



---

# Non-Discrimination Statement, Grievance Procedure, and Language Assistance Statement

---

Discrimination is Against the Law – Affordable Care Act Section 1557

Children's of Alabama complies with applicable Federal civil rights laws and regulations and does not discriminate on the basis of race, color, national origin, age, disability, gender identity, gender expression, or sex. Children's of Alabama does not exclude people or treat them differently because of race, color, national origin, age, disability, gender identity, gender expression, or sex.

Children's of Alabama:

- 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 the Language Services Office at 205-638-9191 for assistance.

If you believe that Children's of Alabama has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, gender identity, gender expression, or sex, you can file a grievance with: Patient Relations Department, 1600 7th Avenue South, Birmingham, AL 35233. Contact a Patient Relations Coordinator at 205-638-3999 if you need help filing a grievance.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Your complaint must be sent in writing by mail, e-mail, or via the Office for Civil Rights Complaint Portal: <https://ocrportal.hhs.gov>

Mailing Address:

Centralized Case Management Operations

U.S. Department of Health and Human Services

200 Independence Avenue, S.W.

Room 509F, HHH Bldg.

Washington, D.C. 20201

Phone: 1-800-368-1019, 800-537-7697 (TDD)

E-mail: [OCRCComplaint@hhs.gov](mailto:OCRCComplaint@hhs.gov) (Disclaimer from HHS: please note that communication by unencrypted email presents a risk that personally identifiable information contained in such an email, may be intercepted by unauthorized third parties)

Complaint form package is available at: [www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf](http://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf)

### **Language Assistance Services**

**ATTENTION:** Communication is important to us. Language assistance services, free of charge, are available to you. Call 1-205-638-9191.

#### **Español (Spanish):**

**ATENCIÓN:** ATENCIÓN: La comunicación es importante para nosotros. Disponemos de servicios de asistencia lingüística gratuitos. Llame al 1-205-638-9191.

#### **中文 (Chinese):**

注意：沟通对我们来说很重要。我们为您提供免费的语言协助服务。请致电 1-205-638-9191。

#### **한국어 (Korean):**

주의: 의사소통은 저희에게 중요합니다. 무료로 언어 지원 서비스를 이용하실 수 있습니다. 1-205-638-9191로 전화하세요.

#### **Ting Vit (Vietnamese):**

**CHÚ Ý:** Nu bn nói Ting Vit, có các dch v h tr ngôn ng min phí dành cho bn. Gi s 1205638 9191.

#### **العربية (Arabic):**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-205-638-9191 (رقم هاتف الصم والبكم).

#### **Deutsch (German):**

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 12056389191.

#### **Français (French):**

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 12056389191.

#### **ગુજરાતી (Gujarati):**

**ધ્યાન:** વાતચીત અમારા માટે મહત્વપૂર્ણ છે. ભાષા સહાયતા સેવાઓ, મફત, તમારા માટે ઉપલબ્ધ છે. 1-205-638-9191 પર કોલ કરો.

#### **Tagalog (Tagalog – Filipino):**

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 12056389191.

#### **हिंदी (Hindi):**

**ध्यान दें:** संचार हमारे लिए महत्वपूर्ण है। भाषा सहायता सेवाएँ, निःशुल्क, आपके लिए उपलब्ध हैं। 1-205-638-9191 पर कॉल करें।

**ພາສາລາວ(Lao):**

ເອົາໃຈໃສ່: ການສື່ສານແມ່ນສຳຄັນສຳລັບພວກເຮົາ. ການບໍລິການຊ່ວຍເຫຼືອພາສາ, ບໍ່ເສຍຄ່າໃຊ້ຈ່າຍ, ມີໃຫ້ທ່ານ. ໂທ 1-205-638-9191.

**Русский (Russian):**

**ВНИМАНИЕ:** Для нас важна коммуникация. Вам доступны бесплатные услуги языковой поддержки. Звоните по телефону 1-205-638-9191.

**Português (Portuguese):**

ATENÇÃO: Se fala português, encontramse disponíveis serviços linguísticos, grátis. Ligue para 1205638 9191.

**Türkçe (Turkish):**

DKKAT: Eer Türkçe konuuyor iseniz, dil yardm hizmetlerinden ücretsiz olarak yararlanabilirsiniz. 12056389191 irtibat numaralarn arayn.

**日本語 (Japanese):**

注意: コミュニケーションは当社にとって重要です。無料の言語支援サービスをご利用いただけます。1-205-638-9191 までお電話ください。

**Document ID** 17730

**Department** Division of Administration P&P

**Document Owner** McCamy, Ashley

**Original Effective Date** 02/13/2018

**Revised** [02/13/2018 Rev. 0], [07/02/2019 Rev. 1], [02/19/2025 Rev. 2]

**Document Status** Official

**Department Director** Atkins, Vickie S.

**Next Review Date** 02/19/2027