Discrimination is Against the Law

Jennersville Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Jennersville Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Jennersville Hospital:

- 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 Risk Manager/Patient Safety Officer at Jennersville Hospital. If you believe that Jennersville Hospital 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: The Risk Manger/Patient Safety Officer either in person, by mail: 1015 Baltimore Pike, West Grove, PA 19390; telephone: 1-610-869-1052; Fax: 1-610-869-1362; TTY: 1-800-654-5988; or email: JennersvillePARiskManager@towerhealth.org. If you need help filing a grievance, the Risk Manager/Patient Safety Officer 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, 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, DC 20201; 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html.

Attention: If you speak English, language assistance services, free of charge, are available to you. Call 610-869-1000. TTY: 1-800-654-5988.

Español (Spanish): Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 610-869-1000. TTY: 1-800-654-5988. Spanish TTY: 1-844-308-9291.

繁體中文 **(Chinese):** 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 610-869-1000。
TTY: 1-800-654-5988.

Tiếng Việt **(Vietnamese)** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 610-869-1000. TTY: 1-800-654-5988.

Русский **(Russian)** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 610-869-1000. TTY: 1-800-654-5988.

Deitsch (Pennsylvania Dutch): Wann du [Deitsch (Pennsylvania German/Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 610-869-1000.
TTY: 1-800-654-5988.

한국어 **(Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 610-869-1000 번으로 전화해 주십시오. TTY: 1-800-654-5988.

Italiano (Italian): Attenzione: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 610-869-1000. TTY: 1-800-654-5988.

(Arabic) العربية
ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 610-869-1000. TTY: 1-800-654-5988.

Français (French): Attention: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 610-869-1000. TTY: 1-800-654-5988.

Deutsch (German): Achtung: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 610-869-1000. TTY: 1-800-654-5988.

ગુજરાતી **(Gujarati):** ચુના: જો તમે જરાતી બો લતા હો , તો નિ:લ્કુ ભાષા સહાય સે વાઓ તમારા માટ ઉપલબ્ધ છ. ફો ન કરો 610-869-1000. TTY: 1-800-654-5988.

Polski (Polish): Uwaga: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 610-869-1000. TTY: 1-800-654-5988.

Kreyòl Ayisyen (Haitian Creole): Atansyon: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 610-869-1000. TTY: 1-800-654-5988.

ខ្មែរ **(Cambodian):** រៀបរាប់៖ បើសិនអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 610-869-1000. TTY: 1-800-654-5988.

Português (Portuguese): Atenção: Se necessita destes serviços, contacte HHS através do número 610-869-1000. TTY: 1-800-654-5988.

Jennersville Hospital
TOWER HEALTH
Advancing Health. Transforming Lives.

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