

URMHC Notice of Nondiscrimination and Availability of Language Assistance Services

Discrimination is Against the Law

UR Medicine Home Care (URMHC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (consistent with the scope of sex discrimination described at 45 § CFR 92.101(a)(2)). URMHC does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

URMHC:

Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact CyraCom Transparent Language Services 1-800-481-3293, Interpretek ASL deaf interpreter email roc.office@interpretek.com, or fax Interpretek at 585-235-7882.

If you believe that URMHC 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 obtain a copy of the grievance policy or file a grievance by contacting Nick Walters, Vice President of Clinical Operations at this e-mail: patientrelationsurmhc@urmc.rochester.edu

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 (HHS)
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Additionally, you may contact HHS at:

Toll-free: (800) 368-1019

TDD toll-free: (800) 537-7697