



## Discrimination Complaints Procedure

The Caddo-Midway Fire & Rescue District is committed to ensuring compliance with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title IX of the Educations Amendments of 1972, and U.S. Department of Homeland Security regulation 6 C.F.R. Part 19. A complaint may be filed by any individual who believes he or she has been subjected to discrimination based on race, color, national origin (including language), disability, age, sex, or religion.

### Notice to Program Beneficiaries

This section should provide notice of how to file a complaint and may include:

- Complaints may be filed on the bases of prohibited discrimination (i.e., race, color, national origin (including language), disability, age, sex, or religion);
- Procedure may be submitted via email, in writing, or over the phone. Complaints must be filed within 180 days of the alleged discrimination. Contact David Hicks (CMF&RD Complaints Officer) at [dhicks@caddo-midway.com](mailto:dhicks@caddo-midway.com) or (256) 355-0671. The Complaints Officer will track the complaints using a spreadsheet and will provide an initial response within 10 business days of receipt of the complaint using the same communication method as chosen by the complainant.
- A civil rights complaint can also be filed directly with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). The fastest method to submit your complaint to CRCL is by email, [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov), subject line: ATTN: Antidiscrimination Group. The complaint can also be faxed to 202-401-4708 or by U.S. Mail to U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties ATTN: Antidiscrimination Group, Mail Stop #0190, 2707 Martin Luther King, Jr, Ave., SE, Washington, D.C. 20528;
- Links to this procedure will be posted on the CMF&RD website at <https://www.caddo-midway.com/Discrimination>.
- Persons with disabilities and persons with limited English proficiency can access the complaints process upon request; via telephonic or in-person interpreters or qualified bilingual staff).

### Accepting and Responding to Complaints

- The Complaints Officer will track the complaints using a spreadsheet and will provide an initial response within 10 business days of receipt of the complaint using the same communication method as



chosen by the complainant.

- Contact David Hicks (CMF&RD Complaints Officer) at dhicks@caddo-midway.com or (256) 355-0671.
- The Complaint Officer will conduct an internal investigation of the complaint and may chose to refer the matter to an appropriate external agency.

## Referring Complaints

If the Complaints Officer finds it necessary to refer the complaint to an appropriate external agency following an internal investigation, the complainant will be notified within 10 working days.

## Dual Filings

Should the complaint be referred to an appropriate external agency, the complainant will be notified of the results of the external investigation within 10 days of CMF&RD Complaints Officer being informed of the results of the external investigation.

Adopted 02/27/2025



## Reasonable Modification Procedure

Beneficiaries of CMF&RD activities and services can request reasonable modifications which may include:

- The procedure for requesting a reasonable modification is to contact the designated accommodation officer by email, in-person, or over the phone. The contact information for the reasonable modification officer will be posted at Station 1. Requests for reasonable modification must be submitted at least two weeks prior to the activity requiring the modification.
- If an individual feels that reasonable modification has not been provided, they may request a hearing with the Board of Directors. The request must be made in writing and sent via US Mail to Caddo-Midway Fire & Rescue District, 7907 County Road 434, Trinity, AL, 35673.

## Caddo-Midway Fire & Rescue District

Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and Services 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 people whose primary language is not English, such as:

- Qualified interpreters

Information written in other languages traits, pregnancy or related conditions, sexual orientation, and gender identity, and sex stereotypes), you can file a grievance with:

David Hicks, Civil Rights Coordinator  
Caddo-Midway Fire & Rescue District Appeals & Grievances  
7909 County Road 214 Trinity, AL 35673  
**Phone:** 1-256-355-0671  
**Email:** [dhicks@caddo-midway.com](mailto:dhicks@caddo-midway.com)

You can file a grievance by mail, phone, or email. If you need help filing a grievance, David Hicks, Civil Rights Coordinator for Caddo-Midway Fire & Rescue District is available to help you using the contact information above.

- 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>, or by mail or phone at:  
U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

- This notice is also available at Caddo-Midway's website: <https://www.caddo-midway.com/nondiscrimination-notice/> The requester is not responsible for the cost of the auxiliary aid or service provided by the CMF&RD.

## Accepting and Responding to Requests for Reasonable Modifications

This procedure defines the process for accepting and responding to requests for reasonable modifications from program beneficiaries:

- The Reasonable Modification Officer will be chosen by the Board of Directors and contact information will be posted at Station 1..
- The person requesting the reasonable modification shall contact the Reasonable Modification Officer a minimum of 30 days prior to the date when the accommodation will be required. This contact can be in writing, email, or phone.
  - The Reasonable Modification Officer will review the information provided and return contact within 7 working days to consult with the individual making the requested modification to determine what, if any, modification the recipient should provide.
  - Should the requested modification be of an extent beyond the recipients' capability to complete it within the time allotted, an interim modification will be attempted after consultation with the requester.
- Free language assistance Services are available to you. Appropriate auxiliary aids and Services to provide information in accessible formats are also available free of charge. Call **1-800-338-6833** (TTY 711). This is a free Service. Hours are 8am to 8pm, 7 days a week from October 1 to March 31, and 8am to 8pm Monday to Friday from April 1 to September 30
- The Reasonable Modification Officer will maintain the confidentiality of and appropriately secure any personally identifiable information (PII) in the requests for reasonable modifications to ensure that only those recipient employees with a need to know have the information.
- After a Reasonable Modification Procedure has been implemented and future or on-going interactions are anticipated, a beneficiary must notify the Reasonable Modification Officer a minimum of two weeks notice prior to the needed date to allow time to arrange continuing accommodations.

