

**NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT:  
JPS HEALTH NETWORK GRIEVANCE PROCEDURE**

In accordance with the requirements of the Title II of the Americans with Disabilities Act of 1990 (“ADA”) JPS Health Network will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

JPS Health Network 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.

JPS Health Network will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the JPS Health Network 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.

JPS Health Network 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 welcome in JPS Health Network offices. Anyone 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 JPS Health Network, should contact the office of the ADA Coordinator (listed below) as soon as possible but no later than 48 hours before the scheduled event.

Erma Lee  
Compliance Officer/ADA Coordinator  
1500 S. Main Street  
Fort Worth, TX 76104

The ADA does not require JPS Health Network 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 JPS Health Network is not accessible to persons with disabilities should be directed to:

Erma Lee  
Compliance Officer/ADA Coordinator  
1500 S. Main Street  
Fort Worth, TX 76104

JPS Health Network 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.

**JPS Health Network**  
**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 anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the JPS Health Network. The Tarrant County Hospital District operating under JPS Health Network’s Personnel Policy 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:

Erma Lee  
Compliance Officer/ADA Coordinator  
1500 S. Main Street  
Fort Worth, TX 76104

Within 15 calendar days after the receipt of the complaint, Erma Lee/ADA Coordinator or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Erma Lee/ADA 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. The response will explain the position of the JPS Health Network and offer options for substantive resolution of the complaint.

If the response by Erma Lee/ADA Coordinator 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 office of the CEO, JPS Health Network or his designee.

Within 15 calendar days after the receipt of the appeal, the office of the CEO, JPS Health Network or his designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting the office of the CEO, JPS Health Network or his 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 Erma Lee/ADA Coordinator or her designee, appeals the office of the CEO, JPS Health Network or his designee, and responses from these two offices will be retained by the JPS Health Network for at least three years.