

SECTION 1557: NON-DISCRIMINATION

At Corewell Health, we seek to provide an exceptional experience for every patient and family. We want to partner with you to ensure that you receive superior quality, personal care.

Corewell Health is committed to treating all patients and visitors equally. Corewell Health complies with applicable Federal civil rights laws and does not discriminate, exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Corewell Health provides free aids and services to people with disabilities to communicate effectively with us including qualified sign language interpreters and written information such as large print, audio, accessible electronic and other formats.

We provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

If you need assistance with language services, please call **269.983.8869** or email **shlinterpretingservices@corewellhealth.org**

If you believe that Corewell Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, sexual orientation, gender identity or expression, disability or sex, you can file a grievance with:

Debra Johnson- Chief Experience Officer
1234 Napier Ave. St. Joseph, MI 49085
Phone: **269.983.8164**
Fax: **269.982.4855**
Email: **debra.johnson3@corewellhealth.org**

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Debra Johnson 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 (OCR). You can file a complaint electronically through the OCR Complaint Portal: **<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>** or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington, DC 20201
Phone: **800.868.1019, 800.537.7697 (TDD)**
Complaint forms are available at **<http://www.hhs.gov/ocr/office/file/index.html>**