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NONDISCRIMINATION POLICY AND GRIEVANCE PROCESS

**Policy No. 1-011.1**

Initial Date: 5/2012

Date Revised:

Date Discontinued:

**PURPOSE**

To prevent organization personnel from discriminating against colleagues, patients, or other organizations on the basis of race, color, religion, age, gender, sexual orientation, disability (mental or physical), communicable disease, or place of national origin.

**POLICY**

In accordance with Title VI of the Civil Rights Act of 1964 and its implementing regulation, Circle Home will, directly or through contractual or other arrangement, admit and treat all persons without regard to race, color, or place of national origin in its provision of services and benefits, including assignments or transfers within facilities.

In accordance with Section 504 of the Rehabilitation Act of 1973 and its implementing regulations, Circle Home will not, directly or through contractual or other arrangements, discriminate on the basis of disability (mental or physical) in admissions, access, treatment or employment. The Human Resources Director has been designated as the coordinator for implementation of this policy.

In accordance with the Age Discrimination Act of 1975 and its implementing regulation, Circle Home will not, directly or through contractual or other arrangements, discriminate on the basis of age in the provision of services unless age is a factor necessary to the normal operation or the achievement of any statutory objective.

In accordance with Title II of the Americans with Disabilities Act of 1990, Circle Home will not, on the basis of disability, exclude or deny a qualified individual with a disability from participation in, or benefits of, the services, programs or activities of the organization.

In accordance with other regulations, the organization will not discriminate in admissions, access, treatment, or employment on the basis of gender, sexual orientation, religion, or communicable disease.

**PROCEDURE**

1. The Section 504/ADA Coordinator designated to coordinate the efforts of Circle Home to comply with the regulations will be the Human Resources Director. Contact the Human Resources Director at 978-805-2656.
2. Circle Home will provide appropriate resources as needed to achieve meaningful communication with persons who have limited English proficiency, who are disabled, or who have other special communication needs. These contacts will be listed and kept in the policy manual. (See "[Facilitating Communication](#)" Policy No. 1-012.)  
**Policy No. 1-011.2**
3. The following statement will be printed on brochures and other public materials or added as an insert with them: The Circle Home does not discriminate against any person on the basis of race, color, national origin, disability (mental or physical), gender sexual orientation, communicable disease or age in admission, treatment, or

participation in its programs, services and activities, or in employment. For further information about this policy, contact: Human Resources Director 978-805-2656. The Section 504 Coordinator.)

4. Any person who believes he or she has been subjected to discrimination or who believes he or she has witnessed discrimination, in contradiction of the policy stated above, may file a grievance under this procedure. It is against the law for Circle Home to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.
5. Grievances must be submitted to the Section 504 Human Resources Director within 30 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
6. A complaint may be filed in writing or verbally, containing the name and address of the person filing it ("the grievant"). The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought by the grievant.
7. The Section 504 Human Resources Director will conduct an investigation of the complaint to determine its validity. This investigation must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint.
8. The Section 504 Human Resources Director will issue a written decision on the grievance no later than 30 days after its filing.
9. The grievant may appeal the decision of the Section 504 Human Resources Director by filing an appeal in writing to Circle Home within 15 days of receiving the Section 504 Coordinator's decision.
10. Circle Home will issue a written decision in response to the appeal no later than 30 days after its filing.
11. The Section 504 Human Resources Director will maintain the files and records of Circle Home relating to such grievances.
12. The availability and use of this grievance procedure does not preclude a person from filing a complaint of discrimination on the basis of handicap with the regional office for Civil Rights of the U.S. Department of Health and Human Services.
13. All organization personnel will be informed of the grievance process during their orientation process.
14. Circle Home will make appropriate arrangements to ensure that disabled persons can participate in or make use of this grievance process on the same basis as the non-disabled and the non English speaking personnel can make use of the grievance process on the same basis as English speaking personnel. Such arrangements may include, but will not be limited to, the provision of 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 providing such arrangements.