

Policy 115

Policy and Notice of Nondiscrimination

Northern Oxford Regional Ambulance Service d/b/a Med-Care Ambulance Service (Med-Care) complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). Med-Care does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). Med-Care is committed to providing its programs and services without discrimination in accordance with:

- Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin (including limited English proficiency).
- Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination based on disability.
- Title IX of the Education Amendments Act of 1972, which prohibits discrimination based on sex in education programs or activities.
- Age Discrimination Act of 1975, which prohibits discrimination based on age.
- U.S. Department of Homeland Security regulation 6 C.F.R. Part 19, which prohibits discrimination based on religion in social service programs.

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

- **Language assistance services.** Med-Care will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:
 - Electronic and written translated documents
 - Qualified interpreters
- **Appropriate auxiliary aids and services.** Med-Care will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
 - Qualified interpreters, including American Sign Language interpreters
 - Video remote interpreting
 - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)
- **Reasonable modifications.** Med-Care will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

For additional assistance, you may also contact:

Paul Landry, Jr.
290 Highland Terrace
Mexico, ME 04257
(207) 357-6390

Service Animals: Med-Care recognizes the importance of service animals in providing care for individuals with disabilities. Employees will make every effort to accommodate service animals when providing ambulance transportation and medical care. Certified service animals shall accompany patients during transport unless their transport would create a barrier to provide patient care or the level of care required necessitates additional

personnel that would otherwise be limited by the presence of the animal. Alternate arrangements and accommodations to ensure the safety of the animal will be made.

Retaliation: It is impermissible for an employee to intimidate, threaten, coerce, or discriminate against any individual for the purpose of interfering with any right or privilege secured by Title VI, or because the individual has made a complaint, testified, assisted, or participated in any manner in an investigation, proceeding, or hearing under the DHS regulation implementing Title VI (6 C.F.R. § 21.11(e)). Any individual alleging such harassment or intimidation may file a separate complaint with DHS.

If you believe a Med-Care Ambulance Service has failed to provide these services or discriminated in another way on the basis of your age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation or gender identity of expression, you can file a grievance by contacting the following:

Contact Name	Title	Address	Phone	Email
Paul Landry, Jr.	Chief/Director	290 Highland Ter. Mexico, ME 04257	(207) 357-6390	chief.landry@med-careambulance.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Compliance Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL):

E-mail: CRCLCompliance@hq.dhs.gov (fastest method to submit your complaint)

Fax: 202-401-4708

U.S. Mail:

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties
Compliance Branch, Mail Stop #0190
2707 Martin Luther King, Jr. Ave., SE
Washington, D.C. 20528

Effective Date 2/10/2025

Northern Oxford Regional Ambulance Service
d.b.a.
Med-Care Ambulance Service

Servicio Regional de Ambulancias del Norte de Oxford

Norma Y Notificación De Aviso De No Discriminación

Servicio Regional de Ambulancias del Norte de Oxford (Med-Care Ambulance) cumple con las leyes federales de derechos civiles y está comprometido a proporcionar programas y servicios libres de discriminación, de conformidad con:

- *Título VI de la Ley de Derechos Civiles de 1964*, que prohíbe la discriminación basada en la **raza, color, o nacionalidad** (incluido el **idioma**).
- *Artículo 504 de la Ley de Rehabilitación de 1973*, que prohíbe la discriminación basada en la **discapacidad**.
- *Título IX de la Ley de Enmiendas a la Educación de 1972*, que prohíbe la discriminación basada en el **sexo** en los programas o actividades educativos.
- *Ley de Discriminación por Edad de 1975*, que prohíbe la discriminación basada en la **edad**.
- *Normativa 6, Parte 19, del Código de Regulaciones Federales (C.F.R.) del Departamento de Seguridad de EE. UU.*, que prohíbe la discriminación basada en la **religión** en los programas de servicios sociales.

Es contrario a la ley que Med-Care Ambulance tome represalias contra cualquier persona que tome medidas para oponerse a la discriminación, presente una queja o participen la investigación de una queja de acuerdo con las autoridades anteriores.

Información y servicios para personas con discapacidades o con dominio limitado del inglés

Med-Care Ambulance

- Ofrece asistencia y servicios gratuitos, como servicio profesional de intérpretes de lengua de señas, e información escrita en otros formatos (letra grande, audio, electrónico, etc.) para permitir una comunicación eficiente con personas con discapacidades.
- Ofrece servicio gratuito de idiomas, como servicio profesional de intérpretes de idiomas extranjeros e información escrita en otros idiomas, para garantizar el acceso satisfactorio a programas y actividades para personas con dominio limitado del inglés.

Si necesita estos servicios, comuníquese con: Paul Landry (207) 357-6390

Para presentar una queja

Si considera que Med-Care Ambulance no ha proporcionado estos servicios, o ha discriminado de cualquier otra manera por motivos de raza, color, nacionalidad (incluido el idioma), discapacidad, sexo, o edad, puede presentar una queja en persona o por correo postal, fax o correo electrónico a:

Nombre	Trabajo	Dirección	Teléfono	Courreo electrónico
Paul Landry, Jr.	Jefe	290 Highland Ter. Mexico, ME 04257	(207) 357-6390	chief.landry@med-careambulance.com

Vous pouvez également porter plainte pour atteinte aux droits civils auprès du Département américain de la sécurité intérieure, bureau des Droits civils et des libertés publiques (CRCL) :

Courreo electrónico	Fax	Correo postal de EE. UU.
CRCLCompliance@hq.dhs.gov (la forma más rápida de presentar su queja)	202-401-4708	U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties Compliance Branch Mail Stop #0190 2707 Martin Luther King, Jr. Ave., SE Washington, D.C. 20528

