



Nondiscrimination Statement

INFORMING INDIVIDUALS ABOUT NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS AND NONDISCRIMINATION STATEMENT: DISCRIMINATION IS AGAINST THE LAW

North Country Healthcare and its affiliates comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. North Country Healthcare and its affiliates do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

North Country Healthcare and its affiliates:

- Provide 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)
- Provide 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, please contact the affiliate’s representative noted below:

ANDROSCOGGIN VALLEY HOSPITAL	NORTH COUNTRY HOME HEALTH & HOSPICE AGENCY	UPPER CONNECTICUT VALLEY HOSPITAL	WEEKS MEDICAL CENTER
<u>Patient Access Department (Registration):</u> 59 Page Hill Road Berlin, NH 03570 603.326.5702 603.326.5800 (TTY)	<u>Main Office:</u> 536 Cottage Street Littleton, NH 03561 603.444.5317 603.444.5328 (TTY)	<u>Unit Secretary:</u> 181 Corliss Lane Colebrook, NH 03576 603.388.4253 603.237.6037 (TTY)	<u>Any Front Desk Person:</u> 173 Middle Street Lancaster, NH 03584 603.788.4911 888.316.4206 (TTY)

If you believe that North Country Healthcare and its affiliates have 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 affiliate. To file a grievance, please contact the affiliate’s representative noted below:

ANDROSCOGGIN VALLEY HOSPITAL	NORTH COUNTRY HOME HEALTH & HOSPICE AGENCY	UPPER CONNECTICUT VALLEY HOSPITAL	WEEKS MEDICAL CENTER
<u>Compliance Office:</u> 59 Page Hill Road Berlin, NH 03570 603.326.5608 (Office) 603.326.5800 (TTY) 603.752.1836 (Fax) compliance@northcountryhealth.org	<u>Compliance Office:</u> 536 Cottage Street Littleton, NH 03561 603.444.5317 (Office) 603.444.5328 (TTY) 603.444.0980 (Fax) compliance@nchhha.org	<u>Compliance Office:</u> 181 Corliss Lane Colebrook, NH 03576 603.388.4216 (Office) 603.237.6037 (TTY) 603.388.4169 (Fax) compliance@northcountryhealth.org	<u>Compliance Office:</u> 173 Middle Street Lancaster, NH 03584 603.788.5026 (Office) TTY: 888.316.4206 (TTY) Fax: 603.788.5027 (Fax) compliance@northcountryhealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the affiliate contact 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).