Adopted 02/27/2025



# Non-Discrimination Notice

Caddo-Midway Fire & Rescue District complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat people differently on the basis of race, color, national origin, age, disability, or sex (including intersex traits, pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes).

## Caddo-Midway Fire & Rescue District

Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and Services 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 people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and Services, or language assistance Services, contact our Civil Rights Coordinator, David Hicks, using the contact information below.

Free language assistance Services are available to you. Appropriate auxiliary aids and Services to provide information in accessible formats are also available free of charge. Call **1.800.338-6833** (TTY 711). This is a free Service. Hours are 8am to 8pm, 7 days a week from October 1 to March 31, and 8am to 8pm Monday to Friday from April 1 to September 30.

If you believe that Caddo-Midway Fire & Rescue District has failed to provide these Services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including intersex traits, pregnancy or related conditions, sexual orientation, and gender identity, and sex stereotypes), you can file a grievance with:

David Hicks, Civil Rights Coordinator  
Caddo-Midway Fire & Rescue District Appeals  
& Grievances 7909 County Road 214 Trinity,  
AL 35673  
**Phone:** 1-256-355-0671  
**Email:** [dhicks@caddo-midway.com](mailto:dhicks@caddo-midway.com)

You can file a grievance by mail, phone, or email. If you need help filing a grievance, David Hicks, Civils Rights Coordinator for Caddo-Midway Fire & Rescue District is available to help you using the contact information above.

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>, or by mail or phone at:

U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/fHe/index.html>.

This notice is also available at Caddo-Midway's website: <https://www.caddo-midway.com/nondiscrimination-notice/>

Adopted 02/27/2025



**English** ATTENTION If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-800-338-6833 (TTY 711) or speak to your provider.

**Spanish** (Español) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-338-6833 (TTY 711) o hable con su proveedor.

**Chinese** (Traditional US/Taiwan) (中文) 注意：如果您說中文，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙形式提供資訊。請致電 1-800-338-6833 (TTY 711) 或與您的提供者討論。

**Vietnamese** (Việt): LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-338-6833 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn."

**French Creole** (Haitian Creole) (Kreyòl Ayisyen) ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan 1-800-338-6833 (TTY:711) oswa pale avèk founisè w la.

**Korean** (한국어) 주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-338-6833 (TTY 711)번으로 전화하거나 서비스 제공업체에 문의하십시오.

#### Arabic

العربية  
تنبيه: إذا كنت تتحدث اللغة العربية، فستوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-800-338-6833 (الهاتف النصي 711) أو تحدث إلى مقدم الخدمة.

**Tagalog** PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-800-338-6833 (TTY 711) o makipag-usap sa iyong provider.

**Polish** (POLSKI) UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w przystępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 1-800-338-6833 (TTY 711) lub porozmawiaj ze swoim dostawcą.

**Russian** (РУССКИЙ) ВНИМАНИЕ: Если вы говорите на русском языке, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-338-6833 (TTY 711) или обратитесь к своему поставщику услуг.

**French** (France/International) (Français) ATTENTION : si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-800-338-6833 (TTY 711) ou parlez à votre fournisseur.

**German** (Deutsch) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-800-338-6833 (TTY 711) an oder sprechen Sie mit Ihrem Provider.

**Gujarati** (ગુજરાતી): ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સર્વે આ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફલાઇન સહાય અને એક્સસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સર્વે આ પણ વાનિ મલૂ છે ઉપલબ્ધ છે. 1-800-338-6833 (TTY711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

**Japanese** (日本語) 注：日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。1-800-338-6833 (TTY 711) までお電話ください。または、ご利用の事業者にご相談ください。

**Italian** (Italiano) ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l'1-800-338-6833 (tty 711) o parla con il tuo fornitore.

**Portuguese** (Brazil) (Português do Brasil) ATENÇÃO: Se você fala português do Brasil, tem à disposição serviços gratuitos de assistência linguística. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-800-338-6833 (TTY 711) ou fale com seu provedor.

**Hindi** (हिंदी) ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएं उपलब्ध होती हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी निःशुल्क उपलब्ध हैं। 1-800-338-6833 (TTY 711) पर कॉल करें या अपने प्रदाता से बात करें।