

Non-discrimination and communication assistance

Healdsburg Hospital is a secular affiliate of Providence.

Providence St. Joseph Health and its Affiliates¹ (collectively “PSJH”) comply with applicable Federal civil rights laws and do not discriminate against, exclude, or treat differently any individuals accessing any PSJH Program or Activity on any basis prohibited by local, state or federal laws, including but not limited to on the basis of race, color, religious creed (including religious dress and grooming practices), national origin (including certain language use restrictions), ancestry, disability (mental and physical including HIV and AIDS), medical condition (including cancer and genetic characteristics), marital status, age, sex (including pregnancy, childbirth, breastfeeding and related medical conditions, gender, gender identity, gender expression and sexual orientation, genetic information (including family medical history), or military/veteran status as those terms are defined under federal and state laws and rules.

In compliance with the Americans with Disabilities Act (ADA), PSJH provides qualified interpreters and other auxiliary aids and services free of charge:

1. to people with disabilities to communicate effectively with us, such as: (a) Qualified sign language interpreters; and (b) Written information in other formats (large print, audio, accessible electronic formats, other formats); and
2. to people whose primary language is not English, such as: (a) Qualified interpreters; and (b) Information written in other languages.

If you need any of the above services, please contact the Civil Rights Coordinator below. If you need Telecommunications Relay Services, please call 1-800-833-6384 or 7-1-1.

If you believe that PSJH has failed to provide these services or discriminated in another way on the basis race, color, religious creed (including religious dress and grooming practices), national origin (including certain language use restrictions), ancestry, disability (mental and physical including HIV and AIDS), medical condition (including cancer and genetic characteristics), marital status, age, sex (including pregnancy, childbirth, breastfeeding and related medical conditions, gender, gender identity, gender expression and sexual orientation, genetic information (including family medical history), or military/veteran status, you can file a grievance with PSJH by contacting the Civil Rights Coordinator for your location listed below:

State/Service

Alaska

Civil Rights Coordinator

Civil Rights Coordinator, 3200 Providence Dr., Anchorage, AK 99508

Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127

Email: Nondiscrimination.AK@providence.org

California, Northern
Civil Rights Coordinator, 1165 Montgomery Drive, Santa Rosa, CA 95405
Tel: 1-707-321-9381; Interpreter Line: 1-888-311-9127
Email: Nondiscrimination.NCAL@stjoe.org

California, Southern
Civil Rights Coordinator, 501 S. Buena Vista Street, Burbank, CA 91505
Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127
Email: Nondiscrimination.CA@providence.org

Hoag Memorial
Civil Rights Coordinator, One Hoag Drive, Newport Beach, CA 92663
Tel: 1-949-764-4427; Interpreter Line: 1-888-311-9127
Email: CorporateCompliance@hoag.org

Home & Community Care
Civil Rights Coordinator, 2811 S. 102nd St, Suite 220, Tukwila, WA 98168
Tel: 1-844-469-1775 Interpreter Line: 1-888-311-9127
Email: Nondiscrimination.HCC@providence.org

Montana
Civil Rights Coordinator, 1801 Lind Ave. SW, Renton, WA 98057
Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127
Email: Nondiscrimination.MT@providence.org

Oregon
Civil Rights Coordinator, 4706 NE Glisan St, Portland, OR 97213
Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127
Email: Nondiscrimination.OR@providence.org

Texas/New Mexico
Civil Rights Coordinator, 3615 19th St, Box 337, Lubbock, TX 79410
Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127
Email: Nondiscrimination.TX.NM@covhs.org

Ambulatory Care Network
Civil Rights Coordinator, 800 Fifth Ave, Seattle, WA 98104
Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127
Email: Nondiscrimination.ACN@providence.org

Kadlec Medical Center
Civil Rights Coordinator, 888 Swift Blvd, Richland, WA 99352
Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127
Email: Nondiscrimination.KMC@providence.org

Eastern Washington
(Providence Health Care)
Civil Rights Coordinator, 101 West 8th Ave, Spokane, WA 99204
Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127
Email: Nondiscrimination.PHC@providence.org

