

# Non-discrimination and Communication Assistance

Providence St. Joseph Health and its Affiliates<sup>1</sup> (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:

| Service Location                                                                              | Civil Rights Accessibility Coordinator                                                                                                                                                                                                        |
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| <b>*All Locations</b>                                                                         | <b>If you need Interpreter Services, please dial 1-888-311-9127</b>                                                                                                                                                                           |
| <b>*All Locations</b>                                                                         | <b>For Billing or Financial Assistance dial 1-866-747-2455</b>                                                                                                                                                                                |
| <b>Ambulatory Care Network</b><br>(Express Care, Urgent Care, and Ambulatory Surgery Centers) | Civil Rights Coordinator, 800 Fifth Ave, Seattle, WA 98104<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.ACN@providence.org">Nondiscrimination.ACN@providence.org</a>              |
| <b>Alaska</b>                                                                                 | Civil Rights Coordinator, 3200 Providence Dr., Anchorage, AK 99508<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.AK@providence.org">Nondiscrimination.AK@providence.org</a>        |
| <b>California, Northern</b>                                                                   | Civil Rights Coordinator, 1165 Montgomery Drive, Santa Rosa, CA 95405<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.NCAL@stjoe.org">Nondiscrimination.NCAL@stjoe.org</a>           |
| <b>California, Southern</b>                                                                   | Civil Rights Coordinator, 501 S. Buena Vista St., Burbank, CA 91505<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.SCAL@providence.org">Nondiscrimination.SCAL@providence.org</a>   |
| <b>Home &amp; Community Care</b><br>(All geographic locations)                                | Civil Rights Coordinator, 2811 S. 102nd St, Suite 220, Tukwila, WA 98168<br>Tel: 1-844-469-1775 Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.HCC@providence.org">Nondiscrimination.HCC@providence.org</a> |
| <b>Montana</b>                                                                                | Civil Rights Coordinator, 1801 Lind Avenue SW, Renton, WA 98057<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.MT@providence.org">Nondiscrimination.MT@providence.org</a>           |

| <b>Service Location</b>                                                          | <b>Civil Rights Accessibility Coordinator</b>                                                                                                                                                                                                                    |
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| <b>Oregon</b>                                                                    | Civil Rights Coordinator, 4706 NE Glisan St., Portland, OR 97213<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.OR@providence.org">Nondiscrimination.OR@providence.org</a>                             |
| <b>Texas/New Mexico<br/>(Covenant/Grace)</b>                                     | Civil Rights Coordinator, 4015 22 <sup>nd</sup> Place Box 337, Lubbock, TX 79410<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.TXNM@providence.org">Nondiscrimination.TXNM@providence.org</a>         |
| <b>Kadlec<br/>(Kadlec - all locations)</b>                                       | Civil Rights Coordinator, 888 Swift Blvd, Richland, WA 99352<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.KMC@providence.org">Nondiscrimination.KMC@providence.org</a>                               |
| <b>Pacific Medical Centers<br/>(PacMed - all locations)</b>                      | Civil Rights Coordinator, 1200 12th Avenue South, Seattle, WA 98144<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination@pacmed.org">Nondiscrimination@pacmed.org</a>                                        |
| <b>Swedish<br/>(Swedish - all locations)</b>                                     | Civil Rights Coordinator, 747 Broadway, Seattle, WA 98122<br>Tel: (206) 215-2613; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Compliance@swedish.org">Compliance@swedish.org</a>                                                              |
| <b>Eastern Washington<br/>(PHC - Spokane &amp; surrounding areas)</b>            | Civil Rights Coordinator, 101 West 8th Ave, Spokane, WA 99204<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.PHC@providence.org">Nondiscrimination.PHC@providence.org</a>                              |
| <b>Northwest Washington<br/>(North of Seattle &amp; surrounding areas)</b>       | Civil Rights Coordinator, 1321 Colby Avenue, Everett, WA 98201<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.NWR@providence.org">Nondiscrimination.NWR@providence.org</a>                             |
| <b>Southeast Washington<br/>(Walla Walla/Tri-cities &amp; surrounding areas)</b> | Civil Rights Coordinator, 401 W Poplar St, Walla Walla, WA 99362<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.SER@providence.org">Nondiscrimination.SER@providence.org</a>                           |
| <b>Southwest Washington<br/>(South of Seattle &amp; surrounding areas)</b>       | Civil Rights Coordinator, 413 Lilly Road NE, Olympia, WA 98506<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.SWR@providence.org">Nondiscrimination.SWR@providence.org</a>                             |
| <b>2<sup>nd</sup> Level of Appeal for All Locations</b>                          | Nondiscrimination Appeals, Risk and Claims Division, 1801 Lind Ave. SW, Renton, WA 98057<br>Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127<br>Email: <a href="mailto:Nondiscrimination.PSJH@providence.org">Nondiscrimination.PSJH@providence.org</a> |

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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>.

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| <b>American Sign Language</b> | <b>All states, all regions</b> |  |  |
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**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: Չանգահարեք 888-311-9127 (TTY (711))`

**Arabic:**

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

**Persian (Farsi):**

با اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد: توجه  
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៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អៗ 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:** เรียน: ถ้านคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี 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:**

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

**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:** ໂບດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ການບົວການຊ່ວຍເຫຼືອ ອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນ ນມພໍ້ ອມໃຫ້ ທ່ານ. ໂທ 888-311-9127 (TTY: 711).

**Gujarati:** સુચના: જો તમે ગુજરાતી બોલતા છો, 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:** ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል: ወደ ሚስተለው ቁጥር ይደውሉ 888-311-9127 (ማስማት 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 togoti, 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 språkassistanstjenester tilgjengelige for deg. Ring 888-311-9127 (TTY: 711).

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

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<sup>1</sup> For purposes of this notice, “Affiliates” is defined as any not-for-profit or non-profit entity that is wholly owned or controlled by Providence St. Joseph Health (PSJH), Providence Health & Services, St. Joseph Health System, Western HealthConnect, Kadlec, Covenant Health Network, Grace Health System, Providence Global Center\* NorCal Health Connect, or is a not-for-profit or non-profit entity majority owned or controlled by PSJH or its Affiliates and bears the Providence, Swedish Health Services, St. Joseph Health, Covenant Health, Grace Health System, Kadlec, or Pacific Medical Centers names [includes Medical Groups (Providence Medical Group, Swedish Medical Group, Facey Medical Group, Providence Medical Institute, etc.), Home and Community Care, etc.], and all subsidiaries, facilities, and locations operated by those entities.