethel Springvale, Inc. Para obtener más información sobre el programa de derechos civiles del Hogar de ancianos Bethel Springvale, Inc. y los procedimientos Para presentar una queja, llame al (914) -739-6700; correo electrónico [lorrie.fetonti@bethelwell.org](mailto:lorrie.fetonti@bethelwell.org); o visite nuestra oficina en Bethel Springvale Nursing Home, Inc., 67 Springvale Road, Croton-on-Hudson, NY 10520. Para obtener más información sobre cómo comunicarse con Bethel Springvale Nursing Home, Inc., para conocer los derechos civiles, visite [www.bethelwell.org](http://www.bethelwell.org) Un reclamante puede presentar una queja directamente ante la Administración Federal de Tránsito presentando una queja ante la Oficina de Derechos Civiles, Atención: Coordinador del Programa Título VI, Edificio Este, 5to Piso-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

Si se necesita información en otro idioma de contacto, (914) -739-6700.

The Bethel Springvale Nursing Home, Inc. Notice to the Public is posted in the following locations: (*check all that apply*)

- Agency website
- Public areas of the agency office (common area, public meeting rooms, etc.)
- Inside vehicles
- Rider Guides/Schedules
- Transit shelters and stations
- Other, in client intake materials

## Title VI and ADA Complaint Procedure

The Bethel Springvale Nursing Home, Inc. Title VI and American's with Disabilities (ADA) Complaint Procedure is made available in the following locations: *(check or list all that apply)*

- Agency website
  - Hard copy in the central office
  - On agency vehicles.
  - Other, in client intake materials
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Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by the Bethel Springvale Nursing Home, Inc. may file a Title VI complaint by completing and submitting the agency's Title VI Complaint Form. Bethel Springvale Nursing Home, Inc. will make reasonable accommodations and take information verbally if the complainant requires this accommodation.

The Bethel Springvale Nursing Home, Inc. investigates complaints received no more than 180 days after the alleged incident. The Bethel Springvale Nursing Home, Inc will process complaints that are complete.

Once the complaint is received, the Bethel Springvale Nursing Home, Inc. will review it to determine if our office has jurisdiction. The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The Bethel Springvale Nursing Home, Inc. has 45 days to investigate the complaint. If more information is needed to resolve the case, Name of Agency may contact the complainant.

The complainant has 15 business days from the date of the letter to send requested information to the investigator assigned to the case.

If the investigator is not contacted by the complainant or does not receive the additional information within 15 business days, the case can be administratively closed. A case can be administratively closed also if the complainant no longer wishes to pursue their case.

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 summarizing the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizing the allegations and the interviews regarding the alleged incident, and explaining 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 21 days after the date of the letter or the LOF to do so.

A person may also file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Avenue SE, Washington, DC 20590.

If information is needed in another language, then contact (914)-739-6700  
*Si se necesita informacion en otro idioma de contacto, (914)-739-6700*

## Title VI and ADA Complaint Form

The Bethel Springvale Nursing Home, Inc. Title VI and American's with Disabilities (ADA) Complaint Procedure is made available in the following locations: *(check or list all that apply)*

- Agency website
- Hard copy in the central office
- Other, in client intake materials

If information is needed in another language, contact (914)-739-6700.  
*Si se necesita informacion en otro idioma de contacto, (914)-739-6700*

<b>Section I:</b>				
Name:				
Address:				
Telephone (Home):			Telephone (Work):	
Electronic Mail Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
<b>Section II:</b>				
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
<b>Section III:</b>				
I believe the discrimination I experienced was based on (check all that apply): <input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> National Origin <input type="checkbox"/> 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 attach additional pages.  _____ _____ _____ _____				
<b>Section IV</b>				
Have you previously filed a Title VI complaint with this agency?			Yes	No



## List of Transit Related Title VI Investigations, Complaints and Lawsuits

The Bethel Springvale Nursing Home, Inc. maintains a list or log of all Title VI investigations, complaints and lawsuits, pertaining to its transit-related activities.

**Check One:**

There have been no investigations, complaint and/or lawsuits filed against us during the report period.

There have been investigations, complaints and/or lawsuits filed against us. *See list below. Attach additional information as needed.*

	Date (Month, Day, Year)	Summary (include basis of complaint: race, color, or national origin)	Status	Action(s) Taken
<b>Complaints</b>				
1.				
2.				
<b>Investigations</b>				
1.				
2.				
<b>Lawsuits</b>				
1.				
2.				

