

<b>Malta Med Emergent Care</b>	
<b>Title:</b> Statement of Non-Discrimination	<b>Reference #:</b>
<b>Origination Date:</b> 1/10/2017	<b>Last Review/Revised Date:</b> 6/27/2017
<b>Manual:</b> Compliance	<b>Replaces Policy:</b>
<b>Document Owner:</b>	<b>Page:</b> 1 of 2

## Statement of Non-Discrimination

Malta Med Emergent Care (MMEC) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex or sexual orientation, gender identity or gender expression.

MMEC does not exclude people or treat them differently because of race, color, national origin, age, disability, sex or sexual orientation, gender identity or gender expression.

MMEC will provide free aids and service to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- For hearing impaired individuals, who need to speak with their own contacts, a telephone device for the deaf (TDD) is available for use at the switchboard operators desk or through Pastoral Care Services.
- Written information in other formats (large print, audio, accessible electronic formats and other formats),

MMEC will also provide free language services to people whose preferred language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.
  - Language Line Services:
    - Routine Request: **1-800-774-4344**
    - Emergency Call: **1-800-523-1786**

### Grievance Process:

**Malta Med Emergent Care:** If you believe that we have failed to provide these services of discriminated in another way on the basis of race, color, national origin, religion or creed, sex or sexual orientation, gender identity or sexual expression, age, disability, marital status, military status or source of payment, you can file a grievance with the Director of Pastoral Care, at **518-580-2628**.

**Outside Agency:** You can also file a grievance in person or by mail, fax or email. If you need help filing a grievance with our **Director of Pastoral** is available to assist you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically thru the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
 200 Independence Avenue SW  
 Room 509F, HHH Building  
 Washington, DC 2020

[SPANISH] ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

[CHINESE] 注意：如果您使用繁體中文，您可以免費獲得語言援助服務

[RUSSIAN] ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

[FRENCH CREOLE] ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.

[KOREAN] 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

[ITALIAN] ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.

[YIDDISH]

אויפמערקזאם: אויב איר רעדט אידיש, זענען פארהאן פאר אייך שפראך הילף סערוויסעס פריי פון אפצאל. 1-רופט

[BENGALI]

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন

[POLISH] UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.

[ARABIC]

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم هاتف الصم والبكم

[FRENCH] ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

[URDU] خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال

[TAGALOG] PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

[GREEK] ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν.

[ALBANIAN] KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë.

**Final Approval: Emily Wright, Site Administrator**

**Revision Dates:**

**Review Dates: 6/27/2017**

**References:**