

Palliative Community Resources	NON-DISCRIMINATION POLICY
EFFECTIVE DATE: 08/19/2020	MANUAL: HUMAN RESOURCES
REVISED DATE:	SECTION: MANAGEMENT OF HUMAN RESOURCES
APPROVED BY: BOARD OF MANAGERS	POLICY NUMBER: 04-01.02
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SCOPE:

This policy applies to Palliative Community Resources (PCR).

PURPOSE:

The purpose of this policy is to establish guidelines to ensure non-discrimination and equal access to PCR and affiliate services.

POLICY:

In compliance with Section 1557 of the Affordable Care Act, PCR shall take proactive measures to ensure non-discrimination and equal access to its services by all persons.

PROCEDURE:

1. An employee is designated as the PCR Section 1557 Coordinator as the focal point of accountability for all matters related to non-discrimination and equal access to the PCR and affiliate services.
2. A non-discrimination grievance procedure, under the direction of the Section 1557 Coordinator, provides a mechanism for grievances related to discrimination to be reported, investigated and resolved.
3. Reasonable steps are taken to ensure meaningful access to services for individuals with limited English proficiency (LEP) or communication challenges due to a disability.
4. The following notifications are posted in conspicuous physical locations, on the PCR and affiliates websites and in significant publications and communications:
 - a. PCR does not discriminate in access to its services based on race, color, nation origin, sex, age, or disability;
 - b. language assistance including translated documents and oral interpretation free of charge is available when needed;
 - c. how to obtain communication aids and services;
 - d. how to contact the Section 1557 Coordinator;
 - e. the availability of the grievance procedure; and how to contact the Office of Civil Rights to file a discrimination complaint.

References: 42 CFR 418.52(a); Title VI HHS Guidance for LEP (August 8, 2003, 68FR 47311); Section 1557 of the Affordable Care Act ((81 FR 3 1376, 45 C.F.R. Part 92)