

<b>Malta Med Emergent Care</b>	
<b>Title:</b> Nondiscrimination Policy	<b>Reference #:</b>
<b>Origination Date:</b> January 17, 2017	<b>Last Review/Revised Date:</b>
<b>Manual:</b>	<b>Replaces Policy:</b> NA
<b>Document Owner:</b> Director of Pastoral Care	<b>Page:</b> 1 of 2

**Scope:**

Entire Organization

**Purpose Statement:**

It is the policy of Malta Med Emergent Care (MMEC) to comply with applicable Federal and NYS civil rights laws and does not discriminate 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.

**Policy or Procedure/Protocol Elements:**

It is the policy of Malta Med Emergent Care (MMEC) to comply with applicable Federal and NYS civil rights laws and does not discriminate 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.

**Communication and Language Barriers**

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 gender 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 20201

**Final Approval:** Marcy Dreimiller, Associate VP, Human Resources

**Revision Dates:** NA

**Review Dates:** NA

**References:** *This statement is in accordance with the provision of title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, The Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91, and the final regulations for Section 1557, The Nondiscrimination Provision of the Affordable Care Act.*