



Prospect Heights Fire Protection District

Office of the Fire Chief

10 E. Camp McDonald Rd., Prospect Heights, IL 60070

Phone 224-318-1720 FAX 847-253-4759 dsmith@phfire.com



Non-discrimination statement

The Prospect Heights Fire Protection District (PHFPD) does not discriminate on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status or political beliefs in any program or activity conducted by us.

The PHFPD complies with applicable provisions of laws and policies prohibiting discrimination, including but not limited to:

- Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color, or national origin (including limited English proficiency).
- Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination based on disability.
- Title IX of the Education Amendments Act of 1972, which prohibits discrimination based on sex in education programs or activities.
- Age Discrimination Act of 1975, which prohibits discrimination based on age.
- U.S. Department of Homeland Security regulation 6 C.F.R. Part 19, which prohibits discrimination based on religion in social service programs.

Any and all such discrimination is strictly prohibited. PHFPD is committed to ensuring that no person is excluded from participation in, or denied the benefits of services. If you feel you are being denied participation in or being denied benefits of services provided by the PHFPD, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may make a complaint alleging such discrimination to the fire chief or the Illinois Department of Human Rights.

<p>Drew Smith, Fire Chief Prospect Heights Fire Protection District 10 E. Camp McDonald Rd. Prospect Heights, IL 60070 224-318-1720 or 847-253-8060 extension 900 FAX 847-253-4759 Email: firechief@phfire.com</p>
<p>Illinois Department of Human Rights Chicago Office 100 West Randolph Street, 10th Floor, Intake unit, Chicago, IL 60601 (312) 814-6200 or (312) 814-4294 (866) 740-3953 (TTY) FAX (312) 814-1436 Email: IDHR.webmail@illinois.gov https://www2.illinois.gov/dhr/FilingCharge/Pages/default.aspx</p>



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Prospect Heights Fire Protection District Policy and Procedure used to ensure nondiscrimination and equal opportunity for persons with disabilities to participate in and benefit from the recipient's programs and services.

POLICY AND PROCEDURES FOR ENSURING NONDISCRIMINATION AND EQUAL OPPORTUNITY FOR PERSONS WITH DISABILITIES TO PARTICIPATE IN AND BENEFIT FROM THE RECIPIENT'S PROGRAMS AND SERVICES.

Hearing Impaired Services Summary For Auxiliary Aids And Services For Persons With Disabilities

Prospect Heights Fire Protection District will take appropriate steps to assist persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to promote effective communication with patients/clients involving their medical care. The procedures also apply to, among other types of communication, communication of vital information contained in important documents. All necessary auxiliary aids and services shall be provided without cost to the person being served.

Section 504 Notice of Program Accessibility

The regulation implementing Section 504 requires that an agency/facility "*...adopt and implement procedures to ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities, and facilities that are accessible to and usable by disabled persons.*" (45 C.F.R. §84.22(f))

The Prospect Heights Fire Protection District and all of its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, blind, or who have other sensory impairments. Access features may include:



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- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Accessible offices, meeting rooms, bathrooms, and public waiting areas.
- Assistive and communication aids provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments. There is no additional charge for such aids although their availability at an emergency scene may be take some time to be produced.

Some of these aids may include:

- Qualified sign language interpreters for persons who are deaf or hard of hearing.
- A twenty-four hour (24) telecommunication device (TTY/TDD) which can connect the caller to 9-1-1, for use by persons who are deaf, hard of hearing, or speech impaired.
- Flash cards, alphabet boards or other communication boards.
- Assistance for persons with impaired manual skills.

If you require any of the aids listed above, please let our firefighters know.

Grievance Procedure

It is the policy of Prospect Heights Fire Protection District not to discriminate on the basis of disability. Prospect Heights Fire Protection District has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) or the U.S. Department of Health and Human Services regulations implementing the Act. Section 504 states, in part, that "no otherwise qualified handicapped individual...shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance..." The Law and Regulations may be examined online. The fire chief has been designated to coordinate the efforts of Prospect Heights Fire Protection District to comply with Section 504. The fire chief may be contacted at:

Drew Smith, Fire Chief Prospect Heights Fire Protection District 10 E. Camp McDonald Rd. Prospect Heights, IL 60070 224-318-1720 or 847-253-8060 extension 900 FAX 847-253-4759 Email: firechief@phfire.com



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Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for Prospect Heights Fire Protection District to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Procedure:

Grievances must be submitted to the fire chief within 180 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.

A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.

The fire chief shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The fire chief will maintain the files and records of Prospect Heights Fire Protection District relating to such grievances.

The fire chief will issue a written decision on the grievance no later than 30 days after its filing.

The person filing the grievance may appeal the decision of the fire chief by writing to the U. S. Department of Health and Human Services, Office for Civil Rights.

The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U. S. Department of Health and Human Services, Office for Civil Rights.

Prospect Heights Fire Protection District will make appropriate arrangements to ensure that disabled persons are provided other accommodations if needed to participate in this grievance process. The fire chief will be responsible for such arrangements.



