

The Arc Oneida-Lewis Chapter

New or Revised Policy/Procedure Authorization and Distribution

Policy/Procedure/Manual Change:

A. Policy/Procedure: New Revised

B. Manual

- Name: Administrative Manual
- Section No: 2.4.9.8
- Subject: Corporate Compliance
- Title and Description of new policy or revision: (Attach copy)

Title: General Policies/Affordable Care Act Grievance

Description: Outlines expectations for complying with Section 1557 of the Affordable Care Act related to complaints and grievances.

Revision:

Approved by Chief Executive Officer: week of 5/1/23

Board of Directors' Approval Required: Yes No

Approved by Board of Directors: May Board Meeting

Distribution List:

- CEO
- Department Director
- All Users

Attached you will find new revised policy/procedure for Administrative Manual

Please refer to the policy if a situation arises regarding the subject matter.

Policy #: 2.4.9.8

Policy Subject: Corporate Compliance

Policy Title: General Policies/Affordable Care Act Grievance Procedure

Initial Policy Date: 3/26/23

Policy Revision Date:

References: Affordable Care Act section 1557; 45 CFR part 92

The Arc, Oneida-Lewis
AIM/Administration

POLICY

It is the policy of The Arc, Oneida-Lewis not to discriminate on the basis of race, color, national origin, sex, age or disability. The Arc, Oneida-Lewis has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by section 1557 of the Affordable Care Act and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. The Arc, Oneida-Lewis Corporate Compliance Officer has been designated the Section 1557 Coordinator.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for The Arc, Oneida-Lewis to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. Complaint forms are available at www.hhs.gov/ocr. Such complaints must be filed within 180 days of the date of the alleged discrimination.

The Arc, Oneida-Lewis will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services if needed to participate in this grievance process. Such arrangements may include, but are not limited to providing qualified interpreters, providing taped cassettes of material for individuals with low vision or assuring a barrier-free location for the proceedings.

PROCEDURE

Person(s)	Responsibility
Complainant	<p>Submits grievance in writing to the Corporate Compliance officer within 60 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.</p> <p>The complaint must be in writing, contain the name and address of the person filing it and state the problem or action alleged to be discriminatory and the remedy or relief sought.</p>

Policy #: 2.4.9.8

Policy Subject: Corporate Compliance

Policy Title: General Policies/Affordable Care Act Grievance Procedure

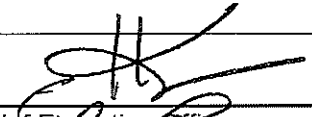
Initial Policy Date: 3/26/23

Policy Revision Date:


References: Affordable Care Act section 1557; 45 CFR part 92

The Arc, Oneida-Lewis
AIM/Administration

Corporate Compliance Officer	<p>Shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint.</p> <p>Arranges for auxillary aids and services or language assistance services for individuals as requested if needed to participate in the grievance process.</p> <p>The Corporate Compliance Officer will maintain the files and records of The Arc, Oneida-Lewis relating to such grievances. To the extent possible, and in accordance with applicable law, appropriate steps will be taken to preserve the confidentiality of files and records relating to grievance and will share them only with those who have a need to know.</p>
	<p>Issues a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.</p>
Complainant	<p>May appeal the decision of the Corporate Compliance Officer by writing to the Chief Executive Officer within 15 days of the receipt of the decision.</p>
Chief Executive Officer	<p>Shall issue a written decision in response to the appeal no later than 30 days after its filing.</p>



Chief Executive Officer



President, Board of Directors

5/10/23

Date

5/10/23

Date

The Arc Oneida-Lewis Chapter

New or Revised Policy/Procedure Authorization and Distribution

Policy/Procedure/Manual Change:

A. Policy/Procedure: New Revised

B. Manual

- Name: Administrative Manual
- Section No: 2.4.9.9
- Subject Corporate Compliance
- Title and Description of new policy or revision: (Attach copy)

Title: General Policies/Affordable Care Act Non-Discrimination Notices/Taglines

Description: Outlines expectations for complying with Section 1557 of the Affordable Care Act related posting of notices and use of taglines in significant publications; distribution at time of admission to services.

Revision:

Approved by Chief Executive Officer: week of 5/1/23

Board of Directors' Approval Required: Yes No

Approved by Board of Directors: May Board Meeting

Distribution List:

- CEO
- Department Director
- All Users

Attached you will find new revised policy/procedure for Administrative Manual

Please refer to the policy if a situation arises regarding the subject matter.

