

Notice of Nondiscrimination

Rady Children's complies with applicable state and federal civil rights laws and does not discriminate, exclude people or treat them differently because of age, sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/ expression, disability, medical condition, marital status, registered domestic partner status, genetic information, citizenship, primary language, immigration status, (except as required by federal law), or the source of payment for care. Rady Children's:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

Language assistance services, free of charge, are available to you. Call 858-966-4096.

If you believe that Rady Children's has failed to provide these services or discriminated in any way, you can file a grievance with:

Joaquin Zavala, Manager, Customer Service Center
3020 Children's Way
MC 5101
San Diego, CA 92123
Phone: 858-966-4950
Email: jzavala@rchsd.org

You can file a grievance by telephone (858-966-4950), in person, by fax (858-966-4957), by mail, or by e-mail to refsvc@rchsd.org. If you need help filing a grievance, Joaquin Zavala or the Customer Service Center staff 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 <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, DC 20201
1-800-368-1019, 800-537-7697 (TDD)

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