



VALLEY VIEW

Our Patient and Public Non Discrimination and Accessibility Policy

Valley View Hospital Association (“Valley View”) values inclusion and diversity. We comply with applicable Federal civil rights laws and prohibit unlawful discrimination on the basis of race, color, national origin, age, disability, or sex [or any other legally protected category]. Valley View does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex [or any other legally protected category].

- 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 (1-970-945-6535).

- 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 grievance with our Civil Rights Coordinator. We want to equitably and promptly resolve your concerns,

The contact information for our Civil Rights Coordinator is:

1906 Blake Avenue, Glenwood Springs, CO 81601

Patient Grievance Hotline: 970-384-8156

Fax: 970-384-8156

Email: Grievance@VVH.org

- You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator 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](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)