

Section 12.06 Health Equity and Customer Non-Discrimination Policy

A. PURPOSE

The intent of this document is to inform Customers of the Health Equity and Customer Non-Discrimination Policy at Clermont County Public Health.

B. BACKGROUND

The mission of Clermont County Public Health is striving to improve Clermont County by preventing disease, promoting health, and protecting the environment. CCPH 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, and CCPH policies and rules.

C. GLOSSARY OF TERMS

1. **Age** is the amount of time which a person has lived.
2. **Ancestry** refers to a person's ancestors, lineage or line of descent.
3. **Color** refers to skin pigment or complexion.
4. **Customer** refers to persons who are not serving as employees or volunteers of the agency.
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 impairment; OR (3) is regarded as having such impairment.
6. **Ethnicity** is the term for the culture of people in a given geographic region, including their language, heritage, religion and customs.
7. **Familial Status** is determined by a person's household type, such as marriage and existing or prospective children.
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.

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).
10. **Health Disparity** is a type of difference in health that is closely linked with social or economic disadvantage. Health disparities negatively affect groups of people who have systematically experienced greater social or economic obstacles to health. These obstacles stem from characteristics historically linked to discrimination or exclusion such as race or ethnicity, religion, socioeconomic status, gender, mental health, sexual orientation, or geographic location. Other characteristics include cognitive, sensory, or physical disability.
11. **Health Equity** is when all people have "the opportunity to 'attain their full health potential' and no one is 'disadvantaged from achieving this potential because of their social position or other socially determined circumstance'".
12. **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.
13. **Military Status** refers to a person's past, current or future membership, service or obligation in a uniformed service.
14. **National Origin** means the country where a person was born, or, more broadly, the country from which his or her ancestors came.
15. **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.
16. **Religion** is defined as a belief that must be sincerely held, and within the believer's own scheme of things religious.
17. **Sex** refers to the biological and physiological characteristics that define men and women.
18. **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.

D. POLICY

It is the policy of Clermont County 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.

All CCPH employees and volunteers shall:

1. 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.
2. Serve all customers with respect and dignity.
3. Serve all customers with equity.
4. Incorporate health equity considerations into program development, policies, procedures, interventions and standard operating guidelines.
5. 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 CCPH Health Commissioner, or designee, for follow-up. A committee will convene to investigate the concern. This committee will include, but is not limited to, the Health Commissioner, Assistant Health Commissioner, Director/Supervisor or Program Manager of respective area and any other person deemed necessary.