

## Notice of Nondiscrimination and Accessibility

St. Mary's Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). St. Mary's Healthcare does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

### St. Mary's Healthcare

- 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 Lorelei Barrett, RHIA, CHC, CHPC, Compliance and Privacy Officer – Civil Rights Coordinator
  - [compliance@nysmha.org](mailto:compliance@nysmha.org)
  - 518-841-7292 Direct Telephone Live
  - 844-916-2768 Anonymous Compliance Hotline

If you believe that St. Mary's Healthcare has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with Lorelei Barrett, Civil Rights Coordinator by:

- Mail
  - St. Mary's Healthcare
  - Attn: Lorelei Barrett, Civil Rights Coordinator
  - 427 Guy Park Ave., Amsterdam, NY
- Phone: 518-841-7292
- Email: [compliance@nysmha.org](mailto:compliance@nysmha.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Lorelei Barrett, Compliance and Privacy Officer – Civil Rights Coordinator 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 <https://www.hhs.gov/ocr/complaints/index.html>