



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), Memorial Hermann Greater Heights will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: Memorial Hermann Greater Heights does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Employees: Memorial Hermann Greater Heights is committed to compliance with the Americans with Disabilities Act. Memorial Hermann Greater Heights shall endeavor to provide reasonable accommodations requested by all employees with documented disabilities who are otherwise able to perform the essential functions of their jobs. It is the responsibility of the employee to make the manager and/or Human Resources aware that they have a disability, provide evidence to support their claim of disability, and cooperate in the interactive process to determine whether and to what extent a reasonable accommodation is required. Human Resources and/or the manager should then refer requests for accommodations to Occupational Health for further consideration. Memorial Hermann Greater Heights shall maintain records of such requests and accommodations in a confidential manner.

Effective Communication: Memorial Hermann Greater Heights will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Memorial Hermann Greater Heights programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: Memorial Hermann Greater Heights will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in Memorial Hermann Greater Heights offices, even where pets are generally prohibited.

Any patient or visitor who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Memorial Hermann Greater Heights, should contact the office of **Patient Relations at 713.867.4459 or Director of Hospital Operations at 713.867.4319**, as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require Memorial Hermann Greater Heights to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of Memorial Hermann Greater Heights is not accessible to persons with disabilities should be directed to **Hospital Operations Director at 713-867.4459**.

Memorial Hermann Greater Heights will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

Memorial Hermann Greater Heights Grievance Procedure under the Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by any patient or visitor who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Memorial Hermann Greater Heights. Memorial Hermann Health System Personnel Policies governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints; such as, personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Patient Relations Coordinator,
Memorial Hermann Greater Heights
1635 North Loop West
Houston, Texas 77008
Voice: 713.867.4459
Fax: 713.867.2099
Web: Angela.Willis3@memorialhermann.org

Within 5 calendar days after receipt of the complaint, *the Patient Relations Coordinator*, or her designee, will speak with the complainant to discuss the complaint and the possible resolutions. Within 7 calendar days, *the Patient Relations Coordinator*, or her designee, will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape to acknowledge receipt of the complaint. Within 30 days of the original complaint, *the Patient Relations Coordinator*, or her designee, will respond with a closure/resolution letter, whereby explaining the position of Memorial Hermann Greater Heights and offering options for substantive resolution of the complaint.

If the response by *the Patient Relations Coordinator*, or his designee, does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the CEO of Memorial Hermann Greater Heights or her designee.

Within 15 calendar days after receipt of the appeal, the CEO of Memorial Hermann Greater Heights, or her designee, will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the CEO of Memorial Hermann Greater Heights, or her designee, will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by *the Patient Relations Coordinator*, or her designee, appeals to the CEO of Memorial Hermann Greater Heights, or her designee, and responses from these two offices will be retained by Memorial Hermann Greater Heights for at least three years.