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PURPOSE:

Federal law Americans with Disabilities Act (ADA), Title VI of the Civil Rights Act of 1964 (Title VI) Section 504 of the Rehabilitation Act of 1973 and Section 1557 of the Affordable Care Act require grievance procedures. The policy provides for prompt and equitable resolution of complaints against Open Door Community Health Centers (ODCHC).

POLICY:

This act states, in part, that “No otherwise qualified individual with a disability... shall, solely by reason of her/his disability, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program receiving federal financial assistance...” These regulations apply to patients as well as employees. The complete text of the law and regulations may be examined by contacting the Chief Human Resources Officer, who is the designated Section 504 Coordinator for ODCHC.

- Any person, who believes that they have been subject to discrimination on the basis of disability in violation of the above regulations, may use the following grievance procedure, which has been adopted in order to provide a prompt and equitable resolution of such complaints. It is unlawful for ODCHC to retaliate against any person who either files such a grievance or who cooperates in the investigation of such a grievance.
- ODCHC will make appropriate arrangements to assure that disabled persons can participate in or make use of this grievance process on the same basis as the non-disabled. Such arrangements may include, but are not limited to, the provision of interpreters for the deaf, the provision of electronic formats of material for the blind or the assurance of a barrier-free location for the proceedings.
- The availability and/or use of this grievance procedure does not preclude a person from filing a complaint of discrimination on the basis of disability with the Department of Health and Human Services, Office of Civil Rights or the Department of Justice.
- The procedure for filing a grievance is outlined in the Standard Operating Procedure: Section 504 [ADA] Grievance.

REFERENCES:

Section 504 of the Rehabilitation Act

Section 1557 of the Affordable Care Act

ASSOCIATED DOCUMENTS:

OPS.009 Section 504 [ADA] Grievances (Retired)

SOP_Section 504 [ADA] Grievances

KEYWORD TAGS:

Grievance, ADA, disability, discrimination