

Policy & Notice of Nondiscrimination

1525.1 NONDISCRIMINATION POLICY

The West Barnstable Fire District ("WBFD") 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, language, (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.

It is against the law for the WBFD 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.

1525.2 CIVIL RIGHTS MANAGER

The WBFD has designated the Fire Chief, currently David W. Paananen, as the civil rights manager responsible for overseeing compliance with these policies and procedures.

The fire chief, in his/her capacity as civil rights manager, shall carry out civil rights compliance on behalf of the fire district. His/her duties shall include, but are not limited to, the following:

- Overseeing the discrimination complaint process.
- Developing & updating civil rights policies & procedures.
- Processing requests for reasonable accommodation.
- Coordinating the translation of vital documents.
- Processing or facilitating requests for language interpretation.
- Inspecting facilities to ensure the best access for people with disabilities."

1525.3 HOW TO FILE A CIVIL RIGHTS COMPLAINT

To File a Complaint If you think that the WBFD has failed to provide these services or discriminated in another way based on race, color, national origin (including language), disability, sex, age, or

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religion, you can file a complaint in person or by mail, fax or email with: Fire Chief David Paananen, 2160 Meetinghouse Way (PO Box 456), West Barnstable MA 02668, Phone: 508-362-3241, Email: chief291@wbfdems.org.

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.

1525.4 COMPLAINT PROCEDURE & PROCESSING

If the complaint is within the jurisdiction of the WBFD, or informal resolution was not possible, it will be promptly and impartially investigated. The WBFD's goal is to address complaints within 60 days of receipt, though the time to carefully investigate complaints may be longer depending on the nature of the complaint and complexity of the issue.

The WBFD will conduct a preliminary inquiry to determine the need for further investigation.

- The WBFD will notify the complainant in writing that a preliminary inquiry is underway to determine the need for further investigation.
- If the preliminary inquiry by WBFD indicates that an investigation is warranted, the complainant will be notified in writing and an interview will be scheduled.
- If the preliminary inquiry indicates an investigation is not warranted, the complainant will be notified in writing of the reasons why and factors considered.
- Complaints warranting further investigation will be promptly and impartially processed by the WBFD's civil rights manager (fire chief). The results of the investigation will be provided to the WBFD's legal counsel for review.
- The complainant will be notified in writing of the results of the investigation and what actions will be/have been taken in response and a timeline to request review.

1525.5 PERSONS WITH DISABILITIES & PERSONS WITH LIMITED ENGLISH PROFICIENCY

For Additional Information and Services for Persons with Disabilities and Persons with Limited English Proficiency the WBFD:

- Provides free aids and services, such as Google Translate, online interpreters for patients, and written information in other formats (large print, accessible electronic formats, etc.), to communicate effectively with persons with disabilities.

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- Provides free language services, such as qualified online foreign language interpreters and information written in other languages, to ensure meaningful access to programs and activities for persons with limited English proficiency.
- For example: When WBFD personnel encounter a patient with limited English proficiency, personnel will use the online translator services provided by Cape & Islands EMS and/or the receiving hospital. Currently, these services are provided by CYRACOM.
- For example: When WBFD personnel encounter a person with limited English proficiency at a fire or other incident or call for service, personnel should use Google Translate (written or verbal) on their Smart Phone to aid with communications.
- For example: When WBFD personnel encounter a person with limited English proficiency in the setting of a class or community program, the program printed materials should be translated into the person's primary language using the translate function in the department's Microsoft Word software.
- For example: WBFD personnel can't always provide services in locations that are accessible for people with disabilities, since the department doesn't get to choose the location of fires, patients, and other incidents we respond to. However, when the department provides community events, community education, public meetings, or other similar planned activities for the public (i.e., Santa Breakfast, Spaghetti Supper, Prudential Committee Meeting), it will do so in manner that provides disability access.

1525.6 POSTING OF POLICY & PUBLIC ACCESS TO POLICY

A copy of this policy shall be provided to all WBFD employees and volunteers upon its publication or amendment, and upon hiring. The policy shall be available to employees and volunteers as part of the WBFD policy manual. This policy shall be made available to the public by posting it on the West Barnstable Fire District Website.

The WBFD shall include a notice to the public on the district website that they can request reasonable accommodations pursuant to this policy and that requests for reasonable accommodations and that no particular written form or format is required.

The email address and phone number of the civil rights manager shall be posted on the district website.

The service area of the WBFD (the Village of West Barnstable, Massachusetts) has a population of about 3200 people. The 2020 US Census indicates that there are 6 households that speak Spanish and 25 households that speak "Other Indo-European languages". With a very small number of limited English-speaking persons in the community, the policy will be posted in English.

These policies and procedures are public documents. A copy of this policy will be provided to anyone who requests it without charge.

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1525.7 REQUEST FOR ACCOMMODATIONS

When a request for reasonable accommodations is made, it shall be directed to the civil rights manager as soon as reasonably possible, typically within normal business office hours. The civil rights manager shall, within one business day of notification, prepare a written summary of the request and send a copy of the summary to the person or persons making the request.

Once a request is received, the civil rights manager shall interview the person making the request, interview any other relevant parties, request, obtain documentation, and make any appropriate site visits.

The civil rights manager will then provide a written determination to the person requesting the accommodation and make the necessary arrangements to implement the accommodation.