

## Mercy Iowa City affiliate of MercyOne Section 1557 Non-Discrimination

### Discrimination is Against the Law (Section 1557 Non-Discrimination)

Mercy Iowa City complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. We do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. We:

- Provide 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)
- Provide free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

**Contact the charge nurse on your unit or the Assistant Director of Nursing Department at 319-339-3951 if you need these services.**

If you believe that we have 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:

**Mercy Iowa City  
Section 1557 Coordinator**  
500 East Market Street  
Iowa City, IA 52245  
(319) 339-3881

You can file a grievance via telephone, mail or email/website. Please contact our local administration if you need help filing.

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/smartscreen/main.jsf> or by mail or phone at:

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

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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**English—ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-641-428-7000 (TTY: 1-641-428-7763).

**Español (Spanish)—ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-641-428-7000 (TTY: 1-641-428-7763).

**繁體中文 (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 1-641-428-7000 (TTY: 1-641-428-7763)

**Tiếng Việt (Vietnamese)—CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-641-428-7000 (TTY: 1-641-428-7763).

**Srpsko-hrvatski (Serbo-Croatian)—**  
**OBAVJEŠTENJE:** Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-641-428-7000 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-641-428-7763).

**Deutsch (German)—ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-641-428-7000 (TTY:

1-641-428-7763).

**ملحوظة (Arabic)—**إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم ٧٠٠٠-٤٢٨-٦٤١-١ (رقم هاتف الصم والبكم: ٧٧٦٣-٤٢٨-٦٤١-١).

**ລາວ (Lao, Laotian)—**ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ນັບ ວ່າການຊ່ວຍເຫຼືອ ອດ ການພາສາ, ໂດຍບໍ່ ເສັຽ ຄ່າ, ແມ່ນມີ ພ້ອມໃຫ້ ທ່ານ. ໂທ 1-641-428-7000 (TTY: 1-641-428-7763).

**한국어 (Korean)—주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-641-428-7000 (TTY: 1-641-428-7763)번으로 전화해 주십시오.

**हिंदी (Hindi)—**ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-641-428-7000 (TTY: 1-641-428-7763) पर कॉल करें।

**Français (French)—ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-641-428-7000 (ATS : 1-641-428-7763).

**Deutsch (Pennsylvania Dutch)—**Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-641-428-7000 (TTY: 1-641-428-7763).

**ภาษาไทย (Thai)—**เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-641-428-7000 (TTY: 1-641-428-7763).

**Tagalog (Tagalog – Filipino)—**  
**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-641-428-7000 (TTY: 1-641-428-7763).

**unD (Karen)—LALE:** Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbāl in jipañ ilo kajin ñe am ejjelok wōñāān. Kaalok 1-641-428-7000 (TTY: 1-641-428-7763).

**Русский (Russian)—ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-641-428-7000 (телетайп: 1-641-428-7763).