

Steppin' Up Physical Therapy

Non-Discrimination Policy ACA 1557

Policy #19

Effective Date: 10/5/2016

Revised Date:

Steppin' Up Physical Therapy does not discriminate in patient services, or employment on the basis of race, color, national origin, gender, religion, disability or age. If assistance or communication aids for impaired hearing, vision, speech, or manual skills are needed, STEPPIN' UP PHYSICAL THERAPY will make reasonable accommodations such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, electronic format or other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

Purpose: To define the organization's policy regarding nondiscrimination.

Standard: In furtherance of our nation's commitment to end discrimination, and in accordance with the provisions of Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issues pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84, and 91, ACA 1557 and all other nondiscriminatory acts protecting the rights of the disabled and other individuals or groups, STEPPIN' UP PHYSICAL THERAPY has established the following policy.

Policy Statement: As a recipient of federal financial assistance, STEPPIN' UP PHYSICAL THERAPY does not exclude from participation, deny benefits to, or otherwise discriminate against any person on the basis of race, color, gender, age, national origin, religion, or disability in participation or receipt of services and benefits of any of its programs and activities or in employment therein, whether carried out by STEPPIN' UP PHYSICAL THERAPY directly or through a contractor or any other entity with whom STEPPIN' UP PHYSICAL THERAPY arranges to carry out its programs and activities. STEPPIN' UP PHYSICAL THERAPY does not discriminate in patient services, or hiring on the basis of race, color, gender, age, national origin, religion, or disability.

Communication of Policy: STEPPIN' UP PHYSICAL THERAPY 's notice of nondiscrimination is communicated to all patients, employees, and other interested persons via multiple methods, including but not limited to the following: The notice is placed in STEPPIN' UP PHYSICAL THERAPY's waiting rooms, is posted in employee break areas, and is posted on the STEPPIN' UP PHYSICAL THERAPY 's web page.

Communication with Sensory or Speech Impaired Individuals STEPPIN' UP PHYSICAL THERAPY assures that all individuals are able to receive effective notices, including nondiscrimination and notices concerning benefits or services or information concerning waivers of rights or consent to treatment, regardless of their disability.

Complaint / Grievance Process: STEPPIN' UP PHYSICAL THERAPY has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Health and Human Services regulations (45 C.F.R. Part 84), implementing Section 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794). Section 504 states, in part, that "no otherwise qualified disabled individual...shall solely by reason of his/her disability, be excluded from participation in, be denied services of, or be subject to discrimination under any program or activity of STEPPIN' UP PHYSICAL THERAPY. The Compliance Officer of STEPPIN' UP PHYSICAL THERAPY at 10006 Auburn Park Dr., Fort Wayne, IN 46825, phone:(260) 497-7191, has been designated to coordinate the efforts of STEPPIN' UP PHYSICAL THERAPY to comply with the regulations.

1. A complaint/grievance should be in writing, contain the name and address of the person filing it, and briefly describe the discriminatory act.
2. A complaint/grievance should be filed in the office of the Compliance Officer within 5 days after the person filing the complaint becomes aware of the alleged discriminatory act.
3. The Compliance Officer, or designee, will investigate the complaint. The investigation will be informal but thorough, affording all interested persons and their representatives an opportunity to submit evidence relevant to the complaint.
4. The Compliance Officer shall issue a written decision determining the validity of the complaint no later than 30 days after its filing.
5. The Compliance Officer shall maintain the files and records relating to all complaints filed. The Compliance Officer may assist persons with the preparations and filing of complaints, and advise the Chief Executive Officer (CEO) concerning their resolution.
6. These rules shall be liberally construed to protect the substantial rights of interested persons to meeting appropriate due process standards and assure STEPPIN' UP PHYSICAL THERAPY's compliance with Section 504 and the regulations.

In case of questions regarding this policy, or in the event of a desire to file a complaint alleging violations of the above, contact:

STEPPIN' UP PHYSICAL THERAPY
Compliance Office
10006 Auburn Park Dr.
Fort Wayne, IN 46825
Phone: (260) 497-7191
Fax: (260) 497-7791

An individual who files a complaint may pursue other remedies including filing with:

Midwest Region -(Illinois, Indiana, Iowa, Kansas, Michigan, Minnesota, Missouri, Nebraska, Ohio, Wisconsin)

Celeste Davis
Office for Civil Rights
U.S. Department of Health and Human Services
233 N. Michigan Ave., Suite 240
Chicago, IL 60601
Customer Response Center: (800) 368-1019
Fax: (202) 619-3818
TDD: (800) 537-7697
Email: ocrmail@hhs.gov