

## NOTICE OF NONDISCRIMINATION

### POLICY

As a recipient of Federal financial assistance, Bates County Memorial Hospital does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, national origin, age, disability, or sex in admission to, participate in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Bates County Memorial Hospital directly or through a contractor or any other entity with which Bates County Memorial Hospital arranges to carry out its programs and activities.

This statement is 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, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91 and section 1557 of the Affordable Care Act.

**Español (Spanish):** Bates County Memorial Hospital cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

**Deutsch (German):** Bates County Memorial Hospital erfüllt geltenden bundesstaatliche Menschenrechtsgesetze und lehnt jegliche Diskriminierung aufgrund von Rasse, Hautfarbe, Herkunft, Alter, Behinderung oder Geschlecht ab.

### PERSONS OF LIMITED ENGLISH PROFICIENCY

Bates County Memorial Hospital will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The hospital will ensure meaningful communication with LEP patients and their representatives involving their medical conditions, treatment, services and benefits. The hospital will provide for communication of information contained in vital documents, including but not limited to, waivers of rights, consent to treatment forms, financial and insurance benefit forms. All necessary interpreters, translators, and aids will be provided without cost to the person being served. For assistance call 1-660-200-7090 (RTT: 660-464-0303).

**Español (Spanish):** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-660-200-7090 (RTT: 660-464-0303).

**Deutsch (German):** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-660-200-7090 (RTT: 660-464-0303).

### PERSONS WITH DISABILITIES

Bates County Memorial Hospital will take reasonable steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs, and other benefits. The hospital will ensure effective communication with disabled patients and their representatives involving their medical conditions, treatment, services and benefits.

The hospital will provide for communication of information contained in vital documents, including but not limited to, waivers of rights, consent to treatment forms, financial and insurance benefit forms. All necessary auxiliary aids and services will be provided without cost to the person being served.

## VISITATION

Bates County Memorial Hospital does not restrict, limit, or deny visitation privileges on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity or disability. Bates County Memorial Hospital will ensure all visitors enjoy full and equal visitation privileges consistent with patient preferences and noted exceptions.

Bates County Memorial Hospital may, at their discretion, not allow visitation during specific times; including, but not limited to:

- When it interferes with care of the patient or other patients
- Security or safety concerns for the patient or staff
- During procedures and examinations

## COMPLAINTS

BCMh has an internal complaint procedure providing for prompt and equitable resolution of complaints alleging discrimination. If you wish to file a formal grievance, you may contact:

### **Bates County Memorial Hospital**

Legal Counsel / Compliance Officer  
615 W. Nursery Street  
P.O. Box 370, Butler, MO 64730  
1-660-200-7124 (Compliance Hotline)  
RTT: 1-660-464-0303

OR you may contact:

### **Department of Social Services**

Offices for Civil Rights  
P.O. Box 1527  
Jefferson City, MO 65102  
1-573-751-4815  
1-800-776-8014

### **Hearing and Speech Impaired**

1-800-735-2460 VOICE  
1-800-735-2966 TEXT PHONE