

## **UNIVERSITY HOSPITALS AUTHORITY AND TRUST**

### **AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE**

#### **PURPOSE**

This Grievance Procedure is established consistent with the Americans with Disabilities Act of 1990 (the “ADA”) to provide an organized process for handling grievances or complaints of discrimination on the basis of disability in the services, programs, and activities provided by the University Hospitals Authority and Trust (“UHAT”). Complaints of employment-related disability discrimination are governed by UHAT’s ADA Employment Policy.

#### **DEFINITIONS**

Disability: Means, with respect to an individual –

- (1) A physical or mental impairment that substantially limits one or more major life activities (i.e., caring for oneself, performing manual tasks, walking, standing, breathing, seeing, hearing, speaking, eating, learning, working, etc.);
- (2) A record of such an impairment; or
- (3) Being regarded as having such an impairment.

Qualified Person with a Disability: Means a person with a disability who, with or without reasonable modification to rules, policies, or practices; the removal of architectural, communication, or transportation barriers; or the provision of auxiliary aids and services, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by a public entity.

#### **ADA COORDINATOR**

Tadra Moone has been designated as the ADA Coordinator for UHAT. Ms. Moone can be reached at ADA@uhatok.com, 405.271.1259, or via mail or in person at 940 NE 13<sup>th</sup> Street, Suite 6900, Oklahoma City, OK 73104.

#### **COMPLAINT PROCEDURE**

This procedure is available for use by qualified persons with disabilities to resolve grievances or complaints of discrimination on the basis of disability in programs, activities, or services provided by UHAT.

Step 1: The complainant and/or the complainant's representative should submit the complaint to the ADA Coordinator in writing as soon as possible, but no later than sixty (60) calendar days after the alleged discrimination occurred. The complaint should be submitted to the ADA Coordinator by email or regular mail at the address above. Complainants who require an alternative means of filing a complaint to accommodate a disability should contact the ADA Coordinator to arrange for alternative submission. The complaint should describe the situation that gave rise to the complaint and should include details such as the name, address, and phone number of the complainant and the location and date of the alleged discrimination.

Within fifteen (15) calendar days after receiving the complaint, the ADA Coordinator or her designee will meet with the complainant and/or their representative to discuss the complaint and possible resolution. Within fifteen (15) calendar days of the meeting, the ADA Coordinator or her designee will respond in writing to explain the position of UHAT and offer options for substantive resolution of the complaint. Where appropriate, the written response will be provided in a format accessible to the complainant, such as large print, Braille, or audio file.

Step 2: If the written response provided by the ADA Coordinator does not satisfactorily resolve the complaint, the complainant and/or their representative may appeal the decision by filing a written notice of appeal with the Chief Operating Officer within fifteen (15) calendar days of receipt of the written response. The appeal may be submitted by email or regular mail to:

Kevin Gates  
Chief Operating Officer  
Chief Facilities Management Officer  
University Hospitals Authority & Trust  
940 NE 13<sup>th</sup> Street, Suite 6900  
Oklahoma City, OK 73104  
Kevin-gates@uhatok.com

When submitting an appeal, complainants are encouraged to provide as much detail as possible regarding the alleged discrimination, including dates, times, witnesses, etc. The appeal must present the facts of the complaint, including recommendations of actions necessary to remedy the alleged discrimination to the satisfaction of the complainant and an explanation of why the ADA Coordinator's proposed resolution is unsatisfactory. Within fifteen (15) calendar days after receipt of the appeal, the Chief Operating Officer or his designee will meet with the complainant and/or their representative to discuss the complaint and possible resolution. Additionally, the Chief Operating Officer or his designee may recommend that an internal investigation of the allegations be conducted.

Within fifteen (15) calendar days after meeting with the complainant and/or their designee, the Chief Operating Officer or his designee will respond in writing to the appeal with a final

resolution of the complaint. Where appropriate, the written response will be provided in an accessible format.

All written complaints and appeals received pursuant to this Grievance Procedure and written responses provided by UHAT will be retained by UHAT for at least three years.

Individuals with questions concerning this Grievance Procedure should contact the ADA Coordinator.

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