

Discrimination is Against the Law

North Country Healthcare (NCH) and its affiliates comply with applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557) and does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). North Country Healthcare and its affiliates does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

North Country Healthcare and its affiliates:

- Provide individuals with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language assistance services to individuals whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, please contact the affiliate’s representative noted below. Each affiliate representative collaborates with the Section 1557 Coordinator, the NCH Compliance Officer.

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| Androscoggin Valley Hospital <u>Patient Access (Registration):</u> 59 Page Hill Road Berlin, NH 03570 603.326.5702 (Office) 603.326.5800 (TTY) | North Country Home Health and Hospice Agency <u>Main Office:</u> 536 Cottage Street Littleton, NH 03561 603.444.5317 (Office) 888.316.4206 (TTY) | Upper Connecticut Valley Hospital <u>Unit Secretary:</u> 181 Corliss Lane Colebrook, NH 03576 603.388.4253 (Office) 603.237.6037 (TTY) | Weeks Medical Center <u>Any Front Desk Person:</u> 173 Middle Street Lancaster, NH 03584 603.788.4911 (Office) 888.316.4206 (TTY) |
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If you believe that North Country Healthcare and its affiliates has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the NCH Compliance Officer.

NCH Compliance Officer
 8 Clover Lane
 Whitefield, NH 03598
 603.326.5608 (Office)
 603.326.5800 (TTY)
 603.752.1836 (Fax)
 compliance@northcountryhealth.org

You can file a grievance in person or via mail, fax, or email. If you need help filing a grievance, the NCH Compliance Officer is available to assist 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/portal/lobby.jsf>, or by mail or phone at:

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

Compliant forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

This notice is available at North Country Healthcare and its affiliates website: <https://northcountryhealth.org/nondiscrimination-statement/>.