



Office of Civil Rights Section 504 Grievance Procedure

Eff. 10/2004
Last Rr. 6/2012

POLICY:

It is the policy of Animas Surgical Hospital (ASH) not to discriminate on the basis of disability. ASH has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) of the U.S. Department of Health and Human Services regulations implementing the Act. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance. The law and Regulations may be examined in the office of Wendy Bitner RN, 970-385-2362 who has been designated to coordinate the efforts of ASH to comply with Section 504.

Any person who believes they have been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for ASH to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

PROCEDURE:

Grievances in regard to Office of Civil Rights

1. Grievances must be submitted to the Section 504 Coordinator within 14 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
2. Any complaint must be in writing, contain 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.
3. The Section 504 Coordinator or designee shall conduct an investigation of the complaint. The investigation may be informal but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint.
4. The 504 Coordinator or designee shall issue a written decision on the grievance no later than 30 days after its filing.
5. The 504 Coordinator or designee will maintain the files and records of ASH relating to such grievance. The CEO may assist persons with the preparation and filing of complaints; participate in the investigation of complaints.
6. 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 CEO shall issue a written decision in response to the appeal no later than 30 days after its filing.
7. 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 for Civil Rights 1426 Federal Office Building, 1961 Stout Street, Denver Colorado 80294-3538. Phone 303-844-4774 TDD 303-884-3439 Fax 303-844-3439.
8. ASH 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 audio material for the blind, or assuring a

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barrier-free location for the proceedings. The section 504 Coordinator will be responsible for such arrangements.

Office of Civil Rights Grievances

The Office of Civil Rights, Department of Health and Human Service Room
1426 Federal Office Building, 1961 Stout Street, Denver Colorado 80294-
3538. Phone 303-844-4774 TDD 303-884-3439 Fax 303-844-3439

Grievance Appeals regarding access and disclosure of protected health information

Executive Director
Colorado Department of Public Health and Environment
4300 Cherry Creek Drive South
Denver, CO 80246-1530

Physician Care Grievance Appeals

Board of Medical Examiners
1560 Broadway, Suite 1300
Denver, CO 80202

Facility Grievances Appeals

Executive Director
Colorado Department of Public Health and Environment
4300 Cherry Creek Drive South
Denver, CO 80246-1530