

### **2.33.01 DECLARATION OF COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT**

The Americans with Disabilities Act (ADA) requires that private organizations serving the public make their goods, services and facilities accessible to people with disabilities. NOMS certifies that it will comply with the Americans with Disability Act by:

- 1) Adopting policies, practices and procedures that ensure non-discrimination and equal access for people with disabilities.
- 2) Making reasonable modifications in services when necessary to serve individuals with disabilities.
- 3) Furnishing auxiliary aids to ensure equally effective communication with persons with disabilities upon notification of patient's needs as follows:
  - a) Sign Language Interpreter Services: Upon being provided with prior notice of need for interpreter services for a patient appointment, consultation, etc., NOMS will, to the maximum extent feasible, provide a qualified sign language interpreter through the use of Stratus Video or as otherwise required to ensure effective communication for our patients.

Written Material: All written materials provided to patients will be read by a NOMS employee to patients who are blind. NOMS will ensure that persons with disabilities are provided maximum opportunity to participate in and benefit from all of its services. It is NOMS' goal that persons with disabilities be able to participate in an equally effective manner as those without disabilities.

### **GRIEVANCE PROCEDURES**

- 1) All patients are eligible to file a complaint alleging discrimination against NOMS on the basis of disability in the provision of services.
- 2) Complaints will be accepted in writing, as well as in alternative formats such as audio tape or personal interviews to accommodate individuals with disabilities. Complaints should include the name, address and phone number of the complainant; as well as the location, date and description of the problem.
- 3) Complaints should be submitted no later than 60 calendar days after the alleged violation to:  
Vice President of Human Resources, Northern Ohio Medical Specialists  
3004 Hayes Avenue, Sandusky, OH 44870  
419-626-6161 ext. 3026
- 4) The Vice President of Human Resources or his/her designee will contact complainant within 15 calendar days after receipt of the complaint to discuss the complaint and possible resolutions.
- 5) The Vice President of Human Resources or his/her designee will respond within 15 calendar days of the discussion in writing, or any other accessible format appropriate for effective communication with the complainant (i.e., large print or computer disk), and offer options for resolution.

### **APPEALS**

- 1) The complainant has the right to appeal any decisions taken by NOMS in the matter of his/her original complaint, and may do so by contacting:  
Chief Executive Officer, Northern Ohio Medical Specialists  
3004 Hayes Avenue, Sandusky, OH 44870  
419-626-6161 ext. 3023
- 2) The CEO or his/her designee will contact complainant within 15 calendar days after receipt of the complaint to discuss the complaint and possible resolutions.
- 3) The CEO or his/her designee will respond within 15 calendar days of the discussion in writing, or any other accessible format appropriate for effective communication with the complainant (i.e. large print or computer disk), and offer options for resolutions.