

## VALLEY HOPE ASSOCIATION POLICIES AND PROCEDURES

### GENERAL POLICIES

#### 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, to the maximum extent practicable, persons with disabilities are afforded equal access to the facilities, programs, and services of Valley Hope Association.

Valley Hope Association has assigned overall responsibility for ensuring equal opportunity and nondiscrimination in the provision of services and on-going compliance with the Title III of the ADA to:

Tiffany Yeager, Compliance Officer, Valley Hope Association  
103 S. Wabash Ave  
Norton, KS 67654  
785.877.5111

The following notice will be included to the extent practicable 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.

#### Prevention and outreach

The prevention and outreach materials produced by Valley Hope Association will be available in alternative format (such as large print, cassette tape or computer disk) upon request.

A representative number of the outreach events and prevention/educational presentations conducted by Valley Hope Association will be held in wheelchair accessible locations. Upon advance request, sign language interpreters will be available at outreach/educational presentations when feasible.

#### Benefits and Services

Valley Hope Association will ensure that persons with disabilities are provided maximum opportunity to participate in and benefit from all our programs, services, and activities. Moreover, it is our goal that such participation will be in an equally effective manner as non-disabled people.

#### Providing accommodations

Valley Hope Association will accommodate the known disabilities of otherwise qualified program applicants and participants. When a prospective client or program participant identifies having a disability that requires accommodation, program staff will discuss possible disability accommodations with that person.

Whenever possible, preference will be given to the disability accommodation that is the individual's first choice. If that accommodation cannot be provided, program staff will suggest one or more alternative accommodations that could be provided to ensure the individual's full participation in the program. If reasonably necessary, staff will seek the assistance of disability service providers in order to develop effective accommodations.

#### Application forms and intake questions

The criteria for admission into this program will not exclude or restrict the participation of people with disabilities. 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 may ask questions about how to accommodate the person's disability needs.

#### Risk identification

When staff or other participants are concerned that a client or prospective client with a disability may pose a significant risk to others' health and safety, supervisory staff will conduct an assessment of that potential risk. This assessment will take into account factual information about the person's disability and abilities. It will exclude from consideration stereotypes, hearsay, rumors, and unwarranted fears.

# Statement of Nondiscrimination

Valley Hope Association A-110 / 11-17

## COMMUNICATION ACCESS

### General policy

Valley Hope Association will ensure equally effective communication and participation in our services for people with disabilities.

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 participation in our program. These will be provided unless the program director determines that a specifically requested auxiliary aid or service would fundamentally alter the nature of our program or result in an undue financial burden.

The individual with a disability will be provided an opportunity to request the auxiliary aid or service of their choice. If it is not feasible for Valley Hope Association to provide the requested aid or service, the Program Director will suggest other effective aids or services which Valley Hope Association can provide to accommodate the individual's needs.

### Interpreter services

Upon being provided with reasonable prior notice of need, Valley Hope Association will, to the maximum extent feasible, provide for interpreters for program services and or activities.

We have the goal of allocating funds in our budget for providing interpreter services when they are needed.

### Written materials

All written program materials distributed to clients will, upon reasonable prior notice of need, be made available and alternate of formats (large print, cassette tape, computer desk, modified English).

### Extracurricular activities

Whenever extracurricular activities, such as 12-step meetings and social, educational and recreational events, are provided or offered as a component of program services, Valley Hope Association will ensure that these or other equivalent activities are accessible to persons with disabilities.

### 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 and 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) 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

By: Pat George, Chief Executive Officer

Date

11/2/2017