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**INDIANAPOLIS
INTERNATIONAL
AIRPORT**

**Civil Rights Education and Training
American with Disabilities Act (ADA)
and Title VI Nondiscrimination**

Meet the Indianapolis Airport Authority's Civil Rights Coordinators:

Holli Harrington
Title VI Coordinator



Maria Wiley, MBA, CFE
ADA Coordinator



"We make every effort to ensure passengers, personnel, and visitors are met with respect and feel welcomed at our airport."

HOLLI HARRINGTON

"Our facilities are designed to be accessible and welcoming, offering amenities that support passengers and guests of all abilities."

MARIA WILEY



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Section 1: Americans with Disabilities Act (ADA)

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WHAT DO YOU NEED TO KNOW ABOUT THE AMERICANS WITH DISABILITIES ACT (ADA)?

The Americans with Disabilities Act (ADA) is federal legislation passed in 1990 that prohibits discrimination against people with disabilities. The law made it illegal to discriminate against a disabled person in terms of employment opportunities, access to transportation, public accommodations, communications, and government activities. The law prohibits private employers, state and local governments, employment agencies, and labor unions from discriminating against the disabled.

- **The Americans with Disabilities Act (ADA)** apply to IAA's:
 - Employees
 - Tenants
 - Concessionaires
 - Lessees
 - Contractors
 - Fixed based operators



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WHAT IS THE PURPOSE OF THIS TRAINING?

The purpose of ADA/Sec. 504 training is:

- To **safeguard against** the Americans with Disabilities Act (ADA) at **IAA**. It is important for you to know what discrimination is and how to report and assist should discrimination occur.
- To be certain that **all IAA employees, tenants, concessionaires, lessees, contractors and fixed based operators are aware** of the provisions of the Americans with Disabilities Act (ADA) and what it takes to comply.
- In the event of discrimination, **WE WANT YOU TO KNOW WHAT TO DO.**

Disability Discrimination is unfair treatment based on the grounds of:

- A physical or mental impairment that substantially limits one or more of the major life activities
- A record of such an impairment
- Being regarded as having such an impairment
- Approximately 57 million people in the U.S. have a disability
- Many disabilities are hidden



Under ADA federal laws, airports are required to ensure that there is nondiscrimination in all of their operations

Sec. 504 of the Rehabilitation Act of 1973 (Sec. 504).
- 49 CFR § 27.7

Section 504 of the 1973 Rehabilitation Act was the **first disability civil rights law to be enacted in the United States**. It prohibits discrimination against people with disabilities in programs that receive federal financial assistance, and set the stage for enactment of the Americans with Disabilities Act.

Americans with Disabilities Act of 1990 (ADA)
- 28 CFR § 35.130(b)(7); 28 CFR § 35.302

The ADA/Section 504 — Airport Disability Compliance Program staff assists with upholding Section 504 of the Rehabilitation Act of 1973, as amended, Title II of the Americans with Disabilities Act (ADA) of 1990. This act provides comprehensive civil rights protection to individuals with disabilities in the areas of employment, public accommodations, State and local government services, and telecommunications.



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AMENITIES

A service animal is defined by the DOT and the FAA as: “A dog that is individually trained to do work or perform tasks for the benefit of a person with a disability.”

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Emotional support animals (dogs or others) do not have the same rights as other animals. It is up to the individual airline business partners and **NOT THE INDIANAPOLIS AIRPORT AUTHORITY**, to determine the animal’s ability to travel on an aircraft.

- There are two service animal relief areas, located in the knuckle of both A & B Concourses.
- The service animal relief areas are located near the Nursing Mother’s Suites and the Sensory Rooms.



SENSORY ROOMS



NURSING MOTHER'S SUITES



PET RELIEF AREAS



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Section 2: Civil Rights – Title VI Non-discrimination

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WHAT DO YOU NEED TO KNOW ABOUT TITLE VI?

