

Civil Rights Education and Training

American with Disabilities Act (ADA)

Title VI Nondiscrimination



Meet the Indianapolis Airport Authority's Title VI 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 provide access and amenities for all our passengers and guests."

MARIA WILEY

1

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
- **Discrimination against people with disabilities is prohibited at IAA.**

Section 1

Americans with Disabilities Act (ADA)



2

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 take affirmative action to ensure there is nondiscrimination in all of their operations

*Sec. 504 of the Rehabilitation Act of 1973 (Sec. 504).
- 49CFR § 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)
- 428CFR § 35.130(b)(7); 28CFR § 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.

3

SERVICE ANIMALS

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

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 Lounges and Sensory Rooms



All animals can be classified as service animals, as long as they have the proper paperwork and identifying vest.

?

☐ True

☐ False

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The Indianapolis Airport Authority has a room specifically created for those with social, emotional or sensory challenges?

?

☐ True

☐ False

Submit

Section
2

Civil Rights – Title VI Nondiscrimination



4
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.

The Indianapolis Airport Authority receives funding from the Federal Aviation Administration and is required to comply with Civil Rights laws and regulations.

?

☐ True
☐ False

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5

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

Discrimination is unfair treatment based on the grounds of:

?

☐ Race, color, national origin, sex, creed and age

☐ Race and age

☐ Sex and creed

☐ Color and national origin

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The purpose of the Civil Rights Title VI Nondiscrimination training is to be certain all IAA employees, tenants, concessionaires, lessees, contractors and fixed based operators know how to recognize and report discrimination.



☐ True

☐ False

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Under Title VI federal laws, airports are required to take affirmative action 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**.

Airports are not required under Title VI federal laws to take affirmative action to prevent discrimination in their operations.



- ☐ True
- ☐ False

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6

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;
- * Discrimination against a Limited English Proficient individual, one who has **limited ability to read, speak, write or understand English** per Executive Order 13166 — improving access to services for persons with Limited English Proficiency;
- * 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**;
- * Any actions that bear an unreasonable or **disproportionate burden** on a low income or minority population per Executive Order 12898 — actions to address Environmental Justice.

What is prohibited by Title VI regulations?

CHOOSE ALL ANSWERS
THAT APPLY



- ☐ Providing a different service, aid or benefit in a manner different than they are provided to others.
- ☐ Improving access to services for persons with Limited English Proficiency, limited ability to read, speak, write or understand English.
- ☐ Addressing an individual in a manner that denotes inferiority.
- ☐ Denying service opportunities or other benefits on grounds of race, color, national origin, sex, creed or age.

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7

WHAT ARE
IAA'S OBLIGATIONS
TO COMPLY?

IAA is obligated to comply by taking affirmative action to ensure 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

All discrimination complaints are taken seriously and reviewed thoroughly by IAA.



- ☐ True
- ☐ False

Submit

What resources are available to inform employees and the public of their rights and obligations under Title VI?

CHOOSE ALL ANSWERS
THAT APPLY



- ☐ IAA Guest Services
- ☐ Unlawful discrimination poster
- ☐ IND.com civil rights website
- ☐ Title VI Coordinator

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8

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.
 - Assist individuals with limited ability to read, speak, write or understand English.
 - 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.

Which of the following is an obligation to comply with the Title VI federal laws, acts and regulations?

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☐ Treat people unfairly

☐ Avoid individuals with limited ability to read, speak, write or understand English

☐ Include nondiscrimination language in contracts

☐ Wait to report allegations of discrimination

Submit

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

Complaint procedures and forms are available at IAA Guest Services and online at:
ind.com/civil-rights



Visit Us

For more information
click here.



9
CONCLUSION

Conclusion

This concludes the module. Please wait for the timer to end and click the "Complete Course" button on your screen.

Complete Course


Indianapolis Airport Authority