

Access for Patients with Disabilities at St. Lawrence Health System

Section 504 Notice of Program Accessibility

The regulation implementing Section 504 requires that an agency/facility “. . . adopt and implement procedures to ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities, and facilities that are accessible to and usable by disabled persons.” (45 C.F.R. §84.22 (f))

St. Lawrence Health System and all of its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Access features include:

- Convenient off-street parking designated specifically for disabled persons
- Curb cuts and ramps between parking areas and buildings
- Level access into first floor level with elevator access to all other floors
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards
- A full range of assistive and communication aids provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments. There is no additional charge for such aids.

Some of these aids include:

- Video remote interpretive services, connected through high speed wireless connectivity to ensure clear and highly reliable service for persons who are deaf or hard of hearing
- Qualified in-person sign language interpreter for persons who are deaf or hard of hearing
- A twenty-four hour (24) telecommunication device (TTY/TDD) which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units, for use by persons who are deaf, hard of hearing, or speech impaired
- Ability to produce readers and taped material for the blind and large print materials for the visually impaired
- Flash cards, alphabet boards and other communication boards
- Assistance for persons with impaired manual skills

Contact us

For more information on ADA-related services, or if you require any of the aids listed above, please contact, Canton-Potsdam Hospital - **Patient Experience** at 315-261-6005, Gouverneur Hospital – **Social Worker** at 315-535-8362.

Grievance procedure

St. Lawrence Health System provides persons with disabilities with the full and equal enjoyment of its services, facilities, and accommodations, and provides equal access to services in clinical and administrative settings for all persons. If you feel you have been denied such access, you may submit a grievance.

It is the policy of St. Lawrence Health System not to discriminate on the basis of race, color, national origin, sex, age, or disability. Section 504 of the Rehabilitation Act prohibits disabled individuals from being excluded from participation in, being denied the benefits of, or being subjected to discrimination under any program or activity receiving Federal financial assistance. Section 1557 of the Affordable Care Act prohibits discrimination on the basis of race, color, national origin, sex, age, or disability by any program or activity receiving Federal financial assistance. These laws and regulations may be examined by the St. Lawrence Health System Section 504 and Section 1557 Coordinator, in coordination with the Canton-Potsdam Hospital Patient Experience department and the Gouverneur Hospital Social Worker.

St. Lawrence Health System has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any actions prohibited by Section 504 of the Rehabilitation Act or Section 1557 of the Affordable Care Act. 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 or call Canton-Potsdam Hospital Patient Experience department at 315-261-6005, Gouverneur Hospital Social Worker at 315-535-8362.

It is against the law for St. Lawrence Health System to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

1. A grievance should be in writing, contain the name and address of the person filing it, and the location, date and a brief description of the discriminatory act.
2. A grievance should be filed with the facility's Patient Experience department/Social Worker within 60 calendar days after the person filing the grievance becomes aware of the alleged discriminatory act.
3. The Patient Experience department/Social Worker will work with the Section 504 and Section 1557 Coordinator to investigate the grievance. The grievance investigation may be informal but it will be thorough. The investigation will afford all interested persons and their representatives an opportunity to submit evidence relevant to the grievance.
4. The Patient Experience Director/Social Worker in coordination with the Section 504 and Section 1557 Compliance Coordinator shall issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 calendar days after its filing.
5. The Patient Experience Director/Social Worker shall maintain the files and records relating to all complaints filed for at least three (3) years.
6. The Patient Experience Director/Social Worker in coordination with the Section 504 and Section 1557 Compliance Coordinator may participate in the investigation of complaints, and advise appropriate senior leadership concerning their resolution.
7. The availability 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 of with the U.S. Department of Health and Human Services, Office for Civil Rights.

A person may file a complaint of discrimination electronically through the [Office for Civil Rights Complaint Portal](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf) at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

Regional Manager

Office for Civil Rights

U.S. Department of Health and Human Services

26 Federal Plaza - Suite 3313

New York, NY 10278

Main Line: [212-264-3313](tel:212-264-3313)

Fax: [212-264-3039](tel:212-264-3039)

TDD: [212-264-2355](tel:212-264-2355)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.

8. St. Lawrence Health System 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, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of materials for individuals with low vision, or assuring a barrier-free location for the proceedings. The Patient Experience department/Social Worker in coordination with the Section 504 and Section 1557 Coordinator will be responsible for such arrangements.
9. These rules shall be liberally construed to protect the substantial rights of the interested persons to meet appropriate due process standards and assure compliance with Section 504 and the regulations.