

KENTENN EMS
GRIEVANCE PROCEDURE FOR COMPLAINTS
RELATING TO SUSPECTED ALLEGATIONS OF DISCRIMINATION

Civil Rights & Equal Access Public Statement (KenTenn EMS Civil Rights Notice)

KenTenn EMS complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, age, or disability. KenTenn EMS does not exclude people or treat them differently because of these characteristics.

KenTenn EMS provides **equal opportunity to access emergency medical and ambulance services** and is committed to ensuring that all individuals can effectively communicate and receive services without barriers.

KenTenn EMS provides free language assistance services and auxiliary aids to individuals with disabilities and individuals with limited English proficiency. Appropriate communication aids and interpreter services are available upon request at no cost. If you need these services, please notify any KenTenn EMS employee or contact KenTenn EMS administration.

If you believe that KenTenn EMS has failed to provide these services or has discriminated in another way, you may file a complaint with KenTenn EMS administration.

Grievance Procedure

Any person (**Employee or Citizen**) who believes that he/she has been subjected to discrimination as prohibited by Section 504 of the Rehabilitation Act of 1973 and pursuant regulations at 24 CFR Part 8 published in the Federal Register on June 2, 1988, may personally or by a representative, file a complaint with the **KenTenn EMS Director**. A person who has not personally been subjected to discrimination may also file a complaint.

When any person, employee, citizen or applicant who believes he/she has been adversely affected by an act or decision by **KenTenn EMS**, and that such act or decision was based on handicapped status, he/she will have the right to process a complaint or grievance in accordance with the following procedure.

Step One: An aggrieved person must submit a written statement to the **KenTenn EMS Director** setting forth the nature of the discrimination alleged and facts upon which the allegation is based. Statements can be sent by mail to **KenTenn EMS, Attention: EMS Director, 105 Nolan Ave. Fulton, KY 42041**.

Step Two: The **KenTenn EMS Director** shall contact the complainant no later than fifteen (15) days after receiving the written statement to establish an informal meeting with the objective of resolving the matter informally. However, in no case shall the informal meeting be conducted sooner than five (5) days or more than forty-five (45) days after receiving the written statement.

There shall be prepared a written documentary of the discussions at the informal meeting, which shall be preserved in the records of **KenTenn EMS**.

Step Three: Within fifteen (15) days of the informal meeting, if no decision has been made by the **KenTenn EMS Director**, or the decision of the **KenTenn EMS Director** does not satisfy the complainant, he/she may request a hearing with the **KenTenn EMS Board** by submitting a written request to the **KenTenn EMS Board President**. Current information can be provided by the **KenTenn EMS Director**.

Step Four: In thus discussing the grievance, the complainant may designate any person of his/her choice to appear with him/her and participate in the discussion. **KenTenn EMS** shall require the **a quorum of the EMS Board** to participate in the discussion of the grievance, when it is brought before the **EMS Board** at a regularly established or special called meeting. The **KenTenn EMS Board** shall issue a written decision on the matter within fifteen (15) days, and the decision shall be the final procedure for the complainant at the local level.

There shall be prepared a written documentary of the discussion at the hearing, which shall be preserved in the records of the **KenTenn EMS Board**.

KenTenn EMS

Language & Disability Communication Access Policy

Purpose

To establish procedures to ensure individuals with limited English proficiency (LEP) and individuals who are deaf, hard of hearing, speech-impaired, blind, low vision, or otherwise disabled have meaningful and equal access to all Emergency Medical Services (EMS) programs and activities provided by KenTenn EMS.

Policy

KenTenn EMS supports compliance with the Americans with Disabilities Act (ADA), Section 504 of the Rehabilitation Act, Title VI of the Civil Rights Act, and applicable state and federal accessibility requirements. KenTenn EMS will take reasonable steps to provide timely, free, and effective communication access to all patients, family members, and members of the public. No individual will be denied services, delayed in care, or provided reduced quality of care due to language barriers or disabilities.

Scope

This policy applies to all KenTenn EMS personnel, including full-time, part-time, volunteer, administrative staff, and contracted providers, and covers all points of contact including 911 call intake and dispatch coordination, on-scene emergency response, patient assessment, treatment, transport, non-emergency communications, billing inquiries, community outreach, and administrative interactions.

Definitions

Auxiliary Aids and Services – Tools or services that ensure effective communication, including TDD/TTY, relay services, qualified interpreters, captioning, large print, and accessible digital formats.

Limited English Proficient (LEP) – Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Qualified Interpreter – An interpreter who can interpret competently, accurately, and impartially, using necessary specialized vocabulary.

