

Notice of Non-Discrimination – Delta Ambulance

Notice Informing Individuals about Non-Discrimination and Accessibility Requirements and Non-discrimination Statement: Discrimination is Against the Law

Delta Ambulance complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. **Delta Ambulance** does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Delta Ambulance:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to persons whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, please contact Krystal Tavares, Compliance Officer.

If you believe that **Delta Ambulance** has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Krystal Tavares, Compliance Officer
Delta Ambulance
29 Chase Avenue, Waterville, ME. 04901
Tel: (207) 861-4228, Fax: (207) 861-4475
Compliance@deltaambulance.org

You can file a grievance in person or by mail, fax or e-mail. If you need help filing a grievance, Krystal Tavares, Compliance Officer, is available to help you.

You can also file a civil rights complaint with the U. S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, by mail or by phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509, HHH Building
Washington, D.C. 20201
1 800-368-1019, 800-537-7697 (TDD)
Claim forms are available at the address:
<http://www.hhs.gov/OCR/Office/file/index.html>