Title VI of the Civil Rights Act of 1964 prohibits discrimination under any program or activity receiving Federal Financial Assistance. The Indianapolis Airport Authority (IAA) receives funding from the Federal Aviation Administration (FAA) and is required to comply with Civil Rights laws and regulations.

- The Title VI nondiscrimination regulations and obligations apply to IAA's:
 - Employees
 - Tenants
 - Concessionaires
 - Lessees
 - Contractors
 - Fixed based operators
- **Discrimination is prohibited at IAA.**
- IAA has a process for reporting discrimination.



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WHAT IS THE PURPOSE OF THIS TRAINING?


The purpose of Title VI training is:

- To **safeguard against discrimination at IAA**. It is important for you to know what discrimination is and how to report and assist should discrimination occur.
- To be certain that **all IAA employees, tenants, concessionaires, lessees, contractors and fixed based operators are aware** of the provisions of Title VI of the Civil Rights Act of 1964 and what it takes to comply.
- In the event of discrimination, **WE WANT YOU TO KNOW WHAT TO DO.**

Discrimination is unfair treatment based on the grounds of:

- Race, color or national origin
- Sex and creed
- Age





Under Title VI federal laws, airports are required to ensure that there is nondiscrimination in all of their operations.

Title VI of the Civil Rights Act of 1964, as Amended (42 U.S.C 2000d)

Prohibits discrimination on the grounds of **race, color or national origin**. “Civil Rights” are the rights of individuals to receive equal treatment (and to be free from unfair treatment or “discrimination”) in a number of settings, including education, employment, housing, and more, and based on certain legally-protected characteristics.

49 Code of Federal Regulations (CFR) Part 21

No person in the United States shall, on the grounds of **race, color or national origin**, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance from the U.S. Department of Transportation.

Additional Federal Regulations and Operating Requirements per the United States Code (U.S.C.)

49 U.S.C. 47123 further prohibits recipients of FAA financial assistance from engaging in discrimination based on **sex and creed**; the Age Discrimination Act of 1975, as amended (42 U.S.C. Section 6101et seq.) prohibits discrimination against FAA program beneficiaries on the grounds of **age**.



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WHAT IS PROHIBITED?

Title VI regulations are clear about what is prohibited, and applies to all IAA employees, tenants, concessionaires, lessees, contractors and fixed based operators.

- Denying any individual **services, opportunities, or other benefits** for which that individual is otherwise qualified;
- Providing a different service, aid or benefit, or providing them in a **manner different** than they are provided to others;
- Addressing an individual **in a manner that denotes inferiority** because of **race, color, national origin, sex, creed or age**



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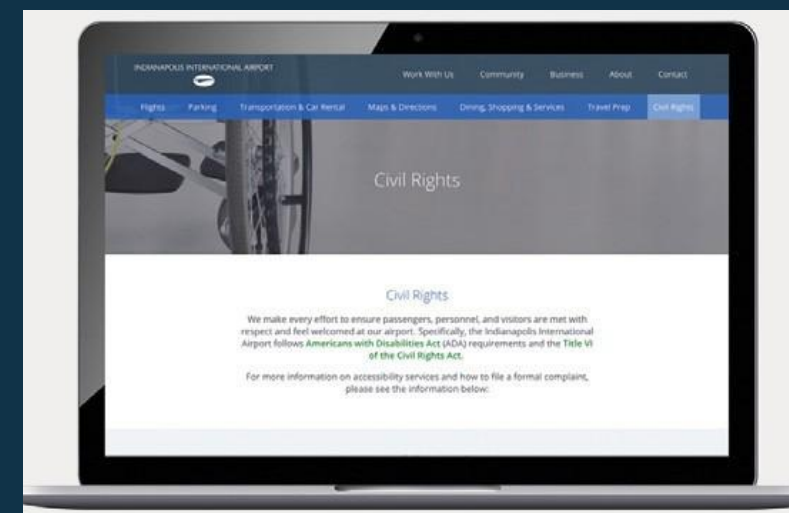
WHAT ARE IAA'S OBLIGATIONS TO COMPLY?

