



PLEASE READ THIS IMPORTANT POLICY ABOUT OUR NON-DISCRIMINATION AND EQUAL ACCESS GRIEVANCE PROCEDURE

Valley View Hospital Association (“Valley View”) values inclusion and diversity and prohibits unlawful discrimination on the basis of race, color, national origin, age, disability, or sex [or any other legally protected category]. If you believe discrimination occurred or there is a barrier to equal access to our services, please use our grievance procedure as described below. We strongly encourage you to use this grievance procedure, so we can promptly and equitably address any violations in accordance with the law and our inclusion and diversity values.

Grievance Process

- Grievances must be submitted to our Civil Rights Coordinator within sixty (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- Here is the contact information for our Coordinator:
1906 Blake Avenue
970.384.8156 (Grievance Hotline)
970.384.7043 (Fax)
Grievances@vvh.org (email)
- We accept complaints in verbal or written form. If you need help with an alternative format, let our Coordinator know.
- To help us understand and address your concerns in your complaint, please fully describe the problem or action alleged to be discriminatory and the resolution sought. Please include as much information and supporting evidence as possible. Witnesses are also encouraged to provide as much information as possible. Let the Coordinator know if you need assistance timely providing the information.
- After receiving the grievance, the Coordinator (or her/his designee) normally conducts an investigation.
- After gathering and reviewing information, the Coordinator issues a written decision, based on a preponderance of the evidence, no later than thirty (30) days after its filing, including a notice to the person filing the grievance of their right to pursue further administrative or legal remedies. Where warranted under the circumstances, such as the need to have more time to investigate where information is not immediately available, an extension of this decision deadline may occur. Such extensions should be the exception and not the rule and should not interfere with the requirement that claims are promptly resolved. If a prompt and equitable resolution is furthered by dialogue, including mediation and facilitated meetings, these options may be offered prior to, as part of, or after the written decision.
- The person filing the grievance may appeal the decision of the Coordinator by writing to the Chief Compliance Officer, 1906 Blake Avenue, Glenwood springs, CO 81601 within thirty (30) days of receiving the Coordinator’s decision. Let the Coordinator know if you need assistance with the format of the appeal such as needing assistance with translation or writing.
- The Chief Compliance Officer (or designee) shall issue a written decision in response to the appeal no later than 30 days after its filing. The Chief Compliance Officer may request



additional information during consideration of the appeal and all interested persons are encouraged to timely provide more information for Chief Compliance Officer consideration.

- The Coordinator maintains the files and records relating to these grievances. In accordance with applicable law and our privacy policies, appropriate steps are taken to preserve the confidentiality of these files and records.

In this grievance process, you should be afforded appropriate due process and receive a prompt and equitable resolution to your concern. Let the Coordinator or Chief Compliance Officer know if you believe the foregoing grievance goals were not met.

In accordance with applicable law and our inclusion policies, this grievance procedure is accessible to individuals with disabilities and individuals with limited English. Please contact our Coordinator if you need help participating in our grievance procedure. For example, we can provide appropriate auxiliary aids and services or language assistance services. Such arrangements may include, but are not limited to, providing qualified interpreters, providing alternative formats for individuals with low vision, and affording proceeding locations which are accessible in accordance with applicable law.

Retaliation for participating in this grievance process is prohibited in accordance with our policies and any applicable law. Please immediately report any suspected retaliation to the Chief Compliance Officer.

This grievance procedure policy is intended to comply with applicable laws including the non-discrimination provision of the Affordable Care Act (Title I's Section 1557) and the implementing regulations. 42 U.S.C. § 18116 and 45 C.F.R. pt. 92, Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794 and Title II of the Americans with Disabilities Act, 42 U.S.C. § 12131.

Note that availability and use of this grievance procedure is not intended to deter or discourage anyone from protected reporting to, or seeking remedies from, third parties such as 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. A person can file such a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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, D.C. 20201

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

Complaints must be filed within 180 days of the date of the alleged discrimination.

Español (Spanish) ATENCIÓN : si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-970-945-6535.

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-970-945-6535.

Français (French) ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-970-945-6535.