

Notice Informing Individuals about Nondiscrimination and Accessibility Requirements and Nondiscrimination Statement: Discrimination is Against the Law

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

- 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 SPHP Communication/Language Access Program at 518-525-6771 or 518-525-6134.

If you believe that St. Peter's Health Partners 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 as follows:

Patient Experience

Contact Number: 518-525-1192

Fax Number: 518-525-6620

Email: patientexperience@sphp.com

You can also file a civil rights complaint with:

- **The Office for Civil Rights, U.S. Department of Health and Human Services.** A complaint may be filed 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, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

- **The Office of Civil Rights, U.S. Department of Justice.** To find out how to file a complaint, see <https://www.justice.gov/crt/how-file-complaint>. If you are not sure which Section is the appropriate one to receive your complaint, you may contact the Civil Rights Division at (888) 736-5551 or (202) 514-3847.
- **NYS Division of Human Rights.** To find out how to file a complaint, see <https://dhr.ny.gov/complaint>
- **NYS Division of Criminal Justice Services.** A complaint may be submitted via email at the following email address: civilrights@dcjs.ny.gov. Alternatively, complaints may be filed via land mail. The land mail address is:
NYS Division of Criminal Justice Services
Office of Legal Services
80 South Swan St
Albany, NY 12210
Complete information on filing a complaint of discrimination with NYSDCJS can be found at <https://www.criminaljustice.ny.gov/ofpa/pdfdocs/discrimination-complaint-procedures.pdf>