Policy #: 2.4.9.9

Policy Subject: Corporate Compliance

Policy Title: General Policies/Affordable Care Act Non-Discrimination Notices/Taglines

Initial Policy Date: 3/26/23

Policy Revision Date:

References: Affordable Care Act section 1557; 45 CFR part 92

The Arc, Oneida-Lewis
AIM/Administration

POLICY

It is the policy of The Arc, Oneida-Lewis not to discriminate on the basis of race, color, national origin, sex, age or disability. The Arc, Oneida-Lewis has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by section 1557 of the Affordable Care Act and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities.

It is required under the ACA Section 1557 that notices and taglines are posted in conspicuous locations where the public may frequent, including The Arc, Oneida-Lewis website and be included in significant publications and significant communications. Significant publications and communications may include but are not limited to notifications of rights, service contracts, service agreements, lease agreements, etc. Taglines must be posted in the top 15 languages spoken in New York State, except in "small sized" publications such as post cards and tri-folds. For small size publications the following statement must be included: "The Arc, Oneida-Lewis complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex" and taglines for only the top two languages are required (English and Spanish). The top 15 languages spoken in New York State are English, Spanish, Chinese, Russian, French Creole, Korean, Italian, Yiddish, Bengali, Polish, Arabic, French, Urdu, Tagalog and Greek.


The notice and taglines are included at the end of this document for use.

PROCEDURE

Person(s)	Responsibility
Department Directors	<p>Ensure the notice and taglines are posted as appropriate and included in significant publications and significant communications as noted above.</p> <p>Distribute the notice and taglines as part of the intake paperwork for individuals new to services.</p>



Chief Executive Officer



President, Board of Directors

5/10/23

Date

5/10/23

Date

**Affordable Care Act
Section 1557 Notice**

The Arc, Oneida-Lewis complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. The Arc, Oneida-Lewis does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

The Arc, Oneida-Lewis:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreter
 - Written information in other formats (i.e. large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Donna Loveland, Chief Compliance Officer at 315-420-7393.

If you believe that The Arc, Oneida-Lewis has filed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with Donna Loveland, Chief Compliance Officer, 245 Genesee Street, Utica NY 13501; donna.loveland@thearcolc.org. You can file a grievance in person or by mail or email. If you need help filing a grievance, Donna Loveland, CCO for QA/Compliance is available to help you. You can also 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 Compliant 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, DC 20201, 1-800-368-1019, 800-537-7697 (TDD).

Compliant Forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 315-420-7393

ATENCIÓN: Si usted habla español, servicios de asistencia lingüística, de forma gratuita, están disponibles para usted. Llame 315-420-7393

注意：如果你說中國話，語言協助服務，免費的。都可以給你。撥打 315-420-7393。

ВНИМАНИЕ: Если вы говорите России, переводческие услуги, бесплатно, доступны для вас. Вызов 315-420-7393, добавочный номер 1127.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 315-420-7393

주의 : 당신이 한국어, 무료 언어 지원 서비스를 말하는 경우 사용할 수 있습니다. 315-420-7393

ATTENZIONE: Se si parla italiano, servizi di assistenza linguistica, gratuitamente, sono a vostra disposizione. Chiamata 315-420-7393.

Attention ,315-420-7393 אויב איר רעדן יידיש, שפראך הילף באדינונגען, פאטער פון אפצאל, זענען בנימצא צו איר. רוף 315-420-7393

দৃষ্টি আকর্ষণ: আপনি বাংলা, ভাষা সহায়তা সেবা, নথিরাচা কথা বলতে পারনে, আপনার জন্য উপলব্ধ. কল 315-420-7393.

UWAGA: Jeśli w języku polskim, usługi assistance językowych, bezpłatnie, są dostępne dla Ciebie. Zadzwoń 315-420-7393

تتبيه: إذا كنت تتحدث خدمات المساعدة اللغوية، مجاناً الإنكليزية وتتوفر لك. دعوة 315-420-7393

ATTENTION: Si vous parlez français, les services d'assistance de langues, gratuitement, sont à votre disposition. Appelez 315-420-7393

توجه: اگر آپ اردو زبان کی مدد کی خدمات، مفت کے انچارج بولتے ہیں تو، آپ کو دستیاب ہیں۔ کال کری۔ 315-420-7393 توسیع کے .

Pansin: Kung nagsasalita ka ng Ingles, wika serbisyo ng tulong, nang walang bayad, ay magagamit sa iyo. Tumawag 315-420-7393

ΠΡΟΣΟΧΗ: Εάν μιλάτε ελληνικά, οι υπηρεσίες γλωσσικής βοήθειας είναι διαθέσιμες δωρεάν. Καλέστε 315-420-7393