



Notice of Nondiscrimination and Accessibility Requirements


Great River Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, creed, religion, national origin, including limited English proficiency and primary language, age, disability, sex, including sex characteristics (such as intersex traits), pregnancy or related conditions, sexual orientation, gender identity/expression, and sex stereotypes, and genetic information. Great River Health does not exclude people or treat them less favorably because of race, color, creed, religion, national origin, age, disability, sex, or genetic information.

Great River Health:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Section 1557/Civil Rights Coordinator.

If you believe that Great River Health has failed to provide these services or discriminated in another way on the basis of race, color, creed, religion, national origin, age, disability, sex, or genetic information, you can file a grievance with Section 1557/Civil Rights Coordinator, 5445 Avenue O, Fort Madison, IA 52627, 319-376-1154, compliance@greatriverhealth.org. You can file a grievance in person or by mail, phone, or email. If you need help filing a grievance, Section 1557/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 <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available on Great River Health's website: greatriverhealth.org

Great River Health includes all services provided by its affiliated organizations, including but not limited to:

- Great River Health System
- Southeast Iowa Regional Medical Center
- Southeast Iowa Regional Home Health & Hospice
- Klein Center
- Heritage Medical Equipment & Supplies
- Heritage Park Pharmacy
- Heritage Family Pharmacy
- Heritage Partners Pharmacy
- Henry County Health Center
- Park Place Elder Living