

Administrative Policy No. 18.81

Subject: Nondiscrimination in Direct Client Services

Information Contact: DSHS Human Resources

Authorizing Source: Civil Rights Act of 1964, as amended
Civil Rights Act of 1991
Executive Order 89.01, Sexual Harassment
Executive Order 93.07, Affirming Commitment to
Diversity and Equity in Service Delivery
Age Discrimination Act of 1975, as amended
President's Executive Order 12250
Americans with Disabilities Act of 1990, as amended
504 of the Rehabilitation Act of 1973, as amended
Food and Nutrition Act of 2008
[Chapter 49.60 RCW](#)

Effective Date: June 16, 2006

Revised: September 1, 2014

Approved By: Original signed by David L. Stewart
Senior Director, Human Resources Division

Purpose

This policy confirms the Department of Social and Health Services' (DSHS) commitment to provide direct services to clients without discrimination.

Scope

This policy applies to all DSHS Employees, Volunteers, Work Study Students and Interns. This policy also applies to every aspect of the department's programs, practices, policies, and activities related to direct service delivery to DSHS clients.

Definition

Nondiscrimination: The right to receive services from DSHS in a fair and equitable manner and without regard to protected group status as described below.

Policy

A. No DSHS employee may discriminate against a client because of:

1. Race
2. Color
3. Creed
4. Religion
5. National Origin
6. Age
7. Sex
8. Presence of any sensory, mental or physical disability
9. Use of a trained dog guide or service animal by a person with a disability
10. Sexual Orientation
11. Honorably discharged veteran, disabled veteran, Vietnam Era veteran, recently separated veteran, other protected veteran or military status
12. Status as a mother breastfeeding her child

In addition to the protected statuses listed above, the Basic Food Program prohibits DSHS and its agents from discriminating against any person because of political beliefs.

B. A client who believes he or she has been or is being discriminated against may file a complaint with one or more of the following:

1. Investigations Unit Supervisor, Grievance Coordinator for Section 504, Title II and other Civil Rights Laws
DSHS Human Resources
Investigations Unit
PO Box 45839
Olympia, WA 98504-5839
TDD (360) 586-4289 or TDD 1-800-521-8061
(360) 725-5807 or 1-800-521-8060

The Investigations Unit will conduct a thorough investigation of the complaint with a goal of issuing a written decision within 90 calendar days of the filing.

2. Washington State Human Rights Commission
1-800-233-3247
3. U.S. Department of Health & Human Services
Office for Civil Rights
1-800-362-1710

Use of this complaint procedure does not preclude an individual from filing a complaint with the Office for Civil Rights

- C. All DSHS facilities that provide direct services to clients will post the Nondiscrimination poster (DSHS 24-007(x)) in a location readily available to clients. In addition, the following brochures must be accessible to all DSHS clients:
1. Nondiscrimination in the Basic Food Program (DSHS 22-552(x))
 2. Nondiscrimination Policy (DSHS 22-171(x))
- D. Retaliation is prohibited. Any person who has filed a discrimination complaint or assisted in the investigation of a discrimination complaint, shall not be intimidated, threatened, coerced, or discriminated against

DSHS Official