

Nondiscrimination Notice

St. Charles Health System, Inc. ("SCHS") complies with applicable federal and state civil rights laws and does not discriminate, exclude, or treat individuals differently on the basis of race, color, religion, gender, age, national origin, disability, sexual orientation, gender identity, veteran's status, genetic information, marital status or any other legally-protected classification.

To help people with disabilities to communicate effectively with us, SCHS provides free aids and services, such as:

- Qualified sign language interpreters;
- Written information in other formats (large print, audio, accessible electronic formats, other formats);
- Free language services to people whose primary language is not English.

If you are in need of these services, please let a staff member know or contact our interpreting services, InDemand, at 855-347-4660 (passcode: Bend).

Arabic (عربية) - رقم) 1-855-347-4660 - ملحوظة: إذا كنت تتحدث انكر) اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم

Cambodian (ខ្មែរ) ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំណុំបំណែងអ្នក។ ចូរ ទូរស័ព្ទ 1-855-347-4660

Chinese (繁體中文) - 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 1-855-347-4660

Farsi (فارسی) - توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما 1-855-347-4660 فراهم می باشد. با تماس بگریڈ

French (Français) - Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-347-4660

German (Deutsch) - Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-347-4660

Japanese (日本語) - 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。1-855-347-4660まで、お電話にてご連絡ください。

Korean (한국어) - 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-347-4660 번으로 전화해 주십시오.

Oromo (Oroomiffa) - Afaan dubbattu Oroomiffa, tajaajjila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-855-347-4660

Romanian (Română) - Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-855-347-4660

Russian (Русский) - Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-347-4660

Thai (ภาษาไทย) - ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-347-4660

Ukrainian (Українська) - Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-855-347-4660

Vietnamese (Tiếng Việt) - Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-347-4660

Spanish (Español) - Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-347-4660

If you believe that SCHS has failed to provide these services or discriminated in another way on the basis of race, color, religion, gender, age, national origin, disability, sexual orientation, genetic information,

marital status, gender identity, veteran's status, or any other legally-protected classification, please contact the Corporate Compliance Officer at (541) 706-2702 or (541) 706-7772 (TDD), or you may file a report through EthicsPoint at 1-888-373-8881, or www.schs.ethicspoint.com.

You may also file a civil rights complaint directly with the U.S. Department of Health and Human Services:

The Office for Civil Rights
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 1-800-537-7697 (TDD)

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

This statement is in accordance with the provision of the Title VI of the Civil Rights act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and regulations of U.S. Department of Health and Human Services issued pursuant to the Acts, Title 45 of the Code of Federal Regulations Parts 80, 84, 91 and 92. This statement is also in compliance with The Nondiscrimination in Health Programs and Activities final rule implements Section 1557 of the Affordable Care Act.

Auxiliary Aids

SCHS provides auxiliary aids and services, free of charge and in a timely manner, to individuals with disabilities when such aids and services are necessary to provide an individual with a disability an equal opportunity to benefit from SCHS's programs, services, and activities.

Some of the auxiliary aids utilized in our facilities in support of our programs, services, and activities include:

- Sign-language interpreters
- Amplification aids for patients who are non-signing hearing impaired
- Remote interpretation such as Video Remote Interpretation
- Relay services for persons who are deaf or hard of hearing (TDD, TTY)
- Braille signage
- Large print documents (upon request)
- Computer-aided transcription services (voice recognition)
- Written copies of documents/communications
- Pager systems

Federal guidelines and our internal policy restrict the use of family and friends as interpreters. In cases where we do allow family or friends to interpret, we will do so until we are able to provide an onsite interpreter or video-remote interpretation.

For pre-scheduled appointments — notify us of the need for interpretation, either for you or any family member or companion, during the appointment scheduling process. Alert the scheduler of any additional special needs or preferences (between in-person, video remote interpretation, or telephone interpretation). If in-person interpretation is desired, we will do our best to accommodate your request. Keep in mind that depending on the language, location of the facility, and time and length of the appointment, in-person interpreters may not always be available; if this were the case a qualified remote (VRI and/or telephonic interpreter) will be made available.

For emergency or unscheduled visits — let our staff at the reception desk know that you would like an interpreter as soon as you arrive. If in-person interpretation is desired, we will do our best to accommodate your request. Keep in mind that in-person interpreters' availability varies depending on the language, time of the day, the facility's location, etc. If we are unable to find a qualified in-person interpreter in a timely manner, a qualified video remote (VRI and/or telephonic interpreters) will be made available to avoid delay in care.

Because your health is so important to us, we only allow qualified medical interpreters in our facilities, and the services are always **free of charge**. Family members (especially children), friends, or non-trained bilingual individuals should not be relied upon as interpreters. If you have concerns about the quality of the services received, or desire to have someone that is not qualified by SCHS as your interpreter during your visit, please let our staff know and a Language Services Representative will be able to assist you.

Affordable Care Act (ACA) Section 1557

Section 1557 is the nondiscrimination provision of the Affordable Care Act (ACA). The law prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in certain health programs or activities. Section 1557 builds on several long-standing and familiar Federal civil rights laws. Section 1557 extends nondiscrimination protections to individuals participating in:

- Any health program or activity which receives funding from HHS
- Any health program or activity that HHS itself administers
- Health Insurance Marketplaces and all plans offered by issuers that participate in those Marketplaces.

Based on the information above, SCHS is considered a “covered entity” that is required to abide by the requirements of Section 1557.

- On May 13, 2016, the U.S. Department of Health and Human Services (HHS) Office for Civil Rights issued a final rule implementing Section 1557 including specific requirements for covered entities that receive federal financial assistance from HHS. Some examples of federal financial assistance include Medicare

- For more information about Section 1557 of the Affordable Care Act please visit the HHS Office for Civil Rights website.