



**August 28, 2023**

**Notice of Non-Discrimination**

Walnut Way Conservation Corp is committed to creating and maintaining an inclusive and accessible environment for everyone. We firmly believe in equality and uphold the principle of non-discrimination in all our programs and activities. It is our policy not to discriminate on the basis of race, color, national origin, sex, age, or disability.

Ensuring that our community members are treated with respect and dignity is of utmost importance to us. To that end, we have appointed an Associate Director to serve as our Civil Rights Coordinator. This individual is dedicated to overseeing our compliance with civil rights laws and addressing any concerns related to discrimination within our organization.

If you have any questions, concerns, or need to report a discrimination issue, please contact our Associate Director, Civil Rights Coordinator. We are here to ensure that Walnut Way remains a welcoming and equitable space for all.

For more information or assistance, please contact our office directly. Walnut Way is here to support and foster a community where everyone has equal opportunity to participate in and benefit from our programs and activities.



August 26, 2023

**Walnut Way Conservation Corp**  
**Policy on Providing Meaningful Access for Persons with Limited English Proficiency (LEP)**  
**Policy Number: WWCC-LEP-2024**  
**Effective Date: August 26, 2023**

### **I. Policy Statement**

Walnut Way Conservation Corp is committed to ensuring that all individuals, regardless of their English proficiency, have meaningful access to the programs, services, and information we provide. Recognizing the diverse linguistic backgrounds of our community, this policy aims to outline the procedures and resources available to assist persons with Limited English Proficiency (LEP) in accessing our services effectively and equitably.

### **II. Purpose**

The purpose of this policy is to establish guidelines that ensure non-discriminatory access to all the services offered by Walnut Way Conservation Corp for individuals with LEP. This policy is designed to comply with federal and state laws regarding language access rights, ensuring that language barriers do not impede access to essential services.

### **III. Definitions**

- **Limited English Proficiency (LEP):** Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.
- **Language Assistance Services:** Interpretation and translation services provided at no cost to the LEP individual, aimed at facilitating effective communication.

### **IV. Procedures**

1. **Identification of Need:** Staff members will promptly identify individuals who require language assistance through observation, inquiry, or when an individual self-identifies as having limited English proficiency.
2. **Language Assistance Services:**
  - **Interpretation Services:** Walnut Way will provide, at no cost to the individual, timely access to an interpreter for individuals with LEP during all stages of their engagement with our services.
  - **Translation of Essential Documents:** Key documents relevant to the services provided will be translated into languages commonly spoken in the communities we serve. These documents include applications, consent forms, and informational brochures.
3. **Training:** All staff will be trained on this policy and the procedures for assisting individuals with LEP. Training will include how to identify an LEP individual and how to access language assistance services.
4. **Notification:** Information about language assistance services availability will be prominently displayed in all offices, on the Walnut Way website, and in publications distributed to the public.

5. **Monitoring and Updating Language Needs:** Walnut Way will regularly monitor the effectiveness of this policy and the needs of the LEP populations we serve. This includes reviewing community demographic data and feedback from individuals with LEP to adjust services and resources as necessary.
6. **Feedback:** Individuals with LEP are encouraged to provide feedback on the accessibility and effectiveness of the language assistance services provided. Walnut Way is committed to continuous improvement and values input from the community.

#### **V. Designated Coordinator**

Walnut Way has designated a Civil Rights Coordinator responsible for the implementation and ongoing oversight of this policy. The Coordinator will also serve as a point of contact for concerns or complaints regarding language access.

#### **VI. Complaints**

Individuals who believe they have been denied meaningful access to Walnut Way's services due to language barriers or have experienced discrimination based on their national origin or language proficiency may file a complaint with the Civil Rights Coordinator.

This policy underscores Walnut Way Conservation Corp's commitment to inclusivity, accessibility, and respect for all individuals' cultural and linguistic needs. Through the implementation of this policy, we strive to ensure that everyone in our community has equal access to the services and opportunities we offer.



**August 26, 2023**

## **Walnut Way Conservation Corp Grievance Procedure Document**

### **Introduction**

Walnut Way Conservation Corp is committed to ensuring the fair and prompt resolution of complaints, particularly those alleging violations of environmental justice as outlined in 40 C.F.R. Parts 5 and 7. This document outlines our adopted grievance procedures designed to address and resolve such complaints effectively.

### **Grievance Procedure Overview**

1. **Filing a Complaint:** Individuals who believe they have experienced or witnessed actions that violate the regulations outlined in 40 C.F.R. Parts 5 and 7 may file a grievance. Complaints should be submitted in writing to Walnut Way Conservation Corp's designated Civil Rights Coordinator within 60 days of the incident.
2. **Acknowledgment of Receipt:** Upon receiving a grievance, the Civil Rights Coordinator will acknowledge receipt of the complaint in writing within 10 business days. This acknowledgment will include an overview of the grievance process and expected timelines.
3. **Investigation:** The Civil Rights Coordinator will conduct a thorough investigation of the complaint. This process may involve gathering additional information from the complainant, interviewing witnesses, and reviewing relevant documents. The investigation aims to conclude within 30 days of the complaint being filed.
4. **Resolution:** Following the investigation, the Civil Rights Coordinator will determine whether a violation of 40 C.F.R. Parts 5 and 7 has occurred. The Coordinator will then propose a resolution to address any identified issues. Both the complainant and any parties involved will be notified of the outcome and proposed resolution.
5. **Appeal Process:** If the complainant is dissatisfied with the resolution, they may appeal the decision. Appeals must be made in writing to the Executive Director of Walnut Way Conservation Corp within 15 days of receiving the resolution. The Executive Director will review the appeal and make a final determination within 30 days.
6. **Documentation and Record Keeping: All grievances and related documents will be securely stored by Walnut Way Conservation Corp for at least three years.**
7. **Confidentiality:** Throughout the grievance process, the confidentiality of all parties involved will be maintained to the extent possible.

### **Contact Information**

For filing complaints or inquiries related to the grievance procedure, please contact:

Civil Rights Coordinator

Walnut Way Conservation Corp

[Contact Information]

This grievance procedure document is available on the Walnut Way Conservation Corp website for reference:

<https://www.walnutway.org/>