

POLICY AND PROCEDURE

SUBJECT/TITLE:	Customer Non-Discrimination Policy
SCOPE:	All Galion City Health Department Staff
CONTACT PERSON & DIVISION:	Trish Factor Health Commissioner, Administration
ORIGINAL DATE ADOPTED:	6/13/17
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PURPOSE

The intent of this document is to inform Customers of the Customer Non-Discrimination Policy at the Galion City Health Department.

POLICY

It is the policy of the Galion City Health Department to treat Customers in a manner that does not discriminate. Specifically, discrimination includes prejudicial or unjust treatment on the basis of race, ethnicity, sex, sexual orientation, gender identity or expression, color, religion, ancestry, national origin, age, disability, familial status, military status, or any other basis prohibited by federal, state, or local law; including, but not limited to anyone covered under Title VI of the Civil Rights Act of 1964 and those needing Communication Access such as those with Limited English Proficiency (LEP) or Deaf/ Hard of Hearing.

BACKGROUND

The mission of the Galion City Health Department is "To Promote, Improve and Protect the Health and Well-Being of the Community We Serve". GCHD is committed to serving its clients, partners, stakeholders and coworkers with fairness and equity. We strive to deliver our services in a manner that is just and free from bias or prejudice. This policy is written in the spirit of health equity, diversity and inclusion.

This policy is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

GLOSSARY OF TERMS

1. **Customer** refers to persons who are not serving as employees or volunteers of the Department.
2. **Race** is a self-identified, self-reported social and cultural concept that places an individual into one of many global groups. Race is neither biological nor scientific. Race is a social construct utilized to categorize people based on skin color, ancestry or country of origin.¹
3. **Ethnicity** is the term for the culture of people in a given geographic region, including their language, heritage, religion and customs.²
4. **Sex** refers to the biological and physiological characteristics that define men and women.³
5. **Sexual orientation** is the preferred term used when referring to an individual's physical and/or emotional attraction to the same and/or opposite gender. "Heterosexual," "bisexual" and "homosexual" are all examples of sexual orientations. A person's sexual orientation is distinct from a person's gender identity and expression.⁴

6. **Gender Identity** is distinct from the term "sexual orientation"; refers to a person's innate, deeply felt psychological identification as a man, woman or some other gender, which may or may not correspond to the sex assigned to them at birth (e.g., the sex listed on their birth certificate).⁵
7. **Gender Expression** refers to all of the external characteristics and behaviors that are socially defined as either masculine or feminine, such as dress, grooming, mannerisms, speech patterns and social interactions. Social or cultural norms can vary widely and some characteristics that may be accepted as masculine, feminine or neutral in one culture may not be assessed similarly in another.⁶ 8. **Color** refers to skin pigment or complexion.⁷
9. **Religion** is defined as a belief that must be sincerely held, and within the believer's own scheme of things religious.⁸
10. **Ancestry** refers to a person's ancestors, lineage or line of descent.⁹
11. **National Origin** means the country where a person was born, or, more broadly, the country from which his or her ancestors came.¹⁰
12. **Age** is the amount of time which a person has lived .¹¹
13. An individual with a **disability** is a person who: (1) has a physical or mental impairment that substantially limits one or more major life activities; OR (2) has a record of such an impairment; OR (3) is regarded as having such an impairment.¹²
14. **Familial status** is determined by a person's household type, such as marriage and existing or prospective children.¹³
15. **Military status** refers to a person's past, current or future membership, service or obligation in a uniformed service.¹⁴

PROCEDURES & STANDARD OPERATING GUIDELINES

I. Policy Adherence

- A. Serve all without malice or bias on the basis of race, ethnicity, sex, sexual orientation, gender identity or expression, color, religion, ancestry, national origin, age, disability, familial status, military status.
- B. Serve customers with respect and dignity.
- C. Serve customers with equity.
- D. In the event that a concern is raised by a client, member of the public or staff person that is a breach of this policy, the concern shall be forwarded to the Health Commissioner for follow-up.

CITATIONS

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13. US Legal (2001-2014) *Familial Status Law and Legal Definition*. Retrieved June 6, 2014, from <http://definitions.uslegal.com/f/familial-status/>
14. The United States Department of Justice (n.d.) *Types of Employment Discrimination*. Retrieved June 6, 2014, from <http://www.justice.gov/crt/about/emp/types.php>

CONTRIBUTORS

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SIGNATURES



Trish Factor, MPH, MCHES, CHEP
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7/15/19
Date