SECTION 1557: NON-DISCRIMINATION

Lakeland Health is committed to treating all patients and visitors equally. Lakeland complies with applicable Federal civil rights laws and does not discriminate, exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Lakeland Health provides free aids and services to people with disabilities to communicate effectively with us including qualified sign language interpreters and written information such as large print, audio, accessible electronic and other formats.

We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need assistance, please contact Vicki Buck, Patient Education Coordinator at (269) 983-8869 or vbuck@lakelandhealth.org

If you believe that Lakeland Health 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:

Brian Woodworth – Compliance Program Manager
1234 Napier Avenue, St. Joseph, MI 49085
Phone: (269) 985-4501
Fax: (269) 408-4528
Email: BWoodworth1@lakelandhealth.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Brian Woodworth 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 (OCR). You can file a complaint electronically through the OCR Complaint Portal: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf or by mail or phone at:

U.S. Department of Health and Human Services
(800) 868-1019, (800) 537-7697 (TDD)
200 Independence Avenue SW
Room 509F, HHH Building
Washington, DC 20201

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

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-269-983-8869 .

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1- 269-983-8869 .

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 1-269-983-8869

ᏫᏫᎧᏁ: ᏗᏂ ᏗᏍᏚᏂ ᏥᏍᏆᏂᎦᏛᏁᏍᏗᏒᏍᏗᏍᏕᏒᏍᏗᏍᏕᏒᏍᏗᏍᏕ