



**RED LODGE FIRE RESCUE REASONABLE ACCOMMODATION PROCESS  
(05/03/2023)**

Red Lodge Fire Rescue (the “Department”) will consider all reasonable requests for accommodation. The Department may not, however, be able to fulfill a request for accommodation if the requested accommodation requires undue hardship on the part of the Department or cannot be fulfilled due to the time sensitive nature of emergency services.

**RECIPIENTS OF DEPARTMENT PROGRAMS AND SERVICES**

**Emergency situations:**

Accommodations for limited English proficiency or other communication issues in emergency situations will be accommodated through the use of:

- Bilingual Department Personnel, if they are available.
- Applications such as Google Translate.
- Utilization of appropriate family, friends or others on scene.
- Utilization of the Language Translation Service through Billings Clinic.
- Notification to dispatch and/or the receiving hospital (for EMS responses) so that interpreters can be made available.

**Non-emergency situations:**

Any person who desires to access the Department’s non-emergency programs and services and requires a reasonable accommodation such as, but not limited to:

- A free qualified sign language interpreter and/or written information in other formats (large print, audio, accessible electronic formats, etc.).
- A free qualified foreign language interpreter and/or information written in other languages.
- An alternate meeting location.

should contact:

Kristian Mescce

Red Lodge Fire Rescue

Mailing Address: PO Box 318, Red Lodge, MT 59068

Physical Address: 801 Broadway Ave North Red Lodge, MT 59068

Telephone: 406-446-2320

Email: kristian@redlodgefire.com

Each request for accommodation will be acknowledged by the Department within two (2) business days after receipt and will be forwarded to the most appropriate Department Personnel. Each request will be kept confidential and personally identifiable information (“PII”) will only be released if necessary to fulfill the request.

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The person submitting a request for accommodation can expect someone from the Department to reach out to him/her for more details, if needed, within five (5) business days after the Department's receipt of the request.

The time frame for a determination on a request for accommodation will depend on the specific accommodation requested and the availability of resources. Due to the Department's rural location and lack of access to certain resources, a determination on a request for accommodation may take a minimum of two (2) weeks.

### **APPLICANTS AND DEPARTMENT PERSONNEL**

Any applicant for employment by the Department or membership in the Department as a Volunteer who requires a reasonable accommodation, including an accommodation for limited English proficiency, should contact Kristian Mesce (see contact information above).

Any Department Personnel who requires a reasonable accommodation, including an accommodation for limited English proficiency, should contact his or her Department supervisor or training officer, or any Department Command Personnel.

Each request for accommodation will be acknowledged by the Department within two (2) business days after receipt and will be forwarded to the most appropriate Department Personnel. Each request will be kept confidential and personally identifiable information ("PII") will only be released if necessary to fulfill the request.

The person submitting a request for accommodation can expect someone from the Department to reach out to him or her for more details, if needed, within five (5) business days after the Department's receipt of the request.

The time frame for fulfillment of a request for accommodation will depend on the specific accommodation requested and the availability of resources. Due to the Department's rural location and lack of access to certain resources, a determination on a request for accommodation may take a minimum of two (2) weeks.

### **OTHER PROCEDURAL INFORMATION**

Copies of this Reasonable Accommodation Process will be posted on the Department's website and will be available at the Red Lodge Station in both public and Department Personnel areas. A copy will also be provided if requested.

The Red Lodge community is predominantly English speaking (>96%). The Department will make every attempt to make accommodations for individuals with limited English proficiency when requested. These services may include the use of local qualified translators or sign language interpreters, if available,

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contracted remote qualified translators or sign language interpreters or the use of a language translation service through a regional health care facility. In the event more than 10% of the population of the Red Lodge community should speak a primary language other than English, the Department will provide copies of its documentation in that language.