

Prohibition of Discrimination Towards Patient(s) who have Disabilities, including Patient(s) and Companion(s) who are Deaf or Hard of Hearing

Policy: Apex Behavioral Health Dearborn PLLC (Apex) shall not discriminate against any individual(s) who have disabilities and shall further provide equal access to the goods, services, and facilities enjoyed by all other patient(s) when seeking treatment and care at Apex.

Purpose: The purpose of this policy is to outline procedures to ensure that Apex provides full and equal service patient(s) who have disabilities, including patients who are deaf or hard of hearing.

Procedure: **A:** For patients and companions who are Deaf or Hard of Hearing,

- 1) Apex shall provide auxiliary aids and services including qualified interpreters free of charge to patients and companions who are deaf or hard of hearing;
- 2) No advance or supervisory approval is needed before obtaining an onsite interpreter for a patient or companion who needs one; and
- 3) Apex has retained DeafCAN to provide qualified interpreters, and may retain additional interpreter services.



B: For patients who have other disabilities, Apex will consult with each patient to identify what auxiliary aids and services or other reasonable modifications are required to be provided. Apex will provide all required aids, services, and reasonable modifications free of charge.

C: Apex has appointed an ADA Administrator (Sajad Hussain; 6 Parklane Blvd; Suite 695; Dearborn, Michigan 48126; (313) 271- 8170) whose responsibilities shall include:

- 1) Answering questions and providing appropriate assistance to patients with disabilities;

- 2) Providing patients and companions who are deaf or hard of hearing with prompt access to appropriate auxiliary aids and services. Apex will use DeafCAN; 2111 Orchard Lake Road; Suite 101; Sylvan Lake, Michigan, (248) 332-3331, [deafcan@deafcan.org] to help facilitate such services;
- 3) DeafCAN interpreters are available on Monday- Friday except any holidays between the hours of 8AM- 4PM with at least 24 hours of prior notice;
- 4) Knowing where the appropriate auxiliary aids are stored and how to operate them, and ensuring maintenance, repair, replacement, and distributions of auxiliary aids; and
- 5) Resolving complaints (pursuant to the procedure below).
 - a. Complaint forms (**Exhibit A**) shall be made available upon request at the front desk/check-in area. Complaints may be filed with the front desk assistant during regular business hours. Alternatively, complaints may be submitted to Apex's ADA Administrator via phone, email, or mail. Apex will not prevent or hinder patients or companions from filing a Complaint.
 - b. Upon receipt of the Complaint, Apex shall respond in writing to the Complainant within two weeks of the submission of the Complaint. Apex may respond via first class or certified mail or email, depending on the contact information provided by the Complainant. Apex's response shall include a proposed resolution and an opportunity to schedule a meeting with an Apex representative and the ADA Administrator above to further explore possible resolutions. Apex's response shall also include a statement requesting a written response from the Complainant within 28 days; Apex's response shall include the contact information for the ADA Administrator and the U.S. Attorney's Office.
 - c. If Apex does not receive a response within 28 days, Apex shall send a written notice to the Complainant stating that Apex will not take further action until the Complainant contacts Apex.
 - d. Patients and companions with additional concerns may contact the U.S. Attorney's Office for the Eastern District of Michigan at:
U.S. Attorney's Office
Attn: Civil Rights Unit
211 W. Fort Street, Ste. 2001
Detroit, Michigan 48226
313-226-9151, usamie.civilrights@usdoj.gov

D: Apex shall circulate and post visibly the name, telephone number, function and office location of ADA administrator in its facility.

E: Apex shall monitor the effectiveness of the program.

F: Apex shall train the ADA Administrator as well as other staff regarding this program.

G: Apex shall use Model Communication Assessment Form.