

**Jack Hughston Memorial Hospital**  
Administration Department  
**NON-DISCRIMINATION**

**Policy Number:** 900.116

**Effective Date:** February 12, 2008

**Revised Date:** February, 2012

**Reviewed Date:** September 2015

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**I. POLICY**

Jack Hughston Memorial Hospital (JHMH) does not discriminate with regard to patient admissions, room assignment, patient services or employment, on the grounds of race, gender, religion, sex, color, creed, national origin, age, or handicap.

**II. PURPOSE**

To define the organization's policy regarding discrimination and to assure compliance with applicable Federal and State laws, rules and regulations.

**III. DEFINITIONS**

None

**IV. PROCEDURE**

JHMH has established an internal grievance procedure to provide for equitable and prompt resolution of complaints alleging any action of discrimination/ actions 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. Any person who believes he or she has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for JHMH to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

- 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 Section 504 Coordinator, Human Resources Director, shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording to all interested persons an opportunity to submit evidence relevant to the complaint. The Section 504 Coordinator will maintain the files and records of JHMH relating to such grievances.
- The Section 504 Coordinator 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 Section 504 Coordinator by writing to the Chief Executive Officer within 15 days of receiving the Section 504 Coordinator's decision.
- The Chief Executive Officer shall issue a written decision in response in the appeal no later than 30 days after its filing.
- 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 of Civil Rights.

**NOTES:**

JHMH will make appropriate arrangements to ensure that disabled persons are provided other accommodations if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Section 504 Coordinator will be responsible for such arrangements.

Employees: The report should be made or submitted to the employee's immediate supervisor or the Director of Human Resources.

Physicians: The report should be made or submitted to the Chief of the Medical Staff or the Chief Executive Officer (CEO).

Patients/Patient Family Members/Visitors: The report may be made to the Patient Representative, any Supervisor, Department Head or Senior Administrator, or may be made to the CEO or to the Chairman of the Board.

All reports of discrimination will be investigated and the results reported through appropriate channels to the CEO or the Chairman of the Board for final review and determination of appropriate action and disposition.

**V. ORGANIZATION AND ADMINISTRATION**

None

**VI. REFERENCES:**

Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 70B), the Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.) the American with Disabilities Act of 1990, and the Regulations issued there under by the Department of Health and Human Services (42 CFR Parts 80, 84 and 90).