



Notice of Nondiscrimination and Accessibility Requirements

Memorial Health (MH) and its affiliates comply with applicable federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. MH does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Memorial Health:

- ▶ 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

Interpreter services are available free of charge in Spanish, American Sign Language and other languages. Call 217-588-7770.

Memorial Health utilizes relay services for external telephone with TTY users. We accept and make calls through a relay service. The State of Illinois relay service number is 7-1-1.

If you believe that MH 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 MH Equity, Diversity and Inclusion coordinator (“EDI coordinator”) at MH Office of Equity, Diversity and Inclusion, 701 N. First St., Springfield, IL 62781; phone 800-541-9331; fax 217-788-9304; or email Inclusion@mhsil.com. Your grievance may be filed in person or by mail, fax or email in accordance with MH Section 504/1557 Grievance Procedure, a copy of which may be obtained from the MH Office of Equity, Diversity and Inclusion. If you need help filing a grievance, the EDI coordinator is available to help you.

You can file a complaint with the Illinois Department of Public Health by mail, phone or fax:

Illinois Department of Public Health
Office of Health Care Regulation
Central Complaint Registry
525 W. Jefferson St., Ground Floor
Springfield, IL 62761-0001
Phone: 800-252-4343 / TTY: 7-1-1
Fax: 217-524-8885

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 Ave., SW
Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019 | 800-537-7697 (TDD)

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

English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 217-588-7770. Relay Service: 7-1-1

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 217-588-7770. Servicio de retransmisión: 7-1-1

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 217-588-7770. Service de relais : 7-1-1

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 217-588-7770。中繼服務：7-1-1

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 217-588-7770. Dịch vụ Chuyển tiếp: 7-1-1

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 217-588-7770 번으로 전화해 주십시오. 릴레이 서비스: 7-1-1

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 217-588-7770. Номер службы телефонной ретрансляции: 7-1-1

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 217-588-7770. Usługa transmisji tekstu: 7-1-1

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 217-588-7770. Relais-Dienst: 7-1-1

Romanian

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 217-588-7770. Serviciu de releu: 7-1-1

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 217-588-7770 पर कॉल करें। प्रसारण सेवा: 7-1-1

Gujarati

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 217-588-7770. રિલે સેવા: 7-1-1

Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو لسانی خدمات مفت میں دستیاب ہیں۔ پر کال کریں۔ 217-588-7770۔ ریلے سروس: 7-1-1

Arabic

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 217-588-7770. خدمة الترحيل: 7-1-1

Tagalog – Filipino

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 217-588-7770. Relay Service: 7-1-1