

NOTICE OF NONDISCRIMINATION

SouthBridge Emergency Medical Services 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 SouthBridge Emergency Medical Services to retaliate against anyone who takes action to oppose discrimination or harassment, files a grievance, or participates in the investigation of a grievance in accordance with the above authorities.

Civil Rights Non-Discriminatory Policy

1. Introduction

SouthBridge Emergency Medical Services (EMS) is committed to upholding the principles of civil rights and ensuring a workplace environment that is free from discrimination, harassment, and prejudice of any kind. We believe in the inherent dignity and worth of every individual and strive to foster an inclusive culture that values diversity in all its forms.

2. Scope

This policy applies to all employees, contractors, patients, customers, and visitors associated with our organization. It extends to all aspects of employment, including recruitment, hiring, training, promotion, compensation, benefits, and termination.

3. Non-Discrimination

We do not discriminate on the basis of race, color, ethnicity, national origin, religion, age, sex, gender identity, sexual orientation, marital status, disability, veteran status, or any other characteristic protected by applicable law. All employment-related decisions are made based on merit, qualifications, and job-related criteria.

4. Harassment-Free Workplace

We are committed to maintaining a work environment free from harassment, including but not limited to harassment based on race, color, ethnicity, national origin, religion, age, sex, gender identity, sexual orientation, marital status, disability, or any other protected characteristic. Harassment in any form, including verbal, physical, or visual conduct that creates an intimidating, hostile, or offensive work environment, will not be tolerated.

5. Reasonable Modification Policy & Procedure

SouthBridge EMS is committed to providing individuals with disabilities an equal opportunity to participate in and benefit from our programs, activities, and services. Individuals may request reasonable modifications that they believe will enable them to have such equal opportunity to participate in our programs, activities, and services.

A reasonable modification is a change or modification to afford a qualified individual with a disability full enjoyment of our organization's programs or activities, unless modifications of policies, practices, and procedures would fundamentally alter the nature of the program, service, or activity, or result in undue financial and administrative burdens to SouthBridge EMS.

All employees and beneficiaries of SouthBridge EMS may file a request for reasonable modification in person or by mail, phone, or email to:

Daniel Miller, Executive Director

412-221-5115 ext 201

DMiller@SouthBridgeEMS.com

Address: PO Box 142

Bridgeville, PA 15017

A request must include the name and contact information of the requester, as well as a detailed description of the modification request itself. A written acknowledgement of the request will be provided within 15 days of receipt. Daniel Miller will consult with the requester in a way that is best suited to the individual's needs (e.g. in person, over the phone, etc.) to determine what, if any,

modification should be provided. If a provision cannot be provided immediately, an effort to provide an interim modification will be made on behalf of the organization. Third parties, such as local hospitals, trusted resources, and other EMS agencies, may be utilized for obtaining proper modification information and tools. SouthBridge EMS is required by the Health Insurance Portability and Accountability Act to maintain the privacy of protected health and personally identifiable information. All facets of the modification procedure will be executed in compliance with all privacy practices, including communication with third parties.

The requester is not responsible for the cost of the auxiliary aid or service provided by SouthBridge Emergency Medical Services.

Information surrounding requests can also be found on our website at <https://southbridgeems.com/> Persons with disabilities and/or limited English proficiency should contact Daniel Miller for modified request documents and instructions upon request.

6. Reporting Procedure for Employees

Any employee who believes they have been subjected to discrimination, harassment, or retaliation, or who has witnessed such behavior, should report the incident immediately to any of the following staff in person, by phone, or via email:

- Mark Succheralli, Supervisor: 412-221-5115 ext 203, msuccheralli@southbridgeems.com
- Janis Miller, Supervisor: 412-221-5115 ext 203, jmiller@southbridgeems.com
- Michele Miller, Operations Manager: 412-221-5115 ext 202, mmiller@southbridgeems.com
- Daniel Miller, Executive Director: 412-221-5115 ext 201, dmiller@southbridgeems.com

Michele Miller, Janis Miller, and Mark Succheralli are responsible for the immediate dissemination of discrimination reports, complaints, and modification requests to Daniel Miller.

Reports will be promptly and thoroughly investigated, and appropriate action will be taken in accordance with company policies and applicable laws within 30 business days. For any individual, (employee or otherwise) wishing to file a formal complaint, please see the section titled "To File a Complaint".

7. No Retaliation

We prohibit retaliation against any individual who makes a good faith report of discrimination or harassment, participates in an investigation, or opposes discriminatory practices. Retaliation is a violation of company policy and may result in disciplinary action, up to and including termination.

8. Training and Education

We provide regular training and education to employees to raise awareness of civil rights issues, prevent discrimination and harassment, and promote diversity and inclusion in the workplace.

9. Compliance

All employees are expected to comply with this policy and applicable laws regarding civil rights and non-discrimination. Violations of this policy will result in disciplinary action, up to and including termination.

10. Review and Revision

This policy will be periodically reviewed and updated as necessary to ensure its effectiveness and compliance with applicable laws and regulations.

Our commitment to civil rights and non-discrimination is integral to our values and essential to creating a respectful and inclusive workplace for all. We encourage open communication and collaboration to foster a culture of equality and mutual respect.

