**Co-op Credit Union’s Title VI and Section 504 compliance plan**

**Identify responsible parties and coordinators**

* CDFI project manager of Co-op Credit Union who will be responsible for overseeing compliance with these laws and updating appropriate information as needed.
* Designate a coordinator for each location.
* Ensure that the coordinator is knowledgeable about the requirements and can provide assistance to individuals with questions or concerns.

**Understand our membership needs**

* Identify the target audience for the signs. Consider the language spoken by the community and any accessibility needs for the office.

**Develop Non-Discrimination Statements**

* Collect all relevant information related to Title VI and Section 504.
* Draft clear and concise non-discrimination statements for both Title VI and Section 504. Include information about the prohibition of discrimination and how to file complaints or request accommodations.

**Develop a Language Assistance Plan**

* Consider a partnership with a form translation company for financial documents and brochures as well as language translation.
* Consider multilingual and braille options.
* Staff training of the coordinators with partnership company and braille accommodations.
* Consider training for staff to learn alternative languages prominent in our communities.

**Design format of the signs and content**

* Create signs that are easy to read and understand
* Ensure that the signs are accessible to individuals with disabilities, such as providing Braille versions or large print versions.
* Follow web accessibility standards and provide alternative formats like PDF or accessible HTML documents.
* Design a user-friendly layout for web content.
* Use clear headings, bullet points, and multimedia to enhance understanding.
* Ensure content is mobile-friendly and responsive to various screen sizes.

**Determine Sign Locations**

* Signage location will be at the entrances of each location and waiting areas.

**Compliance review**

* Review the signs and content with our legal team and or compliance officer to ensure they meet all the federal and state requirements.
* Confirm the signs comply with any specific regulations outlined in federal grant agreements or funding-related documents.
* Continuously monitor Co-op Credit Union’s compliance with Title VI and Section 504 and make adjustments to the signage and procedures as necessary to maintain compliance.

**Printing and installation and website structure**

* Work with Marketing/Marketing Firm to create durable signage for entryways and free-standing signage for waiting areas.
* Publish the Title VI and Section 504 information on the website.

**Training and Awareness**

* Train Staff members to be aware of the signs and their significance. Staff should be able to direct individuals with questions to the appropriate coordinators.

**Periodic review by the coordinator**

* Regularly review the signs to ensure they remain in good condition and are still relevant.

**Feedback and Complaint Mechanism**

* Establish a mechanism for individuals to provide feedback or file complaints related to discrimination or accessibility issues. Ensure that contact information for the coordinator is readily available on the signs.

**Documentation**

* Maintain records of when signs were installed, any updates made and any complaints or inquiries received related to the signs or compliance with Title VI and Section 504.