

Policy of Non-Discrimination in Service Provision

Discrimination by Cascade AIDS Project (CAP) employees or volunteers against patients, clients, and/or program participants, (hereinafter, "program participants") based on skin color, race or ethnicity, gender identity and expression, national origin, age, religion, sexual orientation, family or marital status, ability, former or active military status, political affiliation, or any other status or characteristic protected by local, state or federal laws is not legal and is not tolerated at CAP. Any employee or volunteer who engages in discriminatory behavior toward a program participant is subject to discipline, up to and including immediate termination of employment or termination of CAP's relationship with a volunteer.

Program participants who believe they have been discriminated against may file a grievance using CAP's Feedback and Grievance form for Program Participants and Volunteers, which is available on the [CAP website](#), in our office locations, and by request from any CAP employee. In no event will filing of a grievance have any effect upon the program participant's receipt of services. After CAP receives a grievance form from a program participant, the following will occur:

Step 1: Based on the program participant's concern, the form will be forwarded to the most appropriate CAP Manager and the Director of that department.

Step 2: The Manager will discuss the concern with any affected staff members and other members of CAP staff who may be able to help resolve the situation. The Manager will then make every effort to contact the participant with information or a decision within 5 business days of the day CAP received the participant's written concern.

Step 3: If a satisfactory resolution is not reached with the assigned Manager, the concern will be reviewed by the Department Director. The Director will contact the participant with information or a decision within 5 business days after receipt of the materials.

Step 4: If the concern is not resolved with the response of the Director, the participant may request a meeting with the Chief Executive Officer of CAP by calling the CEO's Executive Assistant at 503-278-3811. Our goal, depending on availability, is to schedule the meeting within 10 business days of the participant's request.

If the participant goes through the entire grievance process and is still dissatisfied with the results, CAP will provide them with the contact information for the agency or government entity which funded or contracted for the service. The funder or contractor can confirm the eligibility requirements for service(s) and receive feedback regarding CAP's service delivery.