Northwest Washington
Civil Rights Coordinator, 1321 Colby Avenue, Everett, WA 98201
Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127
Email: Nondiscrimination.NWR@providence.org

Southeast Washington
Civil Rights Coordinator, 401 W Poplar St, Walla Walla, WA 99362

Southwest Washington	<p>Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127 Email: Nondiscrimination.SER@providence.org Civil Rights Coordinator, 413 Lilly Road NE, Olympia, WA 98506</p>
Washington - Swedish and Swedish Edmonds	<p>Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127 Email: Nondiscrimination.SWR@providence.org 747 Broadway, Seattle, WA 98122</p>
Second Level of Appeal for All Regions	<p>Tel: 1-206-320-3422; Interpreter Line: 1-888-311-9127 Email: compliance@swedish.org PSJH – Nondiscrimination Appeals, Risk and Claims Division 1801 Lind Avenue SW, Renton, WA 98057</p>
	<p>Tel: 1-844-469-1775; Interpreter Line: 1-888-311-9127 Email: Nondiscrimination.PSJH@providence.org</p>

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, one of the above-noted Civil Rights Coordinators is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
 200 Independence Avenue SW.
 Room 509F, HHH Building
 Washington, DC, 20201
 1-800-368-1019 or 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



American Sign Language: All states, all regions

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 888-311-9127 (TTY: 711).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 888-311-9127 (TTY: 711)。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 888-311-9127 (TTY: 711).

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 888-311-9127 (TTY: 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 888-311-9127 (TTY: 711) 번으로 전화해 주십시오.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 888-311-9127 (телетайп: 711).

Armenian: Ուշադրություն: Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ձանգահարեք 888-311-9127 (TTY (711))

Arabic:

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 8883119127 رقم هاتف الصم والبكم: (TTY: 711)

Persian (Farsi):

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 888-311-9127 (TTY: 711) تماس بگیرید.

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。888-311-9127 (TTY:711) まで、お電話にてご連絡ください。

Punjabi: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 888-311-9127 (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ।

Mon-Khmer, Cambodian: ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អ្លល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 888-311-9127 (TTY: 711)។

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 888-311-9127 (TTY: 711) पर कॉल करें।

Hmong: LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 888-311-9127 (TTY: 711).

Thai: ระวัง: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 888-311-9127 (TTY: 711)

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 888-311-9127 (TTY: 711).

Urdu:

888-311-9127 (TTY: 711) خیردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب .
ہیں۔ کال کریں

Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 888-311-9127 (телетайп: 711).

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 888-311-9127 (ATS: 711).

Laotian: ໄປດຊາບ: ຖ້າ ວ່າ ທ່ານ ເວົ້າ ພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອ ອັດຕະໂນມັດພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມາພ້ອມໃຫ້ທ່ານ. ໂທ 888-311-9127 (TTY: 711).

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 888-311-9127 (TTY: 711).

Cushite (Oromo): XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 888-311-9127 (TTY: 711).

Amharic: ማሰታወሻ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 888-311-9127 (መስማት ለተሳናቸው: 711).

Romanian: ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 888-311-9127 (TTY: 711).

Samoan: MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se totogi, mo oe, Telefoni mai: 888-311-9127 (TTY:711)

Ilocano: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 888-311-9127 (TTY: 711).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 888-311-9127 (TTY: 711).

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 888-311-9127 (TTY: 711).

Norwegian: MERK: Hvis du snakker norsk, er gratis språkassistansetjenester tilgjengelige for deg. Ring 888-311-9127 (TTY: 711).

Pennsylvanian (Dutch): Schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 888-311-9127 (TTY: 711).

¹ For purposes of this notice, “Affiliates” is defined as any entity that is wholly owned or controlled by Providence Health & Services or Western HealthConnect, including but not limited to Swedish Health Services, Swedish Edmonds, Kadlec Regional Medical Center, PacMed Clinics, Inland Northwest Health Services, Providence Medical Group, Swedish Medical Group, Facey Medical Group, Providence Medical Institute, and all subsidiaries, facilities, and locations operated by those entities.