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Discrimination or Denial of Participation in Services and Programs Prohibited.

The Prospect Heights Fire Protection District (PHFPD) is committed to ensuring that no person is excluded from participation in, or denied the benefits of services. If you feel you are being denied participation in or being denied benefits of services provided by the PHFPD, or otherwise being discriminated against because of your race, color, national origin, gender, age, or disability, you may make a complaint alleging such discrimination to the fire chief.

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POLICY AND PROCEDURES FOR COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY

Policy:

Prospect Heights Fire Protection District will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The policy of Prospect Heights Fire Protection District is to ensure meaningful communication with LEP patients/clients and their authorized representatives involving our provision of emergency services and non-emergency programs. The policy also provides for communication of information contained in vital documents, including but not limited to medical and fire reports. All interpreters and translators needed to comply with this policy shall be provided without cost to the person being served.

Emergency services are those matters where fire suppression, rescue, emergency medical care and transportation to a medical facility are warranted. Typically, these arise from a phone call to 9-1-1 by the LEP person or another person.

Non-emergency services are those services that are not emergency services, generally occur during business hours or pre-arranged events, and involve the delivery of emergency prevention education or are administrative matters that pertain to the previous delivery of emergency services to the LEP patient/client.

Language assistance will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be provided notice of this policy and procedure.

Prospect Heights Fire Protection District will conduct a regular review of the language access needs of our patient population, as well as update and monitor the implementation of this policy and these procedures, as necessary.



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Procedures:

1. Identifying LEP persons and their language

Prospect Heights Fire Protection District will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card to determine the language.

2. Obtaining a qualified interpreter

Working top to bottom, the following services are available.

1) On-Duty Personnel who can translate or interpret	A very limited number of firefighter/paramedics are bilingual		
2) Police Department	A very limited number of police officers are bilingual		
3) AT&T Language Line			
4) Public School	For LEP students or their family members, contact the superintendent's office during school hours and ask for interpretation services		
5) Faith-Based Community Organizations	In our community most FBCOs with LEP congregants speak an Asian dialect. Contact the following FBCO by language spoken:		
Language	FBCO	Phone	Contact person(s)
Korean	Hebron Presbyterian	847-394-8454	Rev. Sung
Korean	Agape Presbyterian	847-788-9990 213-870-4015	Rev. Kwon

During emergency services will primarily be provided by the PHFD, the police department, or the AT&T Language Line. During an emergency, older children without LEP may be used to translate or interpret basic, non-technical information.

For non-emergency all five options are available.



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Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and after the LEP person has understood that an offer of an interpreter at no charge to the person has been made. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

3. Providing written translations

(a) When translation of vital documents is needed, *Prospect Heights Fire Protection District* will submit documents for translation into frequently-encountered languages to. Original documents being submitted for translation will be in final, approved form with updated and accurate information.

(b) *Prospect Heights Fire Protection District* will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.

4. Monitoring language needs and implementation

On an ongoing basis, *Prospect Heights Fire Protection District* will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, *Prospect Heights Fire Protection District* will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, feedback from patients and community organizations, etc..



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Discrimination complaint process

Policy Procedure Guideline #3-3, Discrimination and Harassment Refer to Section 6, Procedures.

Rules and Regulations #2-2, Discipline Refer to Section 5.3.2 and Section 6.2.

Sincerely,

A handwritten signature in black ink that reads "Drew Smith".

Drew R. Smith, EFO/CFO, LP
Fire Chief



**PROSPECT HEIGHTS FIRE DISTRICT
POLICY PROCEDURE GUIDELINE #3-3
DISCRIMINATION AND HARASSMENT**

APPROVED: *Dean Smith*
EFFECTIVE: 01 SEP 2020
SUPERSEDES: 01 MAY 18, 01 AUG 05, 01 SEP 10

6. PROCEDURE:

- 6.1. Upon experiencing a harassing activity the member should tell the alleged offender in plain, clear language and a professional manner that such activity is unwelcome, needs to stop immediately and is unwanted.
- 6.2. Any member or guest who believes that he or she has been subject to sexual or social harassment or discrimination shall immediately notify a chief officer. Notification may be verbal but shall also be made in writing using the PHFPD e-mail. Notification shall be made within seven calendar days of the alleged occurrence. Such notification may be made by a third party who is a member of the PHFPD.
 - 6.2.1. All notices of alleged discrimination shall be as exact as possible and shall include the chain of events, witnesses (if any), times and dates of occurrence, all pertinent information, as well as a detailed description of the alleged act.
 - 6.2.2. The PHFPD cannot be held responsible for acts committed by its members when the acts are not reported following this PPG.
 - 6.2.3. When the alleged harasser is a chief officer, the member shall notify the Fire Chief. If the alleged harasser is the Fire Chief the member shall notify the Deputy Chief who shall then notify the PHFPD's attorney.