General Procedure

Staff shall offer communication assistance when a need is identified or requested. Qualified interpretation or relay services shall be used rather than family members, bystanders, or minors, except in immediate life-threatening situations where no alternative is available.

Available Communication Services

Deaf, Hard of Hearing, and Speech-Impaired Access:

- Telecommunications Relay Service (TDD/TTY / 7-1-1)
- Written communication, pictogram boards, large-print materials, and text-based tools

Language Access for Non-English Speakers:

- Multi-language interpretation services through Fulton County Dispatch and Obion County 911
- Continued interpretation support during patient care when available

Operational Procedures

Identifying Communication Needs – Staff will assess needs at first contact. Indicators may include inability to understand questions, use of non-English language, visible hearing devices, written notes, gestures, or direct requests.

Accessing Services – Emergency situations will use the fastest available method. Non-emergency situations will arrange services as early as possible.

Use of Family or Bystanders – May only be used when requested by the patient, when a qualified interpreter is unavailable, and when it does not compromise care, privacy, or safety. Minors may only be used in extreme emergencies.

Documentation – Patient care reports shall document the need, service provided, and any barriers.

Staff Training

Personnel shall receive training upon hire and annually thereafter on recognizing accessibility needs, proper use of interpretation services, and disability communication awareness.

Documentation & Record Maintenance

All identified or requested reasonable accommodations and language assistance services shall be documented. Documentation will include date, nature of need, accommodation provided, service method, and any barriers.

Patient encounters will be documented in the patient care report (PCR/ePCR). Non-patient interactions will be recorded in an Accommodation Request Log or administrative service record.

All accommodation-related records shall be retained for a minimum of seven (7) years and stored securely in accordance with HIPAA, ADA, and applicable state and federal record retention requirements.

Public Notification Statement

KenTenn EMS provides free language assistance services and auxiliary aids to individuals with disabilities and individuals with limited English proficiency. Appropriate communication aids and interpreter services are available upon request at no cost. If you need these services, please notify any KenTenn EMS employee or contact KenTenn EMS administration.

Oversight & Review

The EMS Director or designee is responsible for maintaining accessibility procedures, reviewing accommodation records, and ensuring policies remain compliant. Policies will be reviewed at least annually and updated as needed.

KenTenn EMS Reasonable Accommodation and EO Statements:

KenTenn EMS is an affirmative action and equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status, or genetic information. KenTenn EMS is committed to providing access, equal opportunity and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities. To request reasonable accommodation, contact **Human Resources at (270) 208-1069 or ashley@ktems.org**.

Consistent with the Americans with Disabilities Act (ADA) and Kentucky Civil Rights Act (KCRA, KRS Chapter 344), it is the policy of KenTenn EMS to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship. The policy regarding requests for reasonable accommodation applies to all aspects of employment, including the application process. If reasonable accommodation is needed, please contact **Human Resources at (270) 208-1069 or ashley@ktems.org**.

KenTenn EMS is committed to the full inclusion of all qualified individuals. As part of this commitment, KenTenn EMS will ensure that persons with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact **Human Resources at (270) 208-1069 or ashley@ktems.org**.

It is the policy of KenTenn EMS that qualified individuals with disabilities will not be discriminated against because of their disabilities in regard to job application procedures, hiring, and other terms and conditions of employment. It is further the policy of KenTenn EMS to provide reasonable accommodations to qualified individuals with disabilities in all aspects of the employment process. KenTenn EMS is prepared to modify or adjust the job application process or the job or work environment to make reasonable accommodations to the known physical or mental limitations of the applicant or employee to enable the applicant or employee to be considered for the position he or she desires, to perform the essential functions of the position in question, or to enjoy equal benefits and privileges of employment as are enjoyed by other similarly situated employees without disabilities, unless the accommodation will impose an undue hardship. If reasonable accommodation is needed, please contact **Human Resources at (270) 208-1069 or ashley@ktems.org**.

If you require reasonable accommodation in completing this application, interviewing, completing any pre-employment testing, or otherwise participating in the employee selection process, please direct your inquiries to **Human Resources at (270) 208-1069 or ashley@ktems.org**.

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions.

"Federal law requires employers to provide reasonable accommodation to qualified individuals with disabilities. Please tell us if you require a reasonable accommodation to apply for a job or to perform your job. Examples of reasonable accommodation include making a change to the application process or work procedures, providing documents in an alternate format, using a sign language interpreter, or using specialized equipment." (OFCCP, Voluntary Self-Identification of Disability, Form CC-305)