Para obtener más información: www.dhs.gov/crcl Teléfono: 202-401-1474 Línea gratuita: 1-866-644-8360

Northern Oxford Regional Ambulance Service

Policy and Notice of Nondiscrimination

Northern Oxford Regional Ambulance Service d/b/a Med-Care Ambulance Service complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- *Title VI of the Civil Rights Act of 1964*, which prohibits discrimination based on **race, color, or national origin** (including **language**).
- *Section 504 of the Rehabilitation Act of 1973*, which prohibits discrimination based on **disability**.
- *Title IX of the Education Amendments Act of 1972*, which prohibits discrimination based on **sex** in education programs or activities.
- *Age Discrimination Act of 1975*, which prohibits discrimination based on **age**.
- *U.S. Department of Homeland Security regulation 6 C.F.R. Part 19*, which prohibits discrimination based on **religion** in social service programs.

It is against the law for Med-Care Ambulance to retaliate against anyone who takes action to oppose discrimination, files a grievance, or participates in the investigation of a grievance in accordance with the above authorities.

Information and Services for Persons with Disabilities and Persons with Limited English Proficiency

Med-Care Ambulance

- Provides free aids and services, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.), to communicate effectively with persons with disabilities.
- Provides free language services, such as qualified foreign language interpreters and information written in other languages, to ensure meaningful access to programs and activities for persons with limited English proficiency.

If you need these services, please contact: Chief Paul Landry, Jr. (207) 357-6390

To File a Complaint

If you believe a Med-Care Ambulance Service has failed to provide these services or discriminated in another way based on race, color, national origin (including language), disability, sex, age, or religion, you can file a complaint in person or by mail, fax or email with:

Contact Name	Title	Address	Phone	Email
Paul Landry, Jr.	Chief/Director	290 Highland Ter. Mexico, ME 04257	(207) 357-6390	chief.landry@med-careambulance.com

You can also file a civil rights complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL):

Email	Fax	US Mail
CRCLCompliance@hq.dhs.gov (fastest method to submit your complaint)	202-401-4708	U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties Compliance Branch Mail Stop #0190 2707 Martin Luther King, Jr. Ave., SE Washington, D.C. 20528

For additional information: www.dhs.gov/crcl Phone: 202-401-1474 Toll-Free: 1-866-644-8360

Service d'ambulance regional du nord d'Oxford

Politique Et Avis De Non-Discrimination

Service d'ambulance regional du nord d'Oxford (Med-Care Ambulance) respecte les lois concernant les droits civils fédéraux, et s'engage à fournir ces programmes et services sans aucune discrimination et en conformité avec :

- *Le titre VI de la Loi sur les droits civils de 1964*, qui interdit toute discrimination en fonction de la **race, couleur de la peau, ou origine nationale** (y compris la langue).
- *L'article 504 de la Loi sur la réhabilitation de 1973*, qui interdit toute discrimination fondée sur **un handicap**.
- *Le titre IX de la Loi de 1972 concernant les Amendements sur l'éducation*, qui interdit toute discrimination fondée sur le **sexe** dans les programmes ou activités éducatives.
- *La Loi de 1975 sur la discrimination fondée sur l'âge*, qui interdit toute discrimination fondée sur **l'âge**.
- *La directive 6 C.F.R. Partie 19 émanant du Département américain de la sécurité intérieure*, qui interdit toute discrimination fondée sur la **religion** dans les programmes de services sociaux.

C'est illégal pour Med-Care Ambulance d'exercer des représailles contre quiconque prend des mesures pour s'opposer à la discrimination, dépose une plainte ou participe à l'enquête sur une plainte conformément aux autorités ci-dessus.

Renseignements et services pour les personnes handicapées ou celles dont l'anglais n'est pas courant

Med-Care Ambulance

- Fournit du matériel et des services gratuits, comme l'accès à des interprètes en langue des signes et d'autres types de renseignements écrits (gros caractères, formats audio ou électroniques, etc.), pour communiquer efficacement avec les personnes handicapées.
- Fournit des services de langue gratuits, dont les prestations d'interprètes qualifiés en langues étrangères et des renseignements dans d'autres langues, afin d'assurer aux individus ne parlant pas couramment l'anglais le meilleur accès possible aux programmes et activités.

Si vous avez besoin de ces services, contactez : Paul Landry (207) 357-6390

Pour porter plainte

Si vous estimez que Med-Care n'a pas fourni ces services ou a effectué toute autre discrimination fondée sur la race, la couleur de la peau, l'origine nationale (y compris la langue), un handicap, le sexe, l'âge, ou la religion, vous pouvez porter plainte en personne ou par courrier, fax ou courriel auprès de :

Nom	Travail	Adresse	Téléphone	Courriel
Paul Landry, Jr.	Directeur	290 Highland Ter. Mexico, ME 04257	(207) 357-6390	chief.landry@med-careambulance.com

Vous pouvez également porter plainte pour atteinte aux droits civils auprès du Département américain de la sécurité intérieure, bureau des Droits civils et des libertés publiques (CRCL) :

Courriel	Fax	Par courrier
CRCLCompliance@hq.dhs.gov (méthode la plus rapide pour porter plainte)	202-401-4708	U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties Compliance Branch Mail Stop #0190 2707 Martin Luther King, Jr. Ave., SE Washington, D.C. 20528

Pour plus d'informations : www.dhs.gov/crcl

Tél. 202-401-1474

Numéro gratuit : 1-866-644-8360