## Public Participation Plan

### Strategies and Desired Outcomes

**Bethel Springvale Nursing Home, Inc.** serves its resident population, comprised primarily of frail, elderly seniors who require 24/7 care/supervision, as well as community members who participate in its Adult Day Care program and are similarly vulnerable due to a number of diagnoses including Multiple Sclerosis, Mental Illness, Dementia, Schizophrenia, Heart Disease, Cerebrovascular Accident, Hypertension, Renal Failure, Legal Blindness, Parkinson’s disease and Mental Retardation Developmentally Disabled. As part of Bethel Homes and Services, a not-for-profit, full continuum of care which also provides home care, assisted and independent senior living, a continuing care retirement community, outpatient and respite care, Bethel Springvale Nursing Home, Inc., along with the other organization entities complies with all Title VI requirements in the development of its programs. Bethel Springvale Nursing Home, Inc. serves all individuals who are in need of healthcare and housing, without regard to race, color, or national origin.

Bethel Springvale Nursing Home, Inc. works with the residents/clients and their families/caregivers/guardians to assure their needs are being met. Through care plans and coordination of clinical and social services, both on and off-site, Bethel Springvale Nursing Home, Inc. and all the continuum programs, can monitor the day to day physical and mental wellbeing of residents and clients to observe any potential changes in their medical or emotional status that will require an intervention. While Bethel Springvale Nursing Home includes information on Title VI and the ADA on its website, in a central location and in resident information, Bethel Springvale Nursing Home, Inc. does not conduct a public outreach process as it’s transportation services are not open to the general public, but rather, just to Bethel’s residents and clients who are too frail and/or cognitively impaired to access their own or public transportation.

### Public Outreach Activities

While the Bethel Springvale Nursing Home, Inc. does not hold public outreach activities it does practice inclusive consumer participation by having a Board, staff, residents and vendors who are diverse and maintains a log/record of any requests for changes to support more inclusive participation. On an annual basis, the Bethel Springvale Nursing Home, Inc. reviews its log to determine if additional or different strategies are needed to promote inclusive participation.

No changes to improve inclusive consumer participation have been received to date but any that are will be summarized in a log and reported in a table such as that shown below.

Date	Request or Comment	Name of Agency Response
11-27-2018	None to date	



## Language Assistance Plan

### Option A:

#### Plan Components

As a recipient of federal US DOT funding, the Bethel Springvale Nursing Home, Inc. takes reasonable steps to ensure meaningful access to our programs and activities by Limited English proficient (LEP) persons. Limited English Proficient (LEP) refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak or understand English.

The Bethel Springvale Nursing Home, Inc. Language Assistance Plan includes the following elements:

1. The results of the *Four Factor Analysis*, including a description of the LEP population(s), served.
2. A description of how language assistance services are provided by language
3. A description of how LEP persons are informed of the availability of language assistance service
4. A description of how the language assistance plan is monitored and updated
5. A description of how employees are trained to provide language assistance to LEP persons
6. Additional information deemed necessary

#### **#1: LEP Four Factor Analysis**

To determine if an individual is entitled to language assistance and what specific services are appropriate, the Bethel Springvale Nursing Home, Inc. has conducted a *Four Factor Analysis*<sup>1</sup> of the following areas: 1) Demography, 2) Frequency, 3) Importance and 4) Resources and Costs.

##### *Factor 1: Demography*

##### *Factor 1 – Demography*

This task identifies the number and proportion of LEP persons served and the languages spoken by the residents and clients of Bethel Springvale Nursing Home, Inc. Our clients include only our resident population, comprised primarily of frail, elderly seniors who require 24/7 care/supervision, as well as community members who participate in its Adult Day Care program and represent a number of diagnoses including Multiple Sclerosis, Mental Illness, Dementia, Schizophrenia, Heart Disease, Cerebrovascular Accident, Hypertension, Renal Failure, Legal Blindness, Parkinson's Disease and Mental Retardation Developmentally Disabled. As part of Bethel Homes and Services, a not-for-profit, full continuum of care which also provides home care, assisted and independent senior living, a continuing care retirement community, outpatient and respite care, Bethel Springvale Nursing Home, Inc., complies with all Title VI requirements in the development of its programs. Bethel Springvale Nursing Home, Inc. serves all individuals who are in need of healthcare and housing, without regard to race, color, or national origin.

