

## ARMC Healthcare System Nondiscrimination Statement

The ARMC Healthcare System (consisting of Ashtabula Regional Medical Center (ARMC), ARMC Home Health, and Glenbeigh Hospital and Outpatient Centers) complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act. The ARMC Healthcare System does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)), age, or disability.

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

**Language assistance services:** The ARMC Healthcare System will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:

- Electronic and written translated documents
- Qualified interpreters

**Provision of Language Assistance Services and Appropriate auxiliary aids and services:** The ARMC Healthcare System will provide language assistance services and appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:

- Qualified interpreters, including American Sign Language interpreters
- Video remote interpreting
- Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)

**Reasonable modifications:** The ARMC Healthcare System will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

To access our language assistance services, auxiliary aids and services, and for assistance getting a reasonable modification, please contact a member of your care team. For additional assistance, you may also contact the Nursing Supervisor through your care team.

If you believe the ARMC Healthcare System has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, sex, age, or disability, you can file a grievance with the entity contact below:

Ombudsman  
Ashtabula Regional Medical Center  
2420 Lake Avenue  
Ashtabula, OH 44004  
440-997-2262

Quality Director  
ARMC Home Health  
2131 Lake Ave, Ste 2  
Ashtabula, OH 44004  
440-992-4633

Quality Manager  
Glenbeigh  
2863 State Route 45N  
Rock Creek, OH 44084  
440-563-3400

Or, you may also file a complaint with the US Department of Health and Human Services, Office for Civil Rights at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail to:

US Department of Health and Human Services  
200 Independence Avenue, SW – 509F  
Washington, DC 20201

## **Ashtabula Regional Medical Center**

ARMC Healthcare System

 Cleveland Clinic affiliate

## **ARMC Home Health**

ARMC Healthcare System

 Cleveland Clinic affiliate

## **Glenbeigh**

ARMC Healthcare System

 Cleveland Clinic affiliate