

**NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS**

**DISCRIMINATION IS AGAINST THE LAW**

San Bernardino Mountains Community Hospital District (MCH) complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex. MCH does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

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

1. Qualified sign language interpreters
2. Free language services to people whose primary language is not English, such as:
3. Qualified interpreters
4. Information written in other languages

If you need these services and have not been offered them, please contact the Department of Quality and Regulatory Compliance/ Civil Rights Coordinator (name and contact information below).

If you believe that MCH has failed to provide these services based on race, color, national origin, age, disability, or sex, or has discriminated in any other way, you can file a grievance with the Director of Quality and Regulatory Compliance/ Civil Rights Coordinator in person or by mail, fax or email. You can also contact the Director of Quality and Regulatory Compliance/ Civil Rights Coordinator for assistance in filing the grievance.

The name and contact information for the Civil Rights Coordinator is:

Leslie Plouse, RN, MN

Director of Quality and Regulatory Compliance

Mountains Community Hospital

P.O. Box 70

Lake Arrowhead, CA 92352

Telephone: 909-336-3651 (ext. 3301)

Fax: 909-336-1179

Email: leslie.plouse@mchcares.com

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/cp/complaint\_frontpage.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

Telephone: 1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at http://www.hhs.gov/ocr/filing-with-ocr/index.html