

Policy Number:
AD.N05
New:
Reviewed:04/2025
Revised:04/2025

NON-DISCRIMINATION

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| Regulation(s): | 42 CFR §418.52(a); Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons (August 8, 2003, 68 FR 47311); and Section 1557 of the Affordable Care Act (81 FR 31376, 45 CFR Part 92) |
| L-Tag(s): | 502 |
| POLICY: | In compliance with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act, Iowa River Hospice takes proactive measures to ensure equal access to its services by all persons and does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). |
| PROCEDURES: | <ol style="list-style-type: none">1. In compliance with Section 1557 and other federal civil rights laws, we provide individuals (including individuals' companions) with limited English proficiency (LEP) or communication challenges due to a disability; language assistance services, appropriate auxiliary aides and services, and/or reasonable modifications when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits. These are provided in a timely manner and free of charge.2. Iowa River Hospice will appoint a "Section 1557 Coordinator" who is responsible for the coordinating the hospice's compliance with its responsibilities under section 1557 and this part in its health programs and activities including the investigation of any grievance alleging noncompliance with section 1557. Iowa River Hospice's appointed individual is the Executive Director. One or more designee may be assigned to carry out some of these responsibilities:<ol style="list-style-type: none">a. Receives, reviews and processes grievances, filed under the grievance procedure;b. Coordinates the hospice's recordkeeping requirements as set forth in the grievance procedure;c. Coordinates effective implementation of the hospice's language access procedures as set forth in the communications challenges procedure;d. Coordinates effective implementation of the hospice's effective communication procedures as set forth in the |

- communications challenges procedure;
- e. Coordinates effective implementation of the hospice's reasonable modification procedures as set forth in the communications challenges procedure; and
- f. Coordinates training of relevant employees as set forth in the communications challenges procedure, including maintaining documentation as required

3. A non-discrimination grievance procedure, under the direction of the Section 1557 Coordinator, provides a mechanism for grievances related to discrimination to be reported, investigated and resolved.
4. Iowa River Hospice will provide a notice of nondiscrimination to participants, beneficiaries, enrollees, and applicants of its health programs and activities, and members of the public. The notice must include the following information relating to Iowa River Hospice's health program and activities:
 - a. Iowa River Hospice does not discriminate in access to its services on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability or sex.
 - b. Iowa River Hospice provides reasonable modifications for individuals with disabilities and appropriate auxiliary aides and services, including qualified interpreters for individuals with disabilities and information in alternate formats, such as braille or large print, free of charge and in a timely manner, when such accommodations, aids, and services are necessary to ensure accessibility and an equal opportunity to participate to individuals with disabilities;
 - c. Iowa River Hospice provides language assistance services, including electronic and written translated documents and oral interpretation, free of charge, and in a timely manner, when such services are a reasonable step to provide meaningful access to an individual with limited English proficiency.
 - d. how to obtain from the hospice the reasonable modifications, appropriate auxiliary aids and services, and language assistance services;
 - e. the contact information for the hospice's designated Section 1557 Coordinator;
 - f. the availability of the hospice's grievance procedure and how to file a grievance (if applicable);
 - g. details on how to file a discrimination complaint with the Office of Civil Rights (OCR) in the department; and

- h. how to access the hospice's website, if it has one, that provides the information required under the notice of nondiscrimination.
- 5. The following notifications are posted in conspicuous physical locations, on the Iowa River Hospice's website and in significant publications and communications:
 - a. the Iowa River Hospice does not discriminate in access to its services based on race, color, nation origin, sex, age, or disability;
 - b. language assistance including translated documents and oral interpretation free of charge is available when needed;
 - c. how to obtain communication aids and services;
 - d. how to contact the Section 1557 Coordinator;
 - e. the availability of the grievance procedure; and how to contact the Office of Civil Rights to file a discrimination complaint.
- 6. The notice of nondiscrimination will be provided in the hospice's health program or activity, as follows:
 - a. On an annual basis to participants, beneficiaries, enrollees (including late and special enrollees), and applicants of the hospice;
 - b. Upon request;
 - c. At a conspicuous location on the hospice's website, if it has one; and
 - d. In clear and prominent physical locations where it is reasonable to expect individuals seeking service from the hospice to be able to read or hear the notice.