

Discrimination is Against the Law

In accordance with the provisions of Title VI of the Civil Rights Act of 1964, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Affordable Care Act and the regulations issued there under, Pascack Valley Medical Center complies with the applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, gender or sex. Pascack Valley Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability, gender or sex.

Pascack Valley Medical Center:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - A twenty-four hour (24) telecommunication device (TTY/TDD) which can connect the caller to all
 - Flash cards, alphabet boards and other communication boards
 - Assistive devices for person with impaired manual skills
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
- Provides convenient off-street parking designated specifically for disabled persons
- Provides curb cuts and ramps between parking areas and buildings
- Fully accessible office, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards
- Provides level access into the first-floor level with elevator access to other floors

If you need any services or aids listed above, please let the receptionist or your nurse know or contact the Section 504/1557 Coordinator/Compliance Officer, shown below.

If you believe that Pascack Valley Medical Center has failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, gender or sex, you can file a grievance with:

Minsky Thomas, Section 504/1557 Coordinator/Compliance Officer
 250 Old Hook Road, Westwood, NJ 07675
 201-383-1903, minsy.thomas@hackensackumcpv.com

You can file a grievance in person or by mail. If you need help filing a grievance, the Compliance Officer and Civil Rights Coordinator is available to help you. Your grievance must be filed within 60 days of the date you became aware of the alleged discriminatory action, and must include your name and address, the problem or action alleged to be discriminatory, and the remedy or relief you are seeking.

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: U.S. Department of Health and Human Services
 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201
PHONE: 1-800-368-1019, 800-537-7697 (TDD)

Language Assistance Services

English	If you speak English, language assistance services, free of charge, are available to you. Call 1-201-383-1903.
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-201-383-1903.
Chinese	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-201-383-1903。
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-201-383-1903 번으로 전화해 주십시오.
Portuguese	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-201-383-1903.
Gujarti	!यनल: % त' गुजराती बोलता डो, तो िनःशुउक भाषा सहाय 9वाओ तमारा मा= उपल@ध B. फोन करो 1-201-383-1903.
Polish	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-201-383-1903.
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-201-383-1903.
Arabic	ملاحظة: إذا كنت تتحدث اللغة، تتوفر المساعدة اللغوية مجاناً. اتصل بالرقم 1-201-383-1903.
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-201-383-1903.
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-201-383-1903.
French Creole	ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-201-383-1903.
Hindi	य"द आप "हंद(बोलते ह., तो भाषा सहायता सेवाएं ढनःशुःक, आपके <लए उपल>ध ह.। कॉल 1-201-383-1903.
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-201-383-1903.
French	ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-201-383-1903.
Urdu	!यनल: % त' गुजराती बोलता डो, तो िनःशुउक भाषा सहाय 9वाओ तमारा मा= उपल@ध B. फोन करो 1-201-383-1903.