



Notice of nondiscrimination & availability of language assistance

Charleston Area Medical Center Inc. (CAMC) complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). CAMC does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, religion, disability, sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes), veteran status or payor status.

In compliance with Section 1557 and other federal civil rights laws, we provide individuals with the following in a timely manner and free of charge:

Language assistance services. CAMC will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services and other benefits. Language assistance services may include:

- Electronic and written translated documents
- Qualified sign language and audio interpreters through video-remote technology and telephonic assistance
- Information written in other languages

Appropriate auxiliary aids and services. CAMC will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:

- Qualified interpreters, including American Sign Language interpreters
- Video-remote interpreting
- Information in alternate formats (including but not limited to large print, recorded audio and accessible electronic formats)

Reasonable modifications. CAMC will provide reasonable modifications for qualified individuals with disabilities when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services or other benefits.

To access our language assistance services, auxiliary aids and services, and for assistance in getting a reasonable modification, please speak to any staff member or contact Patient Experience at **304-388-2005** or patientexperience@vandaliahealth.org.

If you believe CAMC has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, sex, age, religion or disability, you can:

1. Voice your concern to any staff member or call **304-388-9623** for immediate assistance.
2. Contact **304-388-2005** or patientexperience@vandaliahealth.org if you have concerns that have not been resolved.
3. File a complaint with the Vandalia Health Inc. 1557 Coordinator by calling the Compliance Hotline at **1-877-777-0787** or visiting vandaliahealth.ethicspoint.com if you believe your Civil Rights have been violated.
4. File a complaint with the US Department of Health and Human Services, Office for Civil Rights:

- **Electronically:** <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

- **Via mail:**

**US Department of Health & Human Services
200 Independence Ave., SW – 509F
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)**

American Sign Language

ATTENTION: If you use American Sign Language, free language assistance services are available to you. Please let a staff member know you need assistance.

Spanish

ATENCIÓN: Si habla español, ponemos a su disposición servicios gratis de asistencia lingüística. Informe a un miembro del personal si necesita ayuda.

Arabic

تامدخ نإف ، ةيبرعلا ةغلل ثدحتت تنك اذا : ةمه ةظوحلم
غالبل إيجي . كل حاتم نوكتس ةيناچم لم ةيوغلل ةدعاسم
ةدعاسم لم إلل ةچاجب كنأ لم عل قيرف ءاضعأ دحأ

Gujarati

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હોવ,
તો તમારા માટે મફત ભાષા સહાય સેવાઓ
ઉપલબ્ધ છે. કૃપા કરીને સ્ટાફ સભ્યને જણાવો
કે તમને સહાયની જરૂર છે.

Vietnamese

LƯU Ý: Nếu quý vị nói tiếng Việt, quý vị sẽ được hưởng các dịch vụ hỗ trợ ngôn ngữ miễn phí. Vui lòng thông báo với nhân viên nếu quý vị cần trợ giúp.

Portuguese

ATENÇÃO: se fala português, tem à sua disposição serviços de assistência linguística gratuitos. Se precisar de assistência, informe um membro da equipa.

Russian

ВНИМАНИЕ! Если вы говорите на русском языке, вам доступны бесплатные услуги переводчика. Обратитесь к одному из сотрудников, если вам требуется помощь.

Japanese

注意: 日本語 を話される場合、無料の言語支援サービスをご利用いただけます。ご希望の際はスタッフにお申し付けください。

Urdu

تفم یک تناعی ناسل ، دی سے تل و درآ پآ رگا
لمع مرک هارب - دی بهای تسد سے ل سے پآ تامدخ
تناع وک پآ هک سی ئاتب وک ربمم یسک سے
سه راکرد

Nepali

ध्यान दिनुहोस्: तपाईं नेपाली बोलनुहुन्छ
भने निःशुल्क भाषा सहायता सेवाहरू
तपाईं का लागि उपलब्ध छन्। कृपया
तपाईं लाई सहयोग चाहिन्छ भने र
कर्मचारीलाई बताउनुहोस्।

Chinese (Traditional)

請注意: 如果您講普通話，我們可為您提供免費的語言協助服務。請告知工作人員您需要協助。

Korean

주의: 한국어를 사용하시는 경우, 무료 언어 지원 서비스를 이용하실 수 있습니다. 지원이 필요하시면 직원에게 알려주시기 바랍니다.

Ukrainian

УВАГА! Якщо ви говорите українською, вам доступні безкоштовні послуги перекладача. Якщо вам потрібна допомога, зверніться до одного зі співробітників.

German

HINWEIS: Wenn Sie Deutsch sprechen, stehen für Sie kostenlos Sprachassistenzen zur Verfügung. Falls Sie Hilfe benötigen, lassen Sie es bitte einen Mitarbeiter wissen.

Farsi

تامدخ ، دین کی تب حص یسراف نابز هب رگا
دراد رارق امش سرتسد رد ناگیار ینابز کمک
دی مدعالطا هسردم رداک یاضعا زا یکی هب افطل
دی راد زاین کمک هب

French

ATTENTION : si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Veuillez informer un membre du personnel que vous avez besoin d'aide.

Italian

ATTENZIONE: Se parli italiano, avrai a disposizione servizi di assistenza linguistica gratuiti. Fai sapere a un membro del personale che hai bisogno di assistenza.

Thai

ข้อควรใส่ใจ: หากคุณพูดภาษาไทย เรามี
บริการช่วยเหลือ านภาษาโดยไม่เสียค่าใช้จ่ายให้
แก่คุณ กรุณาแจ้ง เจ้าหน้าที่
ทราบว่าคุณต้องการความช่วยเหลือ

Tagalog

ATENSYON: Kung nagsasalita ka ng Tagalog, available sa iyo ang libreng serbisyong pantulong sa wika. Pakisuyong ipagbigay-alam sa isang kawani kung kailangan mo ng tulong.