

VALLEY HOPE ASSOCIATION POLICIES AND PROCEDURES

STATEMENT OF NONDISCRIMINATION

It is the policy of Valley Hope Association to 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.

Valley Hope Association has assigned overall responsibility for title III compliance to:

Tiffney Yeager, Chief Compliance Officer, Valley Hope Association
103 S. Wabash Ave
Norton, KS 67654
785.877.5111
TiffneyYeager@valleyhope.org

The following notice will be included in all contracts we enter into with other entities to provide services to our program and clients:

Federal law requires that you comply with the Americans with Disabilities Act and Valley Hope Association requires you to adhere to our policy of nondiscrimination when providing services to Valley Hope Association and our clients.

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.

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 cognitive disabled) will be provided 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 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).

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. 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.

Statement of Nondiscrimination—Revised/Employees and Licensed Independent Practitioners

Valley Hope Association A-110A / 12-17

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, 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 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 with the responsible federal department or agency. Use of this grievance procedure is not a prerequisite to the pursuit of other remedies.

VALLEY HOPE ASSOCIATION



Steve Knuth, President/CEO

11/30/2020

Date