

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:

Service Location	Civil Rights Accessibility Coordinator
*All Locations	For Interpreter Services: 1-888-311-9127
Ambulatory Care Network (Outpatient Surgery & Services)	Civil Rights Coordinator, 800 Fifth Ave, Seattle, WA 98104 Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127 Email: Nondiscrimination.ACN@providence.org
Alaska	Civil Rights Coordinator, 3200 Providence Dr., Anchorage, AK 99508 Tel: 1-844-469-1775; Interpreter Services: 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 Services: 1-888-311-9127 Email: Nondiscrimination.NCAL@stjoe.org
California, Southern	Civil Rights Coordinator, 501 S. Buena Vista St., Burbank, CA 91505 Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127 Email: Nondiscrimination.SCAL@providence.org
Hoag Memorial	Civil Rights Coordinator, One Hoag Drive, Newport Beach, CA 92663 Tel: 1-949-764-4427; Interpreter Services: 1-888-311-9127 Email: CorporateCompliance@hoag.org
Home & Community Care (All geographic locations)	Civil Rights Coordinator, 2811 S. 102nd St, Suite 220, Tukwila, WA 98168 Tel: 1-844-469-1775 Interpreter Services: 1-888-311-9127 Email: Nondiscrimination.HCC@providence.org

Service Location	Civil Rights Accessibility Coordinator
Montana	Civil Rights Coordinator, 1801 Lind Avenue SW, Renton, WA 98057 Tel: 1-844-469-1775; Interpreter Services: 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 Services: 1-888-311-9127 Email: Nondiscrimination.OR@providence.org
Texas/New Mexico (Covenant/Grace)	Civil Rights Coordinator, 3615 19 th St. Box 337, Lubbock, TX 79410 Tel: 1-844-469-1775; Interpreter Services: 1-888-311-9127 Email: Nondiscrimination.TXNM@providence.org
Kadlec	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)	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	Civil Rights Coordinator, 747 Broadway, Seattle, WA 98122 Tel: (206) 215-2613; Interpreter Services: 1-888-311-9127 Email: Compliance@swedish.org
Eastern Washington (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)	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)	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)	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	PSJH – 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

Updated 03/31/2021

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: ՈՒՇԱԳՐՈՒԹՅՈՒՆ՝ 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
(TTY: 711) رقم هاتف الصم والبكم:

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 ដោយមិនគិតល្ម្មល 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).

Health Services, Providence Medical Group, Swedish Medical Group, Facey Medical Group, Providence Medical Institute, and all subsidiaries, facilities, and locations operated by those entities.