

Strong Memorial Hospital prohibits and will not engage in discrimination and harassment on the basis of age, color, disability, domestic violence status, ethnicity, gender identity or expression, genetic information, marital status, military or veteran status, national origin, race, religion or creed, sex, sexual orientation, citizenship status, or any other status protected by law.

Strong Memorial Hospital:

- Provides 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)
- Provides 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, contact your doctor, nurse or by calling Interpreter Services at (585)275-4778

If you believe that Strong Memorial Hospital has failed to provide these services or discriminated in another way on the basis of age, color, disability, domestic violence status, ethnicity, gender identity or expression, genetic information, marital status, military or veteran status, national origin, race, religion or creed, sex, sexual orientation, or citizenship status, you can file a grievance with: SMH Grievance Coordinator, 601 Elmwood Ave Box 612, Rochester, NY 14642, phone: 585-275-0954, fax: 585-756-5584.

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, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.