Discrimination is Against the Law

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

Brandywine 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 at Brandywine Hospital. If you believe that Brandywine 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 Manager either in person, by mail: 201 Reeceville Road, Coatesville, PA 19320; telephone: 1-610-383-8419; Fax: 1-610-383-8543; TTY: 1-800-654-5988; or email: BrandywinePARiskManager@towerhealth.org. If you need help filing a grievance, the Risk Manager 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 1-610-383-8000. TTY: 1-800-654-5988.

Español (Spanish): Atención: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-610-383-8000. 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 1-610-383-8000。
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 1-610-383-8000. TTY: 1-800-654-5988.

Русский **(Russian)** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-610-383-8000. 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: 1-610-383-8000.
TTY: 1-800-654-5988.

한국어 **(Korean):** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-610-383-8000 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 1-610-383-8000. TTY: 1-800-654-5988.

(Arabic) العربية
TTY: 1-800-654-5988. 1-610-383-8000. ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم

Français (French): Attention: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-610-383-8000. TTY: 1-800-654-5988.

Deutsch (German): Achtung: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-610-383-8000. 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 1-610-383-8000. TTY: 1-800-654-5988.

Polski (Polish): Uwaga: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-610-383-8000. 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 1-610-383-8000. TTY: 1-800-654-5988.

ខ្មែរ **(Cambodian):** របយ័ត៖ បេើសិនអកនិយ ៀខែរ, សេជំនួយផែកៀ ៀយមិនគិតឈៀល
គឺចនសំ ប់ប់រេអក។ ចូរ ទូរស័ព 1-610-383-8000. TTY: 1-800-654-5988.

Português (Portuguese): Atenção: Se necessita destes serviços, contacte HHS através do número 1-610-383-8000. TTY: 1-800-654-5988.

Brandywine Hospital
TOWER HEALTH
Advancing Health. Transforming Lives.

BR7498 Revised 12.19