

POLICY: The AZ Pioneers' Home does not discriminate on the basis of disability in the operations of any of its programs, services, activities or employment. The Home will comply with all areas of the Americans with Disabilities Act (ADA) and will provide reasonable accommodations and access to its operations, facilities, services, activities and employment opportunities.

APPLICATION: This policy applies to all residents, the public, applicants for admission to the Arizona Pioneers' Home, employees and applicants for employment at the Arizona Pioneers' Home.

GRIEVANCE PROCEDURE: The Arizona Pioneers' Home provides a grievance procedure by which any individual who feels that the Pioneers' Home has failed to provide accommodation for their disability or access to the Pioneers' Home services, programs, activities or employment may prepare a formal grievance.

1. Grievances and complaints must be brought to the attention of the Superintendent no later than 60 days from the date of the alleged violation. 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.

2. Complaints should be addressed to: ADA Coordinator or Superintendent

Arizona Pioneers' Home
300 S McCormick St.
Prescott, AZ 86303

3. Within 15 calendar days after receipt of the complaint, the ADA Coordinator will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the ADA Coordinator will respond in writing, and, where applicable, in a format accessible to the complainant. The response will explain the position of the Arizona Pioneers' Home and offer options for substantive resolution of the complaint.
4. If the response by the ADA Coordinator does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision of the ADA Coordinator within 15 calendar days after receipt of the response to the Superintendent or the designee in charge.
5. Within 15 calendar days after receipt of the appeal, the Superintendent or the designee in charge will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting the Superintendent, or the designee in charge, will respond in writing and, where applicable, in a format accessible to the complainant with a final resolution of the complaint.
6. All written complaints received by the ADA Coordinator, appeals to the Superintendent or the designee in charge and responses from the ADA Coordinator and the Superintendent or the designee in charge will be kept at the AZ Pioneers' Home for at least three years.

SPECIAL CONSIDERATIONS:

1. Individuals with disabilities who need another form of reasonable accommodation for effective communication or participation in programs and services of the Arizona Pioneers' Home may contact the Home's ADA Coordinator:

Arizona Pioneers' Home
Attention: Superintendent
300 S McCormick St.
Prescott, AZ 86303
Phone (928)445-2181

2. Notices of public meeting must contain the following language:

“Persons with a disability may request a reasonable accommodation, such as a sign language interpreter, by contacting Human Resources: 928-277-2733 . Requests should be made as early as possible to allow time to arrange the accommodation.”