THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR
COLUMBUS
PUBLIC HEALTH

Columbus Public Health
FINAL

POLICY AND PROCEDURE	
SUBJECT/TITLE:	Customer Non-Discrimination Policy
SCOPE:	All Columbus Public Health Staff
CONTACT PERSON & DIVISION:	Laurie Dietsch, Accreditation Coordinator
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PURPOSE

The intent of this document is to inform Customers of the Customer Non-Discrimination Policy at Columbus Public Health.

POLICY

It is the policy of Columbus Public Health 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.

BACKGROUND

The mission of Columbus Public Health is to protect health and improve lives in our community. CPH 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, the City of Columbus Charter and Code, and City of Columbus and Columbus Public Health policies and rules.

GLOSSARY OF TERMS

1. **Age** is the amount of time which a person has lived .[11]
2. **Ancestry** refers to a person's ancestors, lineage or line of descent.[9]
3. **Color** refers to skin pigment or complexion.[7]
4. **Customer** refers to persons who are not serving as employees or volunteers of the Department.
5. 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]
6. **Ethnicity** is the term for the culture of people in a given geographic region, including their language, heritage, religion and customs.[2]

7. **Familial Status** is determined by a person's household type, such as marriage and existing or prospective children.[13]
8. **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]
9. **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]
10. **Limited English Proficiency** (LEP) refers to a limited ability to speak, read, write and/or understand the English language at a level that enables a person to interact effectively with CPH staff.
11. **Military Status** refers to a person's past, current or future membership, service or obligation in a uniformed service.[14]
12. **National Origin** means the country where a person was born, or, more broadly, the country from which his or her ancestors came.[10]
13. **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]
14. **Religion** is defined as a belief that must be sincerely held, and within the believer's own scheme of things religious.[8]
15. **Sex** refers to the biological and physiological characteristics that define men and women.[3]
16. **Sexual Orientation** is the preferred term used when referring to an individual's physical and/or emotional attraction. A person's sexual orientation is distinct from a person's gender identity and expression.[4]

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 all customers with respect and dignity.
   C. Serve all 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 CPH Quality Improvement Coordinator, or designee, for follow-up (614-645-1241).   A committee will convene to investigate concern. This committee will include, but is not limited to, the Health Equity Manager, Compliance Officer, Human Resource Representative, Program Manager of respective area and any other person deemed necessary.

CITATIONS

1. U.S. Department of Commerce (2013, July 8). *United States Census Bureau: Race.* Retrieved June 6, 2014, from http://www.census.gov/topics/population/race/about.html
2. Life's Little Mysteries Staff (2012, May 9). *What is the Difference between Race and Ethnicity?* Retrieved June 6, 2014, from http://www.livescience.com/33903-difference-race-ethnicity.html
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7. U.S. Equal Employment Opportunity Commission (n.d.) *Race/Color Discrimination.* Retrieved June 6, 2014, from http://www.eeoc.gov/laws/types/race_color.cfm

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9. Merriam-Webster.com (2014) *Ancestry.* Retrieved June 6, 2014, from http://www.merriam-webster.com/dictionary/ancestry

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11. Merriam-Webster.com (2014) *Age.* http://www.merriam-webster.com/dictionary/age

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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

15. City of Columbus Charter, Section 238 – Equal Rights

16. City of Columbus Code, Section 161.01 – Discrimination Prohibited

17. City of Columbus Code, Chapter 2331 – Discriminatory Practices; Civil Rights; Disclosure

18. City of Columbus Central Work Rules, Rule #2 – Rude, Abusive or Violent Behavior and Rule #8 – Failure of Good Behavior

19. City of Columbus Policy Against Discrimination of Persons with Disabilities

20. City of Columbus Policy on Equal Employment Opportunity

21. City of Columbus Policy Regarding Workplace Violence

22. City of Columbus Sexual Harassment Policy

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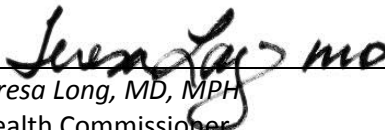
APPENDICES

N/A

REFERENCE FORMS

N/A

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SIGNATURES

I have reviewed this document and endorse it as an official CPH Policy and Procedure:
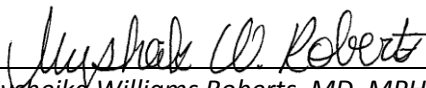
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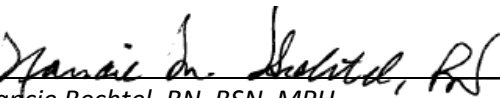
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