Notice of Non-Discrimination, Auxiliary Aids, Services and Accessibility

Statement of Non-Discrimination

Loma Linda University Medical Center – Murrieta (LLUMC – M) complies with applicable Federal civil rights laws and does not exclude, deny benefits to or otherwise unlawfully discriminate on the basis of race, color, gender, sexual orientation, gender identity, national origin, medical condition, physical handicap or disability, mental condition, veteran's status or age in admission to, participation in or receipt of the services and benefits under any of its programs and activities, whether carried out by LLUMC – M directly or through a contractor or any other entity with which LLUMC – M arranges to carry out its programs and activities. LLUMC – M does not exclude people or treat them differently because of race, color, gender, sexual orientation, gender identity, national origin, medical condition, physical handicap or disability, mental condition, veteran's status or age. Also prohibited is retaliation of any kind against individuals who file complaints in good faith or who assist in an LLUMC – M investigation.

This statement is in accordance with the provisions of California law and federal law, including Section 1557 of the Patient Protection and Affordable Care Act (ACA), Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975 and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, 91 and 92.

In case of questions, please contact: **Office of Corporate Compliance** 909-651-4200 | TDD or State Relay number: 800-735-2929

Auxiliary Aids and Services

LLUMC – M provides auxiliary aids and services to include a full range of assistive and communication aids provided to persons who are deaf, hard of hearing, blind or with other sensory impairments. There is no additional charge for such aids. Some of these aids include:

- For persons who are deaf or hard of hearing, qualified sign language interpreters or twenty-four (24) hour telecommunication device (TDD) services. To access TDD services, call TDD number: 800-735-2929.
- Qualified readers for the blind.
- Assistive devices for persons with impaired manual or communication skills.

If you need these services, please let the receptionist or your nurse know.

Accessibility

LLUMC – M and all of its programs and activities are accessible to and usable by disabled persons, including persons who are deaf, hard of hearing, blind or who have other sensory impairments. Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including exam rooms and patient wards.

If you believe that LLUMC – M has failed to provide these services or unlawfully discriminated on the basis as described in the above Statement of Non-Discrimination, you can file a grievance with: Office of Corporate Compliance, 11234 Anderson Street, Loma Linda, CA 92354, telephone number 909-651-4200, fax number 909-651-4213, email lluhcivilrights@llu.edu. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, a civil rights coordinator in the office of corporate compliance 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 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)

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— MURRIETA