

# Discrimination is Against the Law

Sheppard Pratt complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, sex, sexual orientation, gender identity or expression. Sheppard Pratt does not exclude people or treat them differently because of race, color, national origin, age, disability, religion, sex (as defined under applicable federal law), sexual orientation, gender identity or expression, limited English proficiency, or primary language. Sheppard Pratt:

- Provides reasonable modifications, free auxiliary 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 interpreter services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, first ask a member of your care team for immediate assistance. If you are not able to contact your care team, contact 1-888-838-9111.

If you believe that Sheppard Pratt has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, religion, sex, sexual orientation, gender identity or expression, you can [file a grievance](#) with the Patient Advocate, 6501 N. Charles St., Baltimore, MD 21204; 1-888-838-9111; Fax 443-659-2418; or [advocate@sheppardpratt.org](mailto:advocate@sheppardpratt.org). You can file a grievance in person or by mail, phone, fax, or email. If you need help filing a grievance, the Patient Advocate 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/smartscreen/main.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; 1-800-537-7697 (TDD).

Complaint forms are available at [www.hhs.gov/ocr/complaints/index.html](http://www.hhs.gov/ocr/complaints/index.html).

This notice is available at Sheppard Pratt's website at

[www.sheppardpratt.org/for-patients-supports/patient-rights-and-responsibilities/](http://www.sheppardpratt.org/for-patients-supports/patient-rights-and-responsibilities/).

## AMHARIC

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በ (1-800-844-8832) ይደውሉ

## ARABIC

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متوفرة لك مجانًا. الهاتف (1-800-844-8832)

## CHINESE

请注意: 如果您说中文, 可免费获得语言协助服务。致电 (1-800-844-8832)

## FRENCH

Attention : Si vous parlez français, des services d'assistance linguistique gratuits sont mis à votre disposition. Appelez le (1-800-844-8832)

## HAITIAN CREOLE

Atansyon: Si ou pale Kreyòl Ayisyen, sèvis asistans linguistik disponib gratis. Rele (1-800-844-8832)

## IGBO

Gee ntị: Ọ bụrụ na ị na-asụ asusu Igbo, ọrụ enyemaka asụsụ n'efu dịrị gị. Kpọọ (1-800-844-8832)

## KOREAN

주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 전화: 1-800-844-8832

## PERSIAN

توجه: اگر به زبان فارسی صحبت می‌کنید، خدمات رایگان کمک زبانی برای شما در دسترس است. با شماره (1-800-844-8832) تماس بگیرید

## PORTUGUESE

Atenção: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Ligue para (1-800-844-8832)

## RUSSIAN

Внимание! Если Вам удобнее говорить по-русски, воспользуйтесь бесплатными услугами лингвистической поддержки. Звоните по телефону (1-800-844-8832).

## SPANISH

Atención: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-844-8832

## TAGALOG

Paunawa: Kung ikaw ay nagsasalita ng Tagalog, may libreng tulong sa wika para sa iyo. Tumawag sa (1-800-844-8832)

## URDU

توجہ فرمائیں: اگر آپ اردو بولتے ہیں، تو مفت لسانی معاونتی خدمات آپ کے لیے دستیاب ہیں۔ کال کریں: (8832-844-800-1)

## YORUBA

ÀKÍYÈSÍ: Tí o bá ní sọ èdè Yorùbá, àwọn èka tò ní sẹ̀rànwó fún èdè wà lárọ̀wọ̀tó rẹ lófẹ́ẹ́. KÁRÍ-AYÉ (1-800-844-8832)

## VIETNAMESE

Chú ý: Nếu quý vị nói Tiếng Việt, chúng tôi có các dịch vụ hỗ trợ ngôn ngữ miễn phí. Vui lòng gọi đến số (1-800-844-8832)