IAA is obligated to comply by ensuring nondiscrimination in any of its operations, including but not limited to:

- **Services provided** by our employees, tenants, concessionaires, lessees, contractors and fixed based operators;
- **Ensuring all procurement documents and contracts** include a clause regarding 49 CFR Part 21 and nondiscrimination obligations;
- **Reporting discrimination complaints to FAA.** All discrimination complaints are taken seriously and reviewed thoroughly by IAA;
- **Informing employees and the public** of their rights under Title VI. The following are resources available to employees and the public:



UNLAWFUL DISCRIMINATION POSTER



CIVIL RIGHTS WEBSITE



PROCEDURE FOR FILING A COMPLAINT OF DISCRIMINATION



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WHAT ARE YOUR OBLIGATIONS TO COMPLY?

Your obligations to comply with Title VI regulations include:

- **Understanding your responsibilities** as it refers to your role:
 - Abide by the laws.
 - Do not discriminate.
 - Include nondiscrimination language in contracts.
 - Promptly report allegations of discrimination. Allegations of discrimination should be filed using the Title VI complaint form found online at ind.com/civil-rights and at IAA Guest Services.
- All discrimination complaints are **taken seriously and reviewed thoroughly** by IAA.

FOR MORE INFORMATION OR QUESTIONS ABOUT TITLE VI

- Refer to section 102 of IAA's employee handbook, "Freedom from Discrimination, Harassment and Other Inappropriate Conduct";
- Refer to IAA's Civil Rights website;
- Contact your supervisor.



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WHAT ARE THE SANCTIONS FOR NONCOMPLIANCE?

NONCOMPLIANCE WITH TITLE VI AND ADA REGULATIONS IS A SERIOUS AND COSTLY INFRACTION

Federal Aviation Administration sanctions for noncompliance include:

- **Withholding payments** to the recipient under the contract/grant until the recipient complies.
- ^{OR} **Cancellation, termination or suspension** of the contract/grant, in whole or in part.

IAA receives **\$27.29 million on average** in grant federal funding annually from the Federal Aviation Administration (FAA).











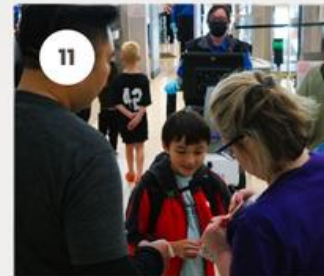



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WHAT IS NEW?

Neurodiversity and Sensory Training:

- **Neurodiversity**
 - refers to the diversity of all people, but it is often used in the context of autism spectrum disorder (ASD), as well as other neurological or developmental conditions such as ADHD or learning disabilities.
- **Sensory Training**
 - IND is a KultureCity Certified Sensory Inclusive Venue
 - Sensory Inclusive™ Certification
 - Visit the website below to learn about sensory features available at IND
 - <https://venue.kulturecity.org/venues/indianapolis-airport-authority>

 <p>1</p> <p>I'm going to the Indianapolis International Airport Today! Today, I'm going to the Indianapolis International Airport!</p>	 <p>2</p> <p>Before I Leave I will want to check that I have everything I need to fly. I could need ID, noise-canceling headphones...</p>	 <p>3</p> <p>When I Arrive When I arrive, I will wait to enter with my family or group. It may be loud and crowded, but that is okay...</p>
 <p>4</p> <p>Ticket Counter There will be a friendly airline ticket counter agent that will help me check in. They will make sure I have...</p>	 <p>5</p> <p>Dropping off my Bags My bigger bags will need to be put on the plane separately from myself. That's okay, I will see them at the...</p>	 <p>6</p> <p>Going through Security Airports have lots of security. I will need to go through the metal detector or body scanner at securit...</p>
 <p>7</p> <p>Waiting to Board the Plane I will arrive at the airport early and sometimes my flight could be delayed. During that time I can sit...</p>	 <p>8</p> <p>Food and Drinks If I get hungry or thirsty there could be some restaurants or shops that have something I can purchase to...</p>	 <p>9</p> <p>Restrooms If I need to use the restroom, usually I can find one near my gate or I can ask a friendly staff member where...</p>
 <p>10</p> <p>Sensory Room If I start to feel overwhelmed during my trip to the airport, there are two Sensory Rooms available that I can...</p>	 <p>11</p> <p>Getting on the Plane Before I get on the plane, I will have my ticket scanned at the gate. I should make sure to stay with my...</p>	 <p>12</p> <p>Thank You! I had a great day at Indianapolis International Airport. Knowing what to expect made it fun and easy. I...</p>



