

PACKARD CHILDREN'S HEALTH ALLIANCE

NOTICE INFORMING INDIVIDUALS ABOUT NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS AND NONDISCRIMINATION STATEMENT

Effective Date: October 17, 2016

DISCRIMINATION IS AGAINST THE LAW

Packard Children's Health Alliance complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Packard Children's Health Alliance does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Packard Children's Health Alliance:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact the site supervisor or practice manager.

If you believe that Packard Children's Health Alliance has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

The Office of Patient Experience
725 Welch Road, MC5932, Palo Alto, CA 94304

Telephone: (650) 498-4847, Fax (650) 724-3975

Email: myexperience@stanfordchildrens.org.

You can file a grievance in person or by mail, telephone, fax, email, or on our website: <http://www.stanfordchildrens.org>. If you need help filing a grievance, the site supervisor or practice manager 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, 800-537-7697 (TDD)

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

ATENCIÓN: si habla español (Spanish), tiene a su disposición servicios gratuitos de asistencia lingüística. Por favor, póngase en contacto con el supervisor o gerente.

注意：如果您使用繁體中文 (Chinese)，您可以免費獲得語言援助服務。請聯繫主管或經理。

CHÚ Ý: Nếu bạn nói Tiếng Việt (Vietnamese), có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Vui lòng liên hệ người giám sát hoặc quản lý.

PAUNAWA: Kung nagsasalita ka ng Tagalog (Tagalog-Filipino), maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Mangyaring makipag-ugnay ang supervisor o.

주의: 한국어를 사용하시는 경우(Korean), 언어 지원 서비스를 무료로 이용하실 수 있습니다. 감독자 또는 관리자에게 문의하세요

ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն (Armenian), ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Խնդրում ենք կապվել դեկավարին կամ կառավարչին:

توجه: اگر به زبان فارسی(Farsi-Persian) گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. دیری گب س امت ری دم ای تس رپرس افطل

ВНИМАНИЕ: Если вы говорите на русском языке (Russian), то вам доступны бесплатные услуги перевода. Пожалуйста, обратитесь к руководителю или менеджеру.

注意事項：日本語 (Japanese)を話される場合、無料の言語支援をご利用いただけます。上司や管理者にお問い合わせください。

ملحوظة: إذا كنت تتحدث اذكر اللغة (Arabic)، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. ىج ري ري دم وأ فر ش م ل ا ل اص ت ا ل ا

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ (Punjabi) ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। ਸੁਪਰਵਾਈਜ਼ਰ ਜ ਮੈਨੇਜਰ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜੀ

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ(Khmer-Cambodian), សេវាជំនួយផ្នែកភាសា ដោយមិនគិតឈ្នួល គឺអាចមានសំរាប់បំរើអ្នក។

សូមទាក់ទងអ្នកគ្រប់គ្រងប្រគល់គ្រង។

LUS CEEV: Yog tias koj hais lus Hmoob (Hmong), cov kev pab txog lus, muaj kev pab dawb rau koj. Thov hu rau tus thawj saib xyuas los yog tus neeg saib xyuas.

ध्यान दें: यदि आप हिंदी (Hindi) बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। पर्यवेक्षक या प्रबंधक से संपर्क करें।

เรียน: ถ้าคุณพูดภาษาไทย(Thai)คุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี กรุณาติดต่อผู้ดูแลหรือผู้จัดการ