

Non-Discrimination Policy

Canvas Health offers its services without regard to race, color, nation of origin, language, religion, political beliefs, sex, marital status, age, sexual orientation, gender identity, or disability, including AIDS, AIDS-related complex, or status as HIV positive. The same requirements are applied to all, and there is no distinction in eligibility for, or in the manner of, providing services.

Guidelines and Implementation

1. Civil Rights Coordinator (Section 504 Coordinator)

The person designated to coordinate with Section 504 of the Rehabilitation Act of 1973 (nondiscrimination against the handicapped) is the Chief Executive Officer, Canvas Health, 7066 Stillwater Boulevard North, Oakdale, Minnesota 55128, phone number (651) 777-5222, TTY (651) 770-6834. Additional applicable laws include: Americans with Disabilities Act (ADA); Title VI of the Civil Rights Act of 1964; Age Discrimination Act of 1975; Minnesota Human Rights Act.

2. Equal Access

To assure equal access to Canvas Health services, and an equal opportunity to benefit from such services, Canvas Health will provide or arrange for auxiliary aids and interpretive services, at no charge, for current or prospective clients with limited English proficiency and/or sensory impairment. See Equal Access Policy

3. Grievance Procedure

Any program participant, participant representative, or prospective participant who has reason to believe that she/he has been mistreated, denied services, or discriminated against in any aspect of services because of handicap may file a written grievance in the office of the Civil Rights Coordinator. The grievance must be in writing, contain the name and address of the person filing it, and briefly describe the action alleged to be prohibited by the regulations.

The Civil Rights Coordinator will meet with the person who filed the grievance and any other involved persons or Canvas Health staff within fifteen (15) working days of receiving the grievance. A written report will be made of the process and outcome of this meeting by the Civil Rights Coordinator. Written records regarding the grievance will be kept on file at Canvas Health for three (3) years.

4. Service Animals

In accordance with the ADA, service animals (dogs) are allowed. A service animal means any dog that is individually trained to do work or perform tasks for the benefit of an

individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Support or therapy animals are not included in this definition. See Animal Policy

Canvas Health Inc.
Approved by Quality Management Committee 8/7/2015
Approved by Cultural Competency Committee 8/4/2015
Approved by Policy Review Committee 8/12/2015

Overall CANVAS HEALTH Standards

Client Rights

CUSTOMER COMPLAINT, GRIEVANCE, AND APPEAL POLICY