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HIDDEN DISABILITY SUNFLOWER LANDYARD

Not all disabilities are visible

- **Non-visible Disabilities**

- While some people experience a disability that is visible, many have a non-visible disability that is not immediately apparent to others. These can be temporary, situational or permanent. They can be neurological, cognitive and neurodevelopmental as well as physical, visual, auditory and including sensory and processing difficulties. They also include respiratory, rare diseases and chronic conditions such as asthma and diabetes.

- **How Can We Help?**

- The Hidden Disability Sunflower lanyard allows passengers to show that they may need additional support, patience, or time. It helps us, as airport staff, to lead with the simple question, “how can I help you?” if we see a passenger wearing one.



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Section 3: Trafficking

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HUMAN TRAFFICKING

Understanding Human Trafficking

- Human trafficking is the fastest growing crime in the world.
- It is the second largest source of revenue for organized crime, with drug trafficking being #1.
- Trafficking always has a
 - Consumer
 - Controller
 - Victim
- Trafficking uses
 - Force
 - Fraud
 - Coercion
- People are used as a commodity, for the purpose of:
 - Sexual Exploitation
 - Forced Labor
 - Slavery or Servitude
 - Organ Removal
 - Forced Marriage



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HOW TO IDENTIFY HUMAN TRAFFICKING

How to Identify Human Trafficking

- **Potential behaviors & signs of trafficking:**
 - Fearful
 - Submissive to traveling companion/s
 - Avoids eye contact
 - Head down, looks at the ground
 - Not allowed to speak for self
 - Confused
 - Doesn't know what city they are in or travel details
 - No control over their documents (ID, boarding pass)
 - No personal belongings or luggage
 - Signs of abuse or torture such as bruising, restraint marks, cuts, burns
 - Tattoos, brands or other markings
- **Know the Universal Sign For Help!**



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WHAT IF YOU SUSPECT
HUMAN TRAFFICKING

The Path To Safe Reporting

- **What to do if you suspect trafficking:**
 - Remain calm
 - Call airport police or
 - Use the See Say App or
 - Call the Community Outreach Manager (Cynthia) at 317-287-9006
 - Do Not Engage!

- **Remember, it's about observed behavior-based indicators!**

NHTRC (National Human Trafficking Resource Center)

Call: 1-888-373-7888 (24/7)

Text: 233733

To report online or access resources:

www.humantraffickinghotline.org



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WHAT IS NEW? TITLE VI ADMINISTRATION

Title VI Nondiscrimination Updates:

Intentional focus on nondiscrimination ensures a positive customer experience, bad customer service can be perceived as discrimination

Compliance is critical as Federal Funding increases

Upcoming:

- Facilitated live and virtual trainings
- Expanding access to Title VI training for tenants



To comply:



Be aware of Title VI Nondiscrimination requirements.



Complete the Title VI Nondiscrimination and ADA training and test your knowledge.



Report Title VI and ADA Nondiscrimination violations immediately per procedure at: [ind.com/civil-rights](https://www.ind.com/civil-rights)

We need each of you to ensure passengers, personnel and visitors have a **ONE OF A KIND** experience.

Please report Title VI and ADA violations immediately. Complaint procedures and forms are available at IAA Guest Services and online at: ind.com/civil-rights

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CONCLUSION

Conclusion

Thank you for all that you do to ensure that we are providing a safe and welcoming environment to all who visit the Indianapolis International Airport!

