Non-discrimination and Communication Assistance

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:

<table>
<thead>
<tr>
<th>Service Location</th>
<th>Civil Rights Accessibility Coordinator</th>
</tr>
</thead>
<tbody>
<tr>
<td>*All Locations</td>
<td>If you need Interpreter Services, please dial 1-888-311-9127</td>
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<tr>
<td>*All Locations</td>
<td>For Billing or Financial Assistance dial 1-866-747-2455</td>
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<tr>
<td>Alaska</td>
<td>Civil Rights Coordinator, 3200 Providence Dr., Anchorage, AK 99508 Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127 Email: <a href="mailto:Nondiscrimination.AK@providence.org">Nondiscrimination.AK@providence.org</a></td>
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<tr>
<td>California, Northern</td>
<td>Civil Rights Coordinator, 501 S. Buena Vista St., Burbank, CA 91505 Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127 Email: <a href="mailto:Nondiscrimination.SCAL@providence.org">Nondiscrimination.SCAL@providence.org</a></td>
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<tr>
<td>California, Southern</td>
<td>Civil Rights Coordinator, 501 S. Buena Vista St., Burbank, CA 91505 Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127 Email: <a href="mailto:Nondiscrimination.SCAL@providence.org">Nondiscrimination.SCAL@providence.org</a></td>
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<tr>
<td>Home &amp; Community Care (all locations)</td>
<td>Civil Rights Coordinator, 2811 S. 102nd St, Suite 220, Tukwila, WA 98168 Tel: 1-844-469-1775 Interpreter Services: 1-888-311-9127 Email: <a href="mailto:Nondiscrimination.HCC@providence.org">Nondiscrimination.HCC@providence.org</a></td>
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<tr>
<td>Montana</td>
<td>Civil Rights Coordinator, 1801 Lind Avenue SW, Renton, WA 98057 Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127 Email: <a href="mailto:Nondiscrimination.MT@providence.org">Nondiscrimination.MT@providence.org</a></td>
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<tr>
<td>Oregon</td>
<td>Civil Rights Coordinator, 4706 NE Glisan St., Portland, OR 97213 Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127 Email: <a href="mailto:Nondiscrimination.OR@providence.org">Nondiscrimination.OR@providence.org</a></td>
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</tbody>
</table>
| **Texas/New Mexico (Covenant/Grace)** | Civil Rights Coordinator, 4015 22nd Place Box 337, Lubbock, TX 79410  
Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127  
Email: Nondiscrimination.TXNM@providence.org |
| **Kadlec (Kadlec - all locations)** | Civil Rights Coordinator, 888 Swift Blvd, Richland, WA 99352  
Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127  
Email: Nondiscrimination.KMC@providence.org |
| **Pacific Medical Centers (PacMed – all locations)** | Civil Rights Coordinator, 1200 12th Avenue South, Seattle, WA 98144  
Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127  
Email: Nondiscrimination@pacmed.org |
| **Swedish (Swedish – all locations)** | Civil Rights Coordinator,  
Department of Risk Management & Patient Safety, Swedish Health Services  
747 Broadway, Seattle, WA 98122  
Tel: (206) 796-1202; Interpreter Services: 1-888-311-9127  
Email: Nondiscrimination.swedish@providence.org |
| **Eastern Washington (PHC – Spokane & surrounding areas)** | Civil Rights Coordinator, 101 West 8th Ave, Spokane, WA 99204  
Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127  
Email: Nondiscrimination.PHC@providence.org |
| **Northwest Washington (North of Seattle & surrounding areas)** | Civil Rights Coordinator, 1321 Colby Avenue, Everett, WA 98201  
Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127  
Email: Nondiscrimination.NWR@providence.org |
| **Southeast Washington (Walla Walla/Tri-cities & surrounding areas)** | Civil Rights Coordinator, 401 W Poplar St, Walla Walla, WA 99362  
Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127  
Email: Nondiscrimination.SER@providence.org |
| **Southwest Washington (South of Seattle & surrounding areas)** | Civil Rights Coordinator, 413 Lilly Road NE, Olympia, WA 98506  
Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127  
Email: Nondiscrimination.SWR@providence.org |
| **2nd Level of Appeal for all locations** | Nondiscrimination Appeals, Risk and Claims Division, 1801 Lind Ave. SW, Renton, WA 98057  
Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127  
Email: Nondiscrimination.PSJH@providence.org |

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](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).


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: Զանգահարեք 888-311-9127 (TTY (711)).

Arabic: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوفر لك بالمجاني: ملاحظة رقم هاتف الصم والolkien (TTY: 711).

Persian (Farsi): 
با اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می‌شود: به 888-311-9127 تلفن 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: ਹਿੰਦੀ ਵਿਚ ਕਹਿਆਂ ਜਦੋਂ, ਤੋਂ ਉਸ ਦੱਖਣ ਲਈ ਬੱਧ ਦੇਣ ਦੀ ਮੁਕਤ ਸੇਵਾ ਤਕਨੀ ਹੈ। 888-311-9127 (TTY: 711) ਤੋਂ ਕਲਾਸ ਬੰਧਨ ਦੇਣਾ।

Mon-Khmer, Cambodian: ប្រយោគ: ប្រើប្រែប្រតិបត្តិការណ៍ ភាសាខ្មែរ មាន សំបូលគ្នា និងផ្ទៃក្មេង ជាច្រើននាក់ ចែកចាយប្រតិបត្តិការណ៍ និងជាច្រើននាក់ 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।


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 Centers, 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.