

## **Notice of Nondiscrimination**

Santa Clara Valley Healthcare (SCVH) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. SCVH does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

SCVH:

- 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

SCVH offers free language assistance services to patients, their families, and the public 24 hours a day, 7 days a week. Interpreter services are available in more than 200 languages, including Spanish, Vietnamese, Chinese, Tagalog, Punjabi, Farsi, and sign language.

If you need these services, please call (888) 334-1000 (TTY: 711).

If you believe that SCVH 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: SCVH Customer Relations Department, 751 S. Bascom

Avenue, San José, CA 95128, (800) 351-1818 (TTY: 711),  
Customer.Relations@hhs.sccgov.org (email), 408-793-1825 (fax). You can file a  
grievance in person or by mail, fax, or email. If you need help filing a grievance, SCVH  
Customer Relations 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, 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>.

You may also submit a complaint to:

Coordinator of Programs for the Disabled  
County of Santa Clara  
2310 N. First St., Ste. 101  
San José, CA 95131  
(408) 993-4840 (TTY: 711)  
<https://home.sccgov.org/county-santa-clara-grievance-procedure-under-americans-disabilities-act>

California Department of Public Health  
San José District Office  
100 Paseo de San Antonio, Suite 235  
San José, CA 95113  
(408) 277-1784 / (800) 554-0348 (TTY: 711)  
<https://www.cdph.ca.gov/Programs/CHCO/LCP/Pages/FileAComplaint.aspx>

The Joint Commission  
Office of Quality and Patient Safety  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181  
1 (800) 994-6610 (TTY: 711)  
[http://jointcommission.org/report\\_a\\_complaint.aspx](http://jointcommission.org/report_a_complaint.aspx)