

PATIENT AND VISITOR NOTICE OF NON-DISCRIMINATION

As a recipient of Federal financial assistance, **ChristianaCare Hospital, West Grove Campus** complies with all applicable laws, regulations, and policies related to non-discrimination, and does not discriminate, exclude, or otherwise treat individuals, patients, or visitors differently on the basis of race; ethnicity; familial status; ancestry; color; religion; sex; sexual orientation or preference; gender identity; national origin (including Limited English Proficiency); age; handicap or disability; genetic information; veteran status; or any other protected characteristic under applicable laws in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, including the assigning or transfers of patients to rooms, floors, and sections; assigning staff to patients; utilization of the health care facility; or granting staff privileges of professionally qualified personnel, whether carried out by **ChristianaCare Hospital, West Grove Campus** directly or through a contractor or any other entity with which **ChristianaCare Hospital, West Grove Campus** arranges to carry out its programs and activities.

This statement 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, Section 1557 of the Affordable Care Act (ACA), 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 applies to all patients, health care professionals and staff members of the **ChristianaCare Hospital, West Grove Campus**. Health care professionals include physicians, allied health professionals and other licensed health care professionals. Staff members include all employees, agency personnel, contractors, consultants, students, and volunteers.

NOTICE OF PROGRAM ACCESSIBILITY

ChristianaCare Hospital, West Grove Campus and all its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. **ChristianaCare Hospital, West Grove Campus** provides free auxiliary aids and services to people with disabilities, or limited English proficiency to access **ChristianaCare Hospital, West Grove Campus** and to communicate effectively with **ChristianaCare Hospital, West Grove Campus**. Access features include:

- Accessible parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.
- A range of assistive and communication aids, at no additional charge, are provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments. Some of these aids include:
 - Qualified sign language interpreters via Video telecommunication devices
 - A twenty-four-hour (24) telecommunication device (TTY/TDD) which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units, for use by persons who are deaf, hard of hearing, or speech impaired.

TRS Telephone Numbers: (Traditional & STS TRS Service Provider: Hamilton Relay)

CTS administrator Hamilton Telecommunications

Customer Service #: 800-974-1253 (Voice/T)

Access #'s:

1-800-654-5988 (V)

1-800-654-5984 (T)

1-844-308-9292 (STS)

1-800-692-7380 (STS Consumer Service)

1-844-308-9291 (Spanish)

1-866-744-7471 (Spanish Customer Care)

- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Flash cards, alphabet boards and other communication boards.
- Assistive devices for persons with impaired manual skills.

- For those persons with limited English proficiency or whose primary language is not English, **ChristianaCare Hospital, West Grove Campus** provides free language assistance to access and communicate effectively with **ChristianaCare Hospital, West Grove Campus**.

If you need reasonable modifications, appropriate auxiliary aids or services, or language assistance services, please let the receptionist or your nurse know. You can also contact the **ChristianaCare Hospital, West Grove Campus** ADA/1557 Coordinator at 1-484-899-9930 (State Relay 7-1-1 or 1-800-654-5988).

Complaint Procedure:

If you believe **ChristianaCare Hospital, West Grove Campus** has failed to provide these services or discriminated in anyway, you may file a grievance with:

Provider Name: **ChristianaCare Hospital, West Grove Campus**

ADA/1557 Coordinator: Hospital Administrator or Designee

Telephone Number: 1-484-899-9930

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, **ChristianaCare Hospital, West Grove Campus** may provide assistance to you with filing a grievance.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically, or by mail or phone at:

- Electronically: OCR Portal, <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

- Telephone Number: 800-368-1019, 800-537-7697 (TDD)

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

Address: U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

This notice is available at **ChristianaCare Hospital, West Grove Campus** website: ChristianaCareNeighborhoodHospitals.org. A printed version of this notice is available upon request at the front desk.