



London N. Breed  
Mayor

**Department of Emergency Management**  
1011 Turk Street, San Francisco, CA 94102  
Phone: (415) 558-3800 Fax: (415) 558-3843



Mary Ellen Carroll  
Executive Director

## **POLICY AND NOTICE OF NONDISCRIMINATION**

The San Francisco Department of Emergency Management complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- *Title VI of the Civil Rights Act of 1964*, which prohibits discrimination based on **race, color, or national origin** (including **language**).
- *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.

It is against the law for the San Francisco Department of Emergency Management to retaliate against anyone who takes action to oppose discrimination, files a grievance, or participates in the investigation of a grievance in accordance with the above authorities.

If you think that the San Francisco Department of Emergency Management has failed to provide required services or discriminated in another way based on race, color, national origin (including language), disability, sex, age, or religion, you can file a complaint with the department. You may also file a complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). Federal law may require that complaints be filed within one-hundred eighty (180) calendar days of the alleged incident.

The department will review the complaint and may solicit additional information from the complainant. The complaint may be closed if additional information is requested from the complainant and not received or if the complainant no longer wishes to pursue their case.

The timeframe for conducting an investigation of the allegation will begin on the day the department receives notice of the complaint and will conclude within 60 days when practicable. When appropriate, a complaint may be forwarded to another City department for review and investigation.

An outcome letter will be forwarded after the investigation is completed. Parties will have 14 calendar days from the date of the outcome letter to appeal.

### **To File a Complaint**

You can file a complaint with the San Francisco Department of Emergency Management by mail, email, or fax as follows:

#### **U.S. Mail**

San Francisco Department of Emergency Management  
ATTN: Human Resources Office



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**Email:** [Sandy.Chan@sfgov.org](mailto:Sandy.Chan@sfgov.org) (fastest method to submit your complaint)

**Fax:** 415-558-3842

You can also file a civil rights complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL) as follows:

**U.S. Mail:**

U.S. Department of Homeland Security  
Office for Civil Rights and Civil Liberties  
Compliance Branch, Mail Stop #0190  
2707 Martin Luther King, Jr. Ave., SE  
Washington, D.C. 20528

**Email:** [CRCLCompliance@hq.dhs.gov](mailto:CRCLCompliance@hq.dhs.gov) (fastest method to submit your complaint)

**Fax:** 202-401-4708

For additional information: [www.dhs.gov/crcl](http://www.dhs.gov/crcl) Phone: 202-401-1474 Toll-Free: 1-866-644-8360

### **Information and Services for Persons with Disabilities and Persons with Limited English Proficiency**

For additional information or to file a complaint, please contact:

- 311 for more information and free language assistance:
  - Voice within San Francisco: 311
  - Voice, outside San Francisco: 415.701.2311
  - TTY: 415.701.2323