

VALLEY HOPE ASSOCIATION POLICIES AND PROCEDURES

STATEMENT OF NONDISCRIMINATION

It is the policy of Valley Hope Association to (i) support and comply with the requirements and principles of the American with Disabilities Act (ADA) and to ensure that, persons with disabilities are afforded equal access to the goods, facilities, programs, privileges, benefits and services of Valley Hope Association, and (ii) support and comply with the requirements and principles of Section 1557 and to ensure that Valley Hope Association does not discriminate based on race, color, religion, national origin (including limited English proficiency and primary language), age, gender, sex, gender identity (including gender expression), sexual orientation, Human Immunodeficiency Virus (HIV) and Acquired Immunodeficiency Syndrome (AIDS) status, marital status, veteran's status, or any other classification protected by federal, state, and local laws and regulations.

Valley Hope Association has assigned overall responsibility for title III compliance and the role of Section 1557 Coordinator to:

Jonathan K. Miller, Compliance Manager and In-House Counsel
Valley Hope Association
103 S. Wabash Ave
Norton, KS 67654
855.304.5506
JonathanMiller@valleyhope.org

PROVIDING REASONABLE MODIFICATIONS

Valley Hope Association will provide reasonable modifications to its policies, practices, and procedures as necessary for persons with disabilities who are applying to its programs, attending its programs, or taking part in an activity, presentation, or other service for which Valley Hope Association provides, unless such modifications would fundamentally alter the nature of the goods, services, facilities, privileges, benefits or programs of the Valley Hope Association.

When an individual requests a reasonable modification on the basis of disability, program staff will work with such individual on such modifications. If that modification cannot be provided, program staff will work with the individual to identify another reasonable modification.

For Valley Hope patients requesting reasonable modifications, please contact:
Jonathan K. Miller, Compliance Manager and In-House Counsel,
JonathanMiller@valleyhope.org, 855.304.5506

COMMUNICATION ACCESS

It is the policy of Valley Hope Association to ensure equally effective communication and participation in all of our services for people with disabilities.

Upon advance request, appropriate auxiliary aids and services for people with disabilities (including people who are deaf or hard of hearing, blind or vision impaired, speech impaired, learning disabled, and cognitively disabled) will be provided free of charge in all phases of our program or for any activity, presentation, or other service for which Valley Hope provides. These will be provided unless Valley Hope Association determines that a specifically requested auxiliary aid or service would

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fundamentally alter the nature of our program or result in an undue burden. In which case, Valley Hope Association will work with the individual to identify another appropriate auxiliary aid or service.

Upon advance request, language services (including qualified interpreters and information written in other languages) for individuals with limited English proficiency will be provided free of charge in all phases of our program or for any activity, presentation, or other service for which Valley Hope provides. These will be provided unless Valley Hope Association determines that a specifically requested language service would fundamentally alter the nature of our program or result in an undue burden. In which case, Valley Hope Association will work with the individual to identify another appropriate auxiliary aid or service.

Upon advance request, all written materials produced by Valley Hope Association will be available in alternative format (such as large print, cassette tape, or electronic format).

To request communication access, such as auxiliary aids and services or language services, please contact the Executive Director of the applicable Valley Hope facility, who are also Valley Hope's Section 1557 Facility Coordinators.

If you have any questions or concerns regarding the auxiliary aids and services or language services being provided by Valley Hope, please contact:

VHA Home Office - Section 1557 Coordinator:
Jonathan K. Miller, Compliance Manager and In-House Counsel,
JonathanMiller@valleyhope.org, 855.304.5506.

APPLICATION FORMS AND INTAKE QUESTIONS

The criteria for admission into Valley Hope Association's programs will not screen out people on the basis of disability, race, color, religion, national origin (including limited English proficiency and primary language), age, gender, sex, gender identity (including gender expression), sexual orientation, Human Immunodeficiency Virus (HIV) and Acquired Immunodeficiency Syndrome (AIDS) status, marital status, veteran's status, or any other classification protected by federal, state, and local laws and regulations... During intake, staff shall not ask questions about disability, unless this information is part of medical history taking and medical history taking is required of all respective clients. If a prospective client self-identifies as having a disability, intake staff shall make the prospective client aware of the reasonable modification process for Valley Hope Association programs and activities.

RISK IDENTIFICATION

If Valley Hope Association or its agents are concerned that an individual poses a significant risk to the health or safety of others, then they must reasonably assess the risk posed. In determining if an individual poses a significant risk, Valley Hope Association and its agents must make an individualized assessment based on reasonable judgment relying on current medical knowledge or the best available objective evidence to ascertain: the nature, duration and severity of the risk; the probability that the potential injury will actually occur; and whether reasonable modifications of policies, practices, or procedures will mitigate the risk. Excluded from this assessment are generalizations or stereotypes about the effects of a particular disability.

COMPLETION AND FOLLOW UP

Reasonable modifications will be made to completion and follow-up procedures for participants with disabilities. Referrals will include accessible 12-step meetings, group and family counseling,

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educational and vocational services, recreational programs, and other community resources appropriate for the individual participant.

GRIEVANCE PROCEDURES

All participants will be informed of their right to express grievances through an effective grievance procedure. It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability, race, color, religion, national origin (including limited English proficiency and primary language), age, gender, sex, gender identity (including gender expression), sexual orientation, Human Immunodeficiency Virus (HIV) and Acquired Immunodeficiency Syndrome (AIDS) status, marital status, veteran's status, or any other classification protected by federal, state, and local laws and regulations, and the provision of services, activities, programs or benefits.

1. The complaint should be made in writing and contains information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem.
2. Alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available to persons with disabilities upon request.
3. The complaint should be submitted to Tiffney Yeager, Compliance Officer or Compliance Officer's Designee, as soon as possible, but no later than sixty (60) calendar days after the alleged violation.
4. Within seven calendar days after receipt of the complaint, the Compliance Officer or Designee will meet with the complainant to discuss the complaint and possible resolutions. If appropriate, an investigation shall follow the filing of a complaint. The investigation will be thorough and afford all interested persons an opportunity to provide information or evidence relevant to the complaint.
5. Within twenty-one (21) calendar days after the meeting, the Compliance Officer or Designee will respond in writing, or other format accessible to the complainant and determine the validity of the complaint and, if warranted, offer options for resolution.
6. If the client is not satisfied, he or she may appeal the matter to Chief Executive Officer of Valley Hope Association, 103 S. Wabash Ave., Norton, KS 67654, 785.877.5111 who will review the request.
7. The right of a person to a prompt and equitable resolution of the complaint filed hereunder shall not be impaired by the person's pursuit of other remedies such as the filing of an ADA complaint or civil rights complaint with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.
8. Individuals can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, P: 1.800.368.1019, F: 800.537.7697 (TDD).
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

To access this Notice via Valley Hope Association's website, please visit <https://valleyhope.org/>.