

POLICY AND NOTICE OF NONDISCRIMINATION

Newtown Square Fire Co. 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 Newtown Square Fire Co. 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.

To File a Complaint

If you think that Newtown Square Fire Co. 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: Christina Heffernan, President, president@nsfc.org, 610-356-9517 (fax).

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

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

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

Newtown Square Fire Co.

- 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:

Christina Heffernan, President president@nsfc.org 610-356-9517 (fax)

NORMA Y NOTIFICACIÓN DE AVISO DE NO DISCRIMINACIÓN

Newtown Square Fire Co. 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 Newtown Square Fire Co. 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.

Para presentar una queja

Si considera que Newtown Square Fire Co. 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: Christina Heffernan, President president@nsfc.org 610-356-9517 (fax).

Asimismo, puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles y Libertades Civiles (CRCL) del Departamento de Seguridad Nacional de EE. UU.:

Correo electrónico: CRCLCompliance@hq.dhs.gov (la forma más rápida de presentar su queja)

Fax: 202-401-4708

Correo postal de EE. UU.:

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/crci Teléfono: 202-401-1474 Línea gratuita: 1-866-644-8360

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

Newtown Square Fire Co.

- 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:

Christina Heffernan, president@nsfc.org, 610-356-9517

a. Retaliation:

- i. The EEO laws prohibit punishing job applicants or employees for asserting their rights to be free from employment or service discrimination including harassment. Asserting these EEO rights is called "protected activity," and it can take many forms. Participating in a complaint process is protected from retaliation under all circumstances. Other acts to oppose discrimination are protected as long as the complainant was acting on a reasonable belief that something in the workplace may violate EEO laws, even if he or she did not use legal terminology to describe it.

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Complaints must be filed within 180 days of the alleged discrimination.

Complaints alleging discrimination are accepted In-person, over the phone , and in writing by fax, email or letter, addressed to the Fire Company President @ 2 Charles Ellis Dr., Newtown Square, PA 19073, president@nsfc.org, or 610-356-9517.

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Procedures for Accepting and Responding to Complaints

1. The Fire Company President is responsible for coordinating the series of actions described in these procedures;
2. The Fire Company President will provide the client, customer, program participant, or consumer with any written acknowledgment of the complaint within seven days of receipt. All formal communications will be transacted, in writing, by U.S. mail.
3. The Fire Co. President will conduct an investigation of the discrimination complain, including (not limited to) interviews, written statements, available media. Complaints will be investigated and a determination made within six months of the receipt of the original complaint.
4. The Fire Company will track each complaint through a spreadsheet created for each unique event.
5. Each person with disabilities or limited English proficiency (LEP) will be afforded sufficient resources to ensure that the complaint process is accessible to them.