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| NON-DISCRIMINATION POLICY | | | | NO. 15 | |
| It is the policy of our facility to serve individuals without regard to race, religion, gender, sexual orientation, socioeconomic status, color, national origin, disability, or age. To more effectively serve, we make efforts to help individuals participate irrespective of a particular disability or other challenges.  Communication With People Who Are Deaf or Hard of Hearing: These individuals may use a variety of ways to communicate including sign language, assistive listening devices, or simply written messages. Our staff will work with each individual to determine the most effective means of communication including services required or equipment aids depending on the complexity and nature of the needs.  While written notes and pointing may be effective for simple conversation, more complicated interactive communications may require a sign language or other interpreter. Sign language oral or cued speech interpreters will be utilized as required. Sign boards or Computer Assisted communication may also be utilized if appropriate for the disabled individual.  Winning Wheels also facilitates communication for hearing impaired individuals by making available a TTY to connect to the free nationwide relay network. Televisions with closed caption are also available for viewing if needed.  Another area of communication concern is with individuals with limited English Proficiency. To accommodate these individuals, Winning Wheels maintains a copy of the United States Census language identification flashcard to allow us to know which language we need to work with. After identification, the facility utilizes web-based programs which provide translation/language conversion. Once a language has been identified, virtually any facility document, policy, etc. may be converted from English as appropriate.  Winning Wheels also does not limit or restrict admissions or services provided on the basis of age, except that admissions of individuals under 18 years of age must be approved by the Illinois Department of Public Health.  Discrimination grievances should be directed to and will be handled by:  Winning Wheels Administrator  701 E. Third St.  Prophetstown, IL 61277  815-537-5168  Administrator shall be designated as the Section 504 Coordinator. | | | | | |
| Approved: | Effective Date:  3/86 | Revision Date:  2/05; 10/08 ;8/11;  3/17 | Change No.: | | Page:  1 of 1 |