



## **SECTION 1557 of the Affordable Care Act (Employees)**

### **Intent**

It is the intent of Magnolia Manor, Inc. to comply with Section 1557 of the Affordable Care Act with regards to prohibition of discrimination. Magnolia Manor, Inc. and its affiliates shall not discriminate on the basis of race, color, national origin, sex, age or disability. It is also the intent of Magnolia Manor, Inc. to provide information to all employees of the procedure for filing a grievance if discrimination is perceived.

### **Procedural Guidelines**

1. Magnolia Manor, Inc. will provide a statement to all employees at the time of hire of the policy regarding prohibition of discrimination and grievance procedures.
2. All current employees of Magnolia Manor, Inc. facilities will receive in-service education on the policy regarding prohibition of discrimination and grievance procedures.
3. A Statement of Acknowledgement of receipt of this information will be obtained from each employee and kept in their personnel file.
4. Annual In-Service education on Section 1557 of the Affordable Care Act will be conducted in each facility. Attendance by all employees is mandatory.

Procedural Guidelines are instructions that should generally be followed unless clinical judgment or specific situational events make the procedures inappropriate. Clinical judgment supersedes procedural guidelines when appropriate.

Developed and Approved June 2016



## Statement of Acknowledgement Nondiscrimination and Accessibility

Magnolia Manor, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Magnolia Manor, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Magnolia Manor, Inc.:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services you may contact Barbara Mitchell.

If you believe that Magnolia Manor, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with Barbara Mitchell, Vice President of Clinical Services/Corporate Compliance Officer at 2001 South Lee Street, Americus, GA 31709, by telephone at 229-931-5932 or by email at [info@magnoliamanor.com](mailto:info@magnoliamanor.com), who has been designated to coordinate the efforts of Magnolia Manor, Inc. to comply with Section 1557. You can file a grievance in person or by mail or email. If you need help filing a grievance Barbara Mitchell is available to help you.

You can also file a civil rights complaint with the U. S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-868-1019, 1-800-537-7697 (TTD)

I \_\_\_\_\_ have received and been given the opportunity to read and ask questions regarding this information.

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Employee Signature

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Date



## **SECTION 1557 of the Affordable Care Act (Residents)**

### **Intent**

It is the intent of Magnolia Manor, Inc. to comply with Section 1557 of the Affordable Care Act with regards to prohibition of discrimination. Magnolia Manor, Inc. and its affiliates shall not discriminate on the basis of race, color, national origin, sex, age or disability. It is also the intent of Magnolia Manor, Inc. to provide information to all residents of the procedure for filing a grievance if discrimination is perceived.

### **Procedural Guidelines**

1. Magnolia Manor, Inc. will provide a statement to all residents/responsible parties at the time of admission of the policy regarding prohibition of discrimination and grievance procedures.
2. A Statement of Acknowledgement of receipt of this information will be obtained from each resident/responsible party and maintained in their admission file.
3. Information regarding Section 1557 Grievance Procedure will be posted in each facility
4. Information will be provided upon request to the resident or responsible party any time during their stay in the facility.

Procedural Guidelines are instructions that should generally be followed unless clinical judgment or specific situational events make the procedures inappropriate. Clinical judgment supersedes procedural guidelines when appropriate.

Developed and Approved June 2016



Statement of Acknowledgement  
Nondiscrimination and Accessibility

Magnolia Manor, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Magnolia Manor, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Magnolia Manor, Inc.:

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  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services you may contact Barbara Mitchell.

If you believe that Magnolia Manor, Inc. has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with Barbara Mitchell, Vice President of Clinical Services/Corporate Compliance Officer at 2001 South Lee Street, Americus, GA 31709, by telephone at 229-931-5932 or by email at [info@magnoliamanor.com](mailto:info@magnoliamanor.com), who has been designated to coordinate the efforts of Magnolia Manor, Inc. to comply with Section 1557. You can file a grievance in person or by mail or email. If you need help filing a grievance Barbara Mitchell is available to help you.

You can also file a civil rights complaint with the U. S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

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200 Independence Avenue, SW  
Room 509F, HHH Building  
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1-800-868-1019, 1-800-537-7697 (TTD)

I \_\_\_\_\_ have received and been given the opportunity to read and ask questions regarding this information.

\_\_\_\_\_  
Resident/Responsible Party

\_\_\_\_\_  
Date



## **SECTION 1557 GRIEVANCE PROCEDURE**

### **Intent**

It is the intent of Magnolia Manor facilities not to discriminate on the basis of race, color, national origin, sex, age or disability. Magnolia Manor has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act and its implementing regulations issued by the U.S. Department of Health and Human Services.

Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations 45 CFR part 92 may be examined in the office of Barbara Mitchell, Vice President of Clinical Services/Corporate Compliance Officer at 2001 South Lee Street, Americus, GA 31709, by telephone at 229-931-5932 or by email at [info@magnoliamanor.com](mailto:info@magnoliamanor.com), who has been designated to coordinate the efforts of Magnolia Manor, Inc. to comply with Section 1557.

### **Procedural Guidelines**

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Magnolia Manor, Inc. to retaliate against anyone who opposes discrimination, files a grievance or participates in the investigation of a grievance.

1. Grievance must be submitted to the Section 1557 Coordinator within 60 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
2. A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
3. The Section 1557 Coordinator or her designee shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Magnolia Manor, Inc. relating to such grievances. To the extent possible and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
4. The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
5. The person filing the grievance may appeal the decision of the Section 1557 Coordinator by writing to the (Administrator, CEO, Board of Directors) within 15 days of receiving the Section 1557 Coordinator's decision. The (Administrator, CEO, Board of Directors) shall issue a written decision in response to the appeal no later than 30 days after its filing.

## **SECTION 1557 GRIEVANCE PROCEDURE continued**

Magnolia Manor, Inc. will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if need to participate in this grievance process. Such arrangements may include but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

Procedural Guidelines are instructions that should generally be followed unless clinical judgment or specific situational events make the procedures inappropriate. Clinical judgment supersedes procedural guidelines when appropriate.

Developed and Approved June 2016