



Our Patient and Public Non Discrimination and Accessibility Policy

Valley View Hospital Association (“Valley View”) values inclusion and diversity. Valley View complies with applicable Federal civil rights laws and does not discriminate based on age, race or ethnicity, color, national origin, religion, culture, socio-economic status, sex, sexual orientation, gender identity or expression, genetic information, or mental or physical disability.

Valley View provides free and timely appropriate auxiliary aids and services when necessary to ensure individuals with disabilities have an equal opportunity to participate, including:

- Qualified sign language interpreters; and
- Information in alternate formats.
- Valley View provides free and timely language assistant services when necessary to provide meaningful access for individuals whose primary language is not English, including:
 - Qualified interpreters; and
 - Information written in other languages.

If you need these services, contact the House Supervisor (1-970-618-6735).

If you believe that Valley View has failed to provide these services or discriminated, in violation of this policy, we encourage you to file a report with our Compliance Department. We want to equitably and promptly resolve your concerns,

- The contact information for our Compliance Department is:
 - 1906 Blake Avenue, Glenwood Springs, CO 81601
 - Phone: 970-384-7043
 - Fax: 970-384-8156
 - Email: Compliance@vvh.org
- You can file a report in person or by mail, fax, or email. If you need help filing a report, the Compliance Department is available to help you.
- You may also file a civil rights complaint with the applicable government agency such as, for violation of section 1557 of the Affordable Care Act, the U.S. Department of Health and Human Services, Office for Civil Rights, by mail or phone or electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>. Complaint forms are available at <http://hhs.gov/ocr/office/file.index.html>. The contact information is:
 - 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)