Subrecipient Programs

SouthBridge EMS does not participate in subrecipient programs and does not provide awards to subrecipients.

To File a Complaint

A complaint may be filed by any individual who believes he or she has been subjected to discrimination based on race, color, national origin (including language), disability, age, sex, or religion.

Notice to Program Beneficiaries

A complaint can be filed in person or by mail, phone, or email with:

Daniel Miller, Executive Director

412-221-5115 ext 201

DMiller@SouthBridgeEMS.com

Address: PO Box 142

Bridgeville, PA 15017

Responsibilities include: Processing complaints filed by beneficiaries, responding to requests for reasonable modifications, and coordinating the translation of documents and interpretation services to provide meaningful access to persons with limited English proficiency.

A complaint must be filed within 180 days of the alleged discrimination. The complaint must include the following information for proper processing:

- Name, contact information, and title of complainant (e.g., Patient, Employee, etc.)
- Date of complaint submission
- Date, location, and time of discrimination incident
- Detailed description of incident

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

Our organization's complaint process is available on our website at <https://southbridgeems.com/>. Persons with disabilities and/or limited English proficiency should contact Daniel Miller for modified complaint documents and instructions upon request.

Accepting and Responding to Complaints

SouthBridge EMS will provide written acknowledgement of a complaint within 15 days of receipt. The complaints will be documented and tracked in a spreadsheet. Daniel Miller will be responsible for conducting an internal investigation of the complaint. If necessary, the Department of Homeland Security will be contacted for assistance with complaint investigations.

Dual Findings

Complainants should inform SouthBridge EMS if a complaint has also been filed with another agency in order to prevent duplicative investigations. SouthBridge will contact the other agency in an effort to coordinate the investigation process.

Limited English Proficiency Policy for SouthBridge Emergency Medical Service

The purpose of this Limited English Proficiency (LEP) Policy is to ensure effective communication between Emergency Medical Service (EMS) providers and individuals with limited English proficiency, thereby promoting the delivery of safe and high-quality emergency medical care to all patients.

Policy Statement:

Our agency is committed to providing timely and effective emergency medical care to all individuals, regardless of their proficiency in the English language. We recognize the importance of clear communication in emergency situations and acknowledge that language barriers may hinder the delivery of appropriate care. Therefore, we have established this LEP Policy to ensure that language assistance services are readily available to individuals with limited English proficiency.

Policy Implementation:

1. Identifying Limited English Proficient Individuals

- a. Service Area: Bridgeville Borough, Cecil Township, South Fayette Township
- b. Languages Spoken by LEP Populations: Chinese, Spanish or Spanish Creole, Nepali, Hindu, Arabic, Italian
- c. Languages Encountered Most Frequently: Spanish, Hindu, Nepali
- d. Language identification cards are available to all EMS staff to help identify the primary language of individuals with limited English proficiency.

2. Language Assistance Measures & Available Resources:

- a. Online interpretation software will be available for all staff at all times. This software is to be used after the primary language of the beneficiary has been determined. The software provides real-time, in-person interpretation. Bilingual staff or other beneficiaries may also be used for translation assistance.
- b. Language line support services, including services available through 911 dispatch centers, are available to all staff and are to be utilized for telephonic interpretation.
- c. Vital documents such as privacy practice notices, refusal forms, and other critical documents necessary for patient education are available in a multitude of languages. Other documents will be translated and made accessible upon request to Daniel Miller.

3. Distribution of Plan & Training for Staff

- a. Cultural Competency Training: All SouthBridge EMS personnel receive training on cultural competency and effective communication strategies when interacting with individuals from diverse linguistic and cultural backgrounds. This training is provided during employee orientation, and is continuously updated and reinforced.
- b. LEP Policy Training: All SouthBridge EMS personnel will be trained on the procedures outlined in this LEP Policy and the appropriate use of language assistance services during employee orientation. The training materials encompass what resources are used for LEP individuals, how to access these resources and when to use them, and how to maintain privacy and confidentiality principles while executing LEP policy procedures.

4. Providing Notice to LEP Persons

- a. Signs and notices are accessible in multiple languages at EMS facilities and in emergency response vehicles. These notices will inform individuals of the availability of language assistance services.
- b. Our staff will provide translated information using aforementioned resources when having discussions with community members and other beneficiaries.
- c. Our LEP policy is available on our website at <https://southbridgeems.com/>.

5. Monitoring, Assessing, & Updating the LEP Plan

- a. The LEP plan will be updated to accommodate any new LEP populations that emerge within our service area.
- b. The LEP plan will be updated if a new resource or language service becomes available that will make our services more accessible and effective.
- c. The LEP plan will be updated to account for any changes in relevant laws or regulations governing language access in healthcare.
- d. Staff are encouraged to share their use of language assistance services, suggestions for improvement, and concerns related to language access. Staff are also encouraged to collect feedback from beneficiaries, including patients and patient representatives.
- e. Any changes made to the LEP plan will be shared with all SouthBridge EMS staff immediately. Staff will be responsible for sharing and implementing the new procedures. Updated policies will always replace outdated policies on our website.

This Limited English Proficiency Policy shall be communicated to all EMS personnel and made available to the public through appropriate channels. Adherence to this policy is mandatory for all EMS providers and staff.

Date of Review 4/15/2025