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<sup>1</sup> DOT LEP guidance <https://www.transportation.gov/civil-rights/civil-rights-awareness-enforcement/dots-lep-guidance>

**Bethel Springvale Nursing Home, Inc.** regularly identifies the language capabilities and language assistance needs of our residents/clients and, as needed, shares this information with their families/caregivers/guardians. Based on the current census (533) of Bethel's facilities and programs whose residents/clients have the potential to be transported via federally funded vehicles (this includes an adult day program, two skilled nursing and rehabilitation facilities, an independent senior living residence, an assisted living residence and a continuing care retirement community on three campuses) 79% speak English as a primary language, 1.8% speak Spanish, 0.19% speak Italian, 0.19% speak German, 0.19% speak Hungarian, 0.19% speak Albanian and 6.19% are non verbal. Of the aforementioned for whom English is not a primary language, communication is made possible by using of a combination of hand gestures and simple English phrases. For those who are non-verbal due to Dementia or other impairments such as hearing loss or cognitive issues; gestures, verbal and visual cues or the use of written materials are used when appropriate. In addition, program staff or aides accompany our non-verbal residents/clients during transportation and are familiar with residents' needs and so can note changes in demeanor and determine their needs.

Communication is important to ensure resident dignity and to provide peace of mind for the resident and the family/caregiver/guardian.

#### Factor 2: Frequency

While the majority of residents/clients of The Bethel Springvale Nursing Home, Inc. and those within Bethel's continuum speak English as a first language, there are occasions when residents are admitted to programs who do speak a different primary language. In those situations, as described above, resolution is found via gestures, visual and verbal cues and simple English phrases. In addition, Bethel will utilize staff members who can also speak different languages, contact the family member/caregiver/guardian; and or use, when appropriate, 24/7 Telephone Interpretation Services.,

#### Factor 3: Importance

The **Bethel Springvale Nursing Home, Inc** and its Adult Day Care program services are critical to the lives of its residents/clients, providing them with needed care 24/7 and enabling them to participate as fully as possible in day to day activities as well as remain independent in the community by providing them with an opportunity to attend a program where they can interact and socialize with others in a supervised setting.

#### Factor 4: Resources and Costs

**Bethel Springvale Nursing Home, Inc.** trains staff on Title VI and language assistance principles as part of its initial training (upon hire). At this point, no additional training costs are incurred.

## **#2. How Language Assistance Services Are Provided**

If a resident/ client is admitted to Bethel Springvale Nursing Home, Inc. or the Adult Day Program, and they, or their family members/caregivers, have a language barrier, a member of the staff who is bi or multi-lingual, will assist in the admissions process to ensure information, including Civil Rights information and procedures, is effectively communicated. If there isn't any staff who speak the language, the facility will utilize a telephone interpretation service. If needed, key Title VI documents will be translated.

## **#3. How LEP Persons Are Informed of the Availability of Language Assistance**

Residents are referred to Bethel Springvale Nursing Home, Inc. primarily from hospital discharge planners, other skilled nursing facilities and sometimes directly from the community. In all these scenarios, the referring entity completes a Patient Review Instrument that needs to be submitted and approved for admission. This document will include notes on the resident's medical, mental and social status and, as such, will indicate if there are any language barriers. Bethel Springvale Nursing Home will then take the necessary steps to communicate our available language assistance services to the incoming resident and their family. For Bethel's Adult Day program, upon responding to an inquiry from the family/caregiver, the program director will assess the language needs for the resident and inform them of Bethel Springvale Nursing Home, Inc. language assistance services. This process will apply to all programs within the continuum so all resident/client language needs are addressed.

#### #4. How the Language Assistance Plan is Updated

Every three years when the Title VI plan is updated, Bethel Springvale Nursing Home, Inc. will update the language assistance plan.

#### #5. How Employees are Trained to Provide Language Assistance

Bethel Springvale Nursing Home, Inc. employees are oriented on the principles of Title VI and language assistance. New employees will be provided guidance on the needs of clients served and how best to meet their needs.

If an employee needs further assistance related to LEP individuals, he/she will work with the Bethel Springvale Nursing Home, Inc. to identify strategies to meet the language needs of the participants of the program or service, including current practices.

### **Minority Representation Information**

#### **A. Minority Representation Table**

**Bethel Springvale Nursing Home, Inc.** has no committees/councils specifically related to transit, however there is a Resident Council which meets monthly and discusses all issues relating to resident life..

#### **B. Efforts to Encourage Minority Participation**

*The Bethel Springvale Nursing Home understands diverse representation on committees, councils and boards results in sound policy reflective of its entire population. As such, the Bethel Springvale Nursing Home, Inc. encourages participation of all its residents in boards or councils.*

*As vacancies on boards, committees and councils become available, the Bethel Springvale Nursing Home, Inc. will make efforts to encourage and promote diversity with active participation of its residents and their families or guardians.*