



NEUROLOGY, LEARNING AND BEHAVIOR CENTER

Policies and Procedures for Non-Discrimination and Effective Communication Purpose

These policies and procedures aim to ensure that the Neurology Learning and Behavior Center (NLBC) operates in compliance with applicable federal and state laws, including Title VI of the Civil Rights Act of 1964 and Section 1557 of the Affordable Care Act. NLBC is committed to providing an inclusive and equitable environment, ensuring access to services for all patients, companions, and employees, regardless of race, color, national origin, sex, age, or disability.

Policy Statement

NLBC does not discriminate in the provision of its services. We are committed to communicating effectively to all patients, including those with disabilities and limited English proficiency (LEP). Our services are designed to ensure meaningful access for everyone in compliance with federal and state requirements.

Accessibility and Communication Assistance

To ensure effective communication, NLBC has implemented the following procedures:

1. Language Assistance for Limited English Proficiency (LEP) Patients:

- Patients and companions who require language assistance will be informed of their right to request interpreter services free of charge.
- Interpreter services may include using qualified in-person interpreters, phone-based interpretation services, or written translation services for essential documents.

- Patients are requested to notify NLBC in advance if interpreter services are needed.

2. Assistance for Patients with Disabilities:

- Auxiliary aids and services (e.g., sign language interpreters, written materials in alternative formats, assistive listening devices) are available upon request.
- NLBC staff will work with patients and companions to identify appropriate accommodations.

Procedures

1. Notification of Rights

- A nondiscrimination notice will be provided to all patients during intake and posted in the office and on the NLBC website.
- The notice outlines the rights of patients and companions to receive services without discrimination and includes information on accessing language or disability-related assistance.

2, Grievance Handling:

- NLBC has established a grievance procedure to address complaints related to discrimination or lack of accessibility.
- Patients or companions who wish to file a grievance can do so verbally, in writing, or via email. All grievances will be reviewed and responded to promptly, per the NLBC grievance procedure.

3. Staff Training and Education:

- NLBC staff, including contractors, will be educated on Title VI and Section 1557 requirements and trained in cultural competence and effective communication techniques.

- Training will cover topics such as assisting patients with LEP, accommodating disabilities, and identifying resources for interpreter and auxiliary aid services.

4. Monitoring and Evaluation:

- NLBC will periodically review its policies, procedures, and accessibility practices to ensure ongoing compliance with legal standards and identify areas for improvement.
- Feedback from patients, companions, and staff will be solicited to evaluate the effectiveness of NLBC's nondiscrimination policies.

Rules and Responsibilities

1. Designated Nondiscrimination Coordinator:

- The designated coordinator will oversee compliance with nondiscrimination laws, respond to grievances, and ensure appropriate accommodations are provided.

2. Staff Responsibilities:

- All staff are responsible for upholding NLBC's nondiscrimination policies and ensuring patients and companions receive equitable and meaningful access to services.

3. Record Keeping

- NLBC will maintain records related to the following:
 - Requests for accommodations (e.g., interpreters or auxiliary aids).
 - Complaints and grievances, including investigation outcomes and resolutions.

Contact Information for Assistance

1. Patients or companions who require assistance or wish to file a complaint may contact:

Neurology Learning and Behavior Center
230 South 500 East, Suite 100
Salt Lake City, Utah 84102
Phone: (801) 532-1484
Email: Info@samgoldstein.com

2. Additionally, complaints may be directed to the U.S. Department of Health and Human Services, Office for Civil Rights.

Approval and Review

These policies and procedures are reviewed annually to ensure compliance with applicable laws and to address the evolving needs of patients and companions.