



CUSTOMER RIGHTS AND BENEFITS NOTICE

LANGUAGE ACCESS / ACCESO LINGÜÍSTICO If you have difficulty understanding English, you have the right to receive free language assistance. / Si tiene dificultad para entender el inglés, tiene derecho a recibir asistencia lingüística gratuita.

- **Local Assistance:** Visit your local American Job Center or call **(203) 437-3380**.
- **State Assistance:** Call the CT Department of Labor at **(860) 263-6000**.
- **TTY/TDD:** Dial **711** for Telecommunications Relay Service.

1. It is against the law for this recipient of Federal financial assistance to discriminate on the following basis:
 - **Against any individual in the United States**, based on race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin, age, disability, or political affiliation or belief.
 - **Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA)**, based on the beneficiary's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

You cannot be denied benefits or be denied entrance into a program because of your **race, color, religion, sex, age, national origin, disability, marital status, arrest record, sexual orientation, or Vietnam-era veteran status**.

NOTE: You are not required to disclose any arrest or conviction record that has been erased pursuant to Connecticut General Statutes Section 54-142a.

2. THE HATCH ACT (POLITICAL ACTIVITIES)

The Hatch Act is a Federal Law which states that you may not participate in political activities during your WIOA training or work-based learning hours.

- **During Training Hours:** You may not wear political buttons, distribute campaign literature, or engage in any activity that promotes a political party or candidate.
- **Outside of Training Hours:** You may be involved in political activities on your own time, provided you do not represent yourself as a participant in a government-funded program.

Specifically, while engaged in political activities, you must not state or imply that you are representing:

- The Northwest Regional Workforce Investment Board (NRWIB)
- The American Job Center (AJC) system
- The Connecticut Department of Labor (CTDOL)
- Any other government-funded training program such as WIOA Title I.

3. **Employment Status:** Even though you are participating in a government-funded program, you are not a federal employee and are not entitled to federal employee benefits or civil service protections.
4. **Workplace Safety (OSHA):** You have the right to a safe training and work environment. You are not required to receive services, attend training, or work in buildings that are unsafe or unhealthy. All program sites must comply with the Occupational Safety and Health Act (OSHA). If you identify a safety hazard, you should report it immediately to your program coordinator or the site supervisor.

5. **Resolving Issues:** If you have a problem with your program, your eligibility, or the services you are receiving, you have the right to file a grievance.
- a. **Informal Meeting:** You may first request an informal meeting with your Case Manager or Program Director to resolve the issue quickly.
 - b. **Formal Hearing:** If the problem is not solved informally, you have the right to a formal hearing. You must file a written complaint within **180 days** of the alleged occurrence.
 - c. **Decision Timeline:** The NRWIB will provide a written decision within **60 days** of the filing of your complaint. If you are dissatisfied with the local decision, you may appeal to the **Connecticut Department of Labor**.

* For the full Federal Regulations language, please see the customer service manual.

ACKNOWLEDGMENT: I have read (or have read to me) the "Rights and Benefits" listed above. I understand my rights as a participant and have received a copy of this document for my records.

Local EO Officer: Genny Fonseca, Vice President, NRWIB, 249 Thomaston Ave, Waterbury, CT 06702
Phone: 475-233-4001 ext. 101

State EO Officer: Maria L. Lagasse, State Equal Opportunity Officer for WIOA and SESA programs, Department of Labor, 200 Folly Brook Blvd, Wethersfield, CT 06109
Phone: 860-263-6732

Federal Filing: Director, Civil Rights Center (CRC), U.S. Dept. of Labor, 200 Constitution Ave NW, Room N-4123, Washington, DC 20210

I understand what to do when I have a problem and agree to follow the steps.

I agree that my skills review results may be shared with program agents and employers if necessary.

Participant's Signature

Today's Date