**PROSPECT HEIGHTS FIRE DISTRICT
POLICY PROCEDURE GUIDELINE #3-3
DISCRIMINATION AND HARASSMENT**

APPROVED: *Dean Smith*
EFFECTIVE: 01 SEP 2020
SUPERSEDES: 01 MAY 18, 01 AUG 05, 01 SEP 10

- 6.6. All matters of alleged sexual or social harassment will be investigated with confidentiality. Upon conclusion of the investigation, the investigating chief officer will report his or her findings and recommendation to the member who made the complaint or allegation as soon as practically possible.
- 6.7. The PHFPD reserves the right to utilize a third-party to investigate or assist with investigation of any allegation or complaint of harassment.
- 6.8. If the investigation deems disciplinary action is necessary, it shall be taken as soon as practically possible following Rule and Regulation #2-2, Discipline and the collective bargaining agreement.



**PROSPECT HEIGHTS FIRE DISTRICT
RULES AND REGULATIONS #2-2
DISCIPLINE**

**EFFECTIVE: 01 DEC 15
SUPERSEDES: 01 JUN 13, 01 APR 12**

- 5.3.2. Citizen complaints against Fire Department/Fire Protection District officers or firefighters shall be reported immediately to the next higher supervisor and investigated by the supervisor in charge as soon as possible in accordance with this policy and procedure.
- 5.3.3. When the investigation cannot be completed on the date the complaint is received, a preliminary report will be prepared by the supervisor in charge outlining the complaint and his or her actions and delivered to the Fire Chief via the chain of command. Cases involving the supervisor in charge shall be investigated by the next senior supervisor.
- 5.3.4. Serious complaints or allegations.
If, in the opinion of the supervisor in charge, the complaint is of sufficient gravity, the supervisor shall notify the shift commander of the shift and the Fire Chief regardless of the hour. In addition, immediate action necessary to preserve the integrity of the Fire Department and Fire Protection District until arrival of the Deputy Chief and/or Fire Chief shall be taken.

Where a conflict may exist between this document and a current bargaining agreement, the provisions of such a bargaining agreement supersedes this document.



**PROSPECT HEIGHTS FIRE DISTRICT
RULES AND REGULATIONS #2-2
DISCIPLINE**

**EFFECTIVE: 01 DEC 15
SUPERSEDES: 01 JUN 13, 01 APR 12**

6.2. Investigations:

6.2.1. Investigation of alleged misconduct.

The individual responsible under this ~~policy and procedure~~ rule and regulation to investigate any allegation of misconduct on the part of an officer or firefighter of the Fire Department, whether made by a citizen or an officer or firefighter, shall conduct an investigation of the facts alleged. The investigation shall include statements from all parties concerned, obtaining physical evidence pertaining to the case, and any other information bearing on the matter.

6.2.2. Reports of investigation of alleged acts of misconduct.

Any allegation of misconduct must be investigated and results of the investigation must be reduced to a written report using FORM 1. The investigator shall summarize the pertinent facts, including:

- a) The name and rank of the person being disciplined;
- b) The date(s), time(s) and locations(s) of the misconduct indicating on-duty or off-duty;
- c) A summary of the complaint or alleged act of misconduct.
- d) The section number(s) of this manual violated or the common name of this infraction;
- e) Cite all witnesses known;
- f) Pertinent portions of the statements of all parties to the incident.
- g) A description of the incident, physical evidence and other evidence important to the case. A written statement from the accused is required.
- h) The observations and conclusions of the investigating officer.
- i) Appropriate disciplinary action, if required, will be recommended by the investigator in accordance with this policy and procedure.

The report may include addendums and attachments.

The report will be forwarded via the chain of command to the Fire Chief or his designee.

6.2.3. Steps and procedures for using FORM 1

- a) The persons making the accusation or complaint shall complete FORM 1. If the accuser requires assistance, he or she shall contact their superior officer for such assistance. If the person being accused is the accuser's officer then the next highest officer may be sought out for assistance.
- b) The accuser shall complete all areas of FORM 1. When a citizen complaint is received by an officer, that officer shall complete FORM 1.
- c) Upon completion of FORM 1, the supervisor shall either:
 - Meet with the accused, explain the complaint/allegation and request the accused submit his or her written version of events/response to the allegation OR
 - Forward FORM 1 to the next level in the chain of command. If this option is chosen, the supervisor's officer will meet with both the supervisor and the accused, explain the complaint/allegation, and the accused shall submit his or her written version of events/response to the allegation.
- d) Once the written response of the accused has been received, the complaint/allegation will be followed up on and conclusion made.

6.2.4. Conclusion of investigation involving Fire Department/Fire Protection District officers or firefighters. The Fire Chief or his designee shall review the report and the investigations of Fire Department officers or firefighters accused of misconduct and shall arrive at one of the following conclusions:

- a) Unfounded: The investigation indicates that the act or acts complained of did not occur or failed to involve Fire Department or Fire Protection District members.
- b) Exonerated: Acts did occur, but were Justified, lawful and proper;
- c) Not sustained: Investigation fails to discover sufficient evidence to prove or disprove the allegations made in the complaint;

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- d) Sustained: The investigation disclosed sufficient evidence to prove the allegations made in