



# STLHELP Non-Discrimination Policy

St. Louis Health Equipment Lending Program (STLHELP)  
Non-Discrimination in Hiring and Service Delivery

## **Purpose**

STLHELP is committed to ensuring equitable access to employment, volunteer opportunities, and services. We believe that access to essential home medical equipment is a basic need that should not be limited by personal, economic, or social barriers.

## **Policy Statement**

STLHELP does not discriminate in hiring, employment practices, volunteer engagement, or service delivery on the basis of:

Race  
Color  
Religion  
Sex  
Sexual orientation  
Gender identity or expression  
National origin  
Age  
Disability  
Veteran status  
Marital status  
Any other characteristic protected by applicable law  
Service Commitment

STLHELP provides free home medical equipment to individuals and families regardless of income, insurance status, or background.

## **Services are delivered based on:**

First come, first served  
Availability of equipment  
Operational capacity

9709 Dielman Rock Island Industrial Drive  
St. Louis, MO 63132  
[www.stlhelp.org](http://www.stlhelp.org)  
314.897.4357



STLHELP does not require proof of income, insurance, or citizenship to receive services.

### **Employment and Volunteer Practices**

STLHELP is committed to fair and equitable practices in:

- Hiring
- Compensation
- Training
- Promotion
- Volunteer engagement

All decisions are based on qualifications, organizational need, and alignment with STLHELP's mission.

### **Accessibility**

STLHELP strives to reduce barriers to access by:

- Offering multiple community-based locations (HELP HUBs)
- Providing clear and simple intake processes
- Supporting caregivers and individuals with mobility challenges
- Reporting Concerns

Any individual who believes they have experienced discrimination may report concerns through STLHELP's grievance process. Reports will be reviewed promptly and handled with respect and confidentiality.

### **Compliance**

STLHELP complies with all applicable federal, state, and local non-discrimination laws and regulations.

Approved by Board